

# Service Unit Overview

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S E R V I C E   U N I T   T O O L K I T



Service Unit Foundations

**girlscouts**   
western pennsylvania



## INCLUSIVITY IN MEMBERSHIP RECRUITMENT

We make every effort to ensure the Girl Scout Movement continues forward, that all members have an equal opportunity to participate, and that appropriate adult leadership is available for youth members.

Girl Scouts Western Pennsylvania offers a variety of participation pathways, providing opportunities that serve and celebrate the diversity of our members and their communities.

### Girl Scouts and Diversity, Equity, Inclusion, and Access



Girl Scouts has a long-standing tradition (more than 110 years strong!) of making the world a better place and pledging to "help people at all times." Those words carry great weight and responsibility and inspire us with strength as we denounce institutional violence, injustice, and inequity.

At Girl Scouts Western Pennsylvania, we are committed to creating a safe and welcoming environment for all through the shared responsibility of every member. We strive to create a culture where everyone feels valued and believes that our processes and outcomes are fair. We will make reasonable accommodations, when possible, to support a girl's physical and emotional well-being while she's participating in council activities.

We are committed to understanding similarities and differences, building relationships, and promoting a dialogue of belonging and respect. Each individual involved must uphold the Girl Scout Promise and Law.

Through the Girl Scout Leadership Experience, Girl Scouts develop skills to advance diversity and promote belonging in the twenty-first century.

### GIRL SCOUT MISSION

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

### GIRL SCOUT PROMISE

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

### GIRL SCOUT LAW

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

\*Members may substitute for the word God in accordance with their own spiritual beliefs.



# Joining the Service Unit Team

## Get started in 5 easy steps:

- 1 Talk with your member success advisor about available roles on the service unit team.
- 2 Review the Service Unit Overview Toolkit (this document).
- 3 Review the Service Unit Position Description and agree to the responsibilities and qualifications for the position.
- 4 Sign the Service Unit Team Role Agreement at [gswpa.org/suagreement](https://gswpa.org/suagreement).
- 5 Complete the Member Information Update Form at [gswpa.org/forms](https://gswpa.org/forms) to add your role to your myGS account.

### Questions?

Contact your member success advisor.

*All individuals volunteering on the service unit team must be registered members of Girl Scouts Western Pennsylvania, be in good standing, and have current background checks on file.*



This packet is a reference for service unit volunteers in performing their duties.

Note: This resource is updated as policies or procedures change.

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### Icon Guide

Look for important notes when you see these images!



Your commitment



Additional resources



Important policies





# Welcome to the Team!

As a service unit volunteer, you'll partner with your team to provide guidance to the members in your area.

As we begin an exciting year with Girl Scouts, keep in mind that other service unit teams may look different than yours. That's the great thing about Girl Scouts! We're possibility thinkers and innovators so we do our best to accommodate the many different schedules, needs, and interests of our girls and volunteers.

You're bound to have questions along the way. If you ever find that you need additional support or guidance, remember that you can reach out to your service unit manager (volunteer) or member success advisor (staff) at any time!

Service unit team members will:

- Champion girl ambition.
- Create an environment of inclusivity & support.
- Help set the tone for your Girl Scout community.

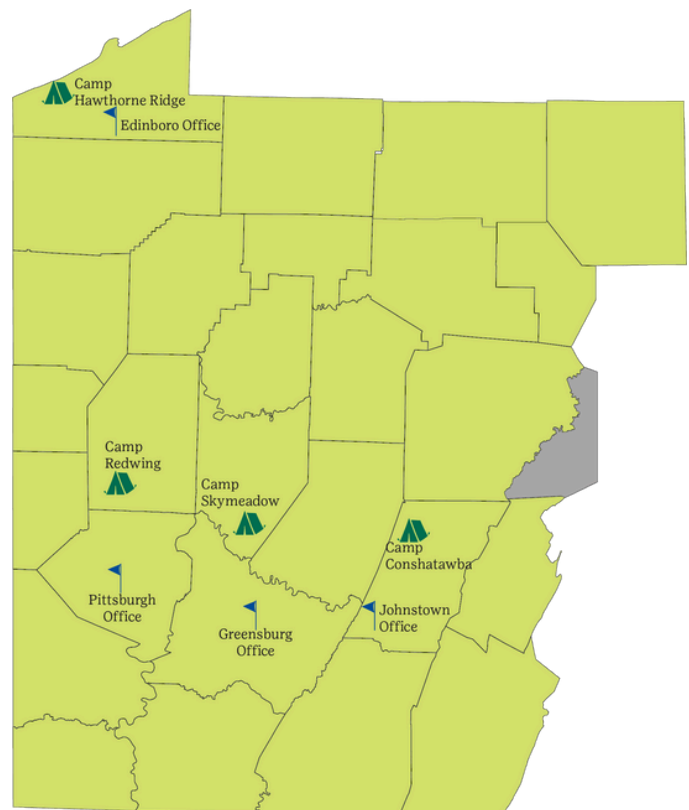
## How Service Units are Assigned

Girl Scouts Western Pennsylvania covers 27 counties—that's more than 20,775 square miles! Our area begins at Lake Erie and extends to the West Virginia state line, over to Bedford and up to Potter County.

To build a sense of community and ensure a valuable experience in every area within Girl Scouts Western Pennsylvania, our council is divided into 128 service units.

## Service Units:

- Are located within a defined geographic area.
- Are created to encourage a sense of belonging.
- May be a cluster of schools, neighborhoods, an entire city or county.





# The Purpose of a Service Unit

The purpose of a service unit is to encourage and organize local Girl Scout troops or groups in their community, while creating an environment of inclusivity and support. Service units lead their Girl Scout communities by supporting local troops and creating a visible Girl Scout presence through recruitment and regional activities. They welcome and engage with girls and families that live in their area. They also support council initiatives like the fall product and cookie programs.

Encourage & support local members

This includes girls, leaders, volunteers, parents, caregivers, and donors.

Engage local community

Share the Girl Scout story to support the overall mission of Girl Scouts Western Pennsylvania.

Inspire adults & girls to join

Service units that are engaged, respectful, and strive to have fun with their girls are natural recruiters. Families tend to join in these areas based on service unit program events and word of mouth over all other opportunities.

Engage & retain existing members

Successful service units engage and retain existing girl and adult members through local service unit events, interactive activities, and by showing appreciation throughout the year.

Encourage & support local volunteers

Help them to feel connected, appreciated, and supported.

Discover more about volunteering for Girl Scouts in gsLearn!



### Every service unit is different!

#### The communities we serve are different.

We have different strengths, needs, goals, and resources. Whatever your service unit team looks like, focus on these two things:

#### Keep girls safe.

Girl Scouts Western Pennsylvania requires all volunteers, including service unit volunteers, to be registered members with all required clearances on file.

#### Work as a team.

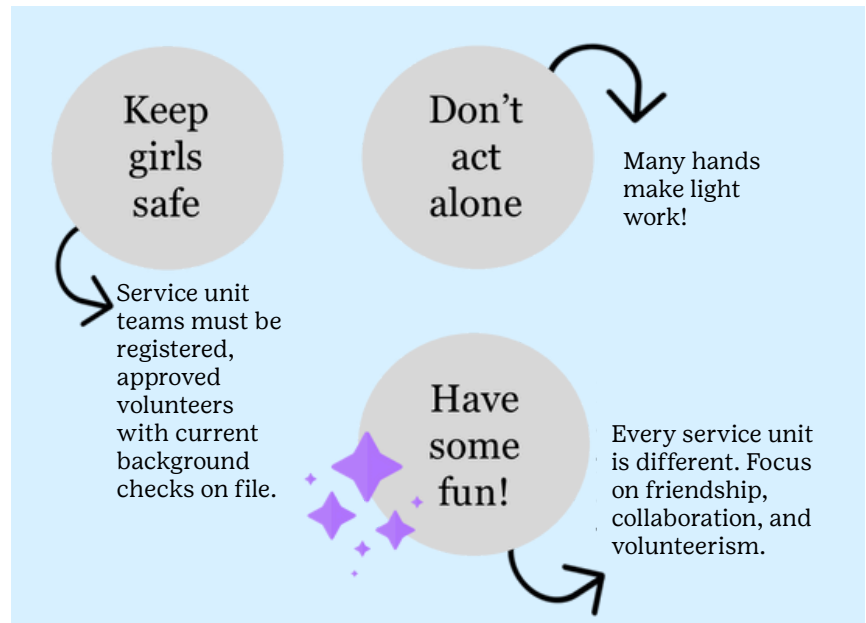
Many hands make light work. Start by filling the positions that you feel are most important and build from there. What are the most important roles to fill? Who has the best skillset to fill these? Be specific!



# On My Honor... I Will Not Do This Alone!

### Skills to look for in yourself & others:

- Organization
- Communication
- Mission-Driven
- Solution-Minded
- Collaborative



## Things to remember:

- Build a diverse team, including people of different backgrounds and skill sets.
- Believe the best in each other and show up with good intent.
- Encourage honest debate, always focused on what is best for Girl Scouting in the area.
- Make sure to follow council policies.



## Functions of a Service Unit





## Service Unit Structure

Every Girl Scout community is different. Service unit managers are encouraged to structure their teams in a way that best serves their local membership. The two most popular structures are outlined below.

### 1) Straight Line: traditional structure with core & support roles



### 2) Cooperative Leadership Model



Go your own way! Every community is different. Service units may create a variation of either structure to fit your needs.





# Service Unit Roles - Categories

### Core Roles

Highest priority. Fill these first. These positions are on the same level as support roles.

### Support Roles

Add these to the team based on skill sets, service unit priorities, or as your team grows.

These positions are on the same level as core roles.

### Singular Roles

Some roles require more time throughout the year. Volunteers should not serve in multiple service unit roles when volunteering as Manager, Finance Manager, or Cookie Coordinator

### Assuming a Core Role

Service unit volunteers are appointed and supported by membership staff based on interest, skill set, and availability. Interested volunteers should contact their member success advisor for more information.

### Additional Roles

Service units may add additional roles that are not formally supported by GSWPA. Examples may include:

- Sunshine Coordinator
- Camp or Outdoor Coordinator

Regardless of the path your team chooses, make sure that no single volunteer takes on more responsibilities than they can reasonably carry out.

We strongly recommend rotating service unit positions at least every 3-5 years.

### Your Commitment to Girl Scouts:



- You are a registered GSWPA member in good standing with an approved clearances on file.
- You possess strong communication skills.
- You have a desire to help others.
- You will maintain confidentiality of all membership information received.
- You are collaborative and open to various ideas and perspectives.
- You will work with girls or adults from all ethnic, racial, economic, and cultural backgrounds.
- You joyfully represent Girl Scouting in a professional and enthusiastic manner to girls, adults, and the service unit.



# Core Roles

Depending on the size and capacity of your service unit, we recommend filling these core positions first.

### Service Unit Manager

The service unit manager mentors and supports all the volunteers on the service unit team. They keep your service unit running like clockwork!

### Product Program Managers

The cookie and fall product program managers provide communication, training, and support and distribute products and rewards to members.

### Recruiter

The recruiter inspires local girls and adults to join Girl Scouts. They host recruitment events and locally advocate for Girl Scouts.

### Finance Manager

The finance manager maintains accurate financial records of the service unit and oversees compliance with our council's financial procedures.

# Support Roles

Support roles are not secondary positions on the team. Each oversee important components of the service unit.

### Event Coordinator

Plans and carries out service unit activities to meet girls' interests and needs.

### Troop Coach

Mentors troop volunteers to be creative and find opportunities. Key source of knowledge for new leaders.

### Communications Coordinator

Promotes Girl Scout activities to the local news media. Also manages intra-service unit touch points and manages social media outlets.

### Indie Girl Scout Coordinator

Supports individually registered members within the service unit.

### Delegate or Alternative Delegate

Represents the service unit during the GSWPA Annual Meeting, typically held each spring.



Set priorities to identify which roles are needed first. Build your team around them. Depending on the size of your service unit, consider layering these roles with other volunteer positions.

### Remember! Don't do this alone!

Volunteers wear many hats. These service unit roles may require a larger time investment, so we recommend the positions are held by DIFFERENT individuals and that other service unit roles are not layered with them.

Service Unit Manager

Product Program  
Coordinators

Finance Manager

## Additional Roles

Service units are free to add additional roles that support the unique needs of their area. Consider adding some of these additional roles!

Outdoor  
Coordinator

Promote nature-based activities and outdoor skills in the service unit.

STEM  
Coordinator

Work with the service unit events coordinator to plan and promote STEM activities.

Community  
Service  
Coordinator

Work with the service unit events coordinator to plan and promote community service projects.

Sunshine  
Coordinator

Celebrate birthdays, anniversaries, awards, etc.

Social  
Media  
Manager

Share timely service unit information with members on social media platforms.

School  
Liaison

Build relationships at local school(s) or organization(s) to encourage a mutually beneficial community partnership.





# It's a Partnership!

The main point of support for service unit teams is your service unit manager (volunteer) and your member success advisor (staff).

### Communicate openly and frequently

A successful partnership has open and frequent communication. Communication can be in the form of telephone calls, emails, or setting appointments for personal visits, but it is important that communication occurs regularly.



Developing clear expectations and standards for communication will not only provide support to you in your role, but will keep you in the know about council information.

- We're here to support you!
- Identify areas where additional support is needed. Convey these needs to council staff.
- Share the service unit's successes with your member success advisor and [socialmedia@gswpa.org](mailto:socialmedia@gswpa.org).
- Discuss any conflicts and/or issues facing the service unit with the council.

### Build trust



One person may develop trust by just having a friendly conversation with someone, while another person may need more time to evolve to this level. As a service unit volunteer, you should bring a positive attitude, leadership knowledge, skills, and experience to enhance and add value to the partnership. (We promise to do the same!)

### Your Member Success Advisor will:

- ★ Offer primary support to service unit team members, assisting with recruitment of additional service unit volunteers.
- ★ Support the service unit team when developing action plans, meeting agendas, events, activities, and other tasks as needed.
- ★ Support the service unit in recruitment and placement efforts, building new troops, and hosting local events.
- ★ Connect volunteers to other council staff, program opportunities, and local experts and share ideas for how to be successful.

### GSWPA Membership Staff

Connect with staff at Girl Scouts Western Pennsylvania by contacting our customer care team at 800-248-3355 or [customercare@gswpa.org](mailto:customercare@gswpa.org).

#### Member Success Advisors

- Service unit's main point of contact on staff.
- Offers support throughout the membership year.
- Helps your service unit team with recruitment efforts.
- Supports recruitment efforts in key areas.
- Provides training and resources to those looking to volunteer

#### Specialized Support

- The volunteer finance specialist assists troops and service units with all financial activities.
- The new troop leader coordinator guides volunteers in the first year of their troop leader journey.
- The volunteer relations coordinator assists volunteers in atypical situations, including behavior or policy concerns and conflict.

#### Member Services

- Helps connect members with existing troops.
- Creates new troops, manages temporary troop rosters, answers questions of potential new members.
- Helps with registration for council events and activities.

#### Volunteer Screening

- Oversees background check requirements for all volunteers.
- Maintains records of clearances and sends reminders when it is time to renew.
- Offers support when questions arise about a volunteer's eligibility.





# Our Membership Calendar

The Girl Scout membership year is October 1-September 30. However, early registration for the next year begins April 1.

Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Early Bird Renewal	On-Time Renewal										
Extended Year Recruitment				Fall Recruitment		Fill the Troops Recruitment					
Daisy Launch Pre-K Recruitment											Daisy Launch Pre-K Recruitment
		Camp Season				Fall Product			Cookie Season		

### Early Bird Renewal (April)

Early Bird Renewal is the chance to renew your membership each spring. The first 3,500 girls to renew will receive a patch and special discount for renewing in the month of April. Renewing volunteers will be entered into a chance to win a store credit of \$30.

### On-Time Renewal (May-September)

Members may renew their membership until September 30. Members not renewed by this date are considered 'lapsed' and may not be eligible to attend events, sell cookies, or volunteer.

### Extended Year Recruitment (April-July)

New members are invited to register early (April 1-June 30) for the next year. By purchasing an extended year membership, new members may immediately participate in Girl Scout activities during the summer.

Girls entering kindergarten during the next school year may join during this time.

### Fall Recruitment (August-October)

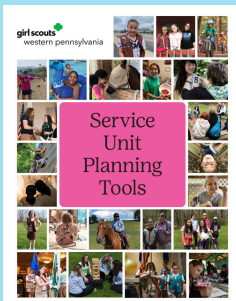
The largest percentage of new members join during the back-to-school season. Service units and troops promote Girl Scouts at Meet-the-Teacher, PTA/Open House nights, Girl Scout registration events, council programs and service unit events open to non-members.

### Daisy Launch (March-May)

Promote Girl Scouts during cookie season at cookie booths and troop or service unit events. Council and service units will promote Girl Scouts at local schools to create new Daisy troops. They'll also reach out to local pre-ks to promote early registration in April.

### Fill the Troops Recruitment (November-January)

As back-to-school and on-time renewal season ends, new and renewing troops may have vacancies. This is the perfect time to invite new members to join via "Join My Troop" invitations or planned troop activities.



Your member success advisor will help you plan for a great and productive year using the Service Unit Planner.



# Volunteer Trainings & Resources

### gsLearn

- Child Abuse and Neglect Prevention Training
- On-demand service unit trainings
- Robust training library for Girl Scout volunteer roles

### Live Trainings

- Camp So-Ya-Wanna
- Product Program Training
- Outdoor Skills Training
- Leadership Summits
- Volunteer Open Houses

### Looker Reports

- Service unit membership roster
- Service unit new member roster
- Service unit troop details
- Service unit membership analysis
- Service unit gsLearn summary

### gswpa.org and Online Resources

- Volunteer Policies & Procedures
- Safety Activity Checkpoints
- High Adventure Requests
- Volunteer Essentials
- Volunteer Toolkit
- Essential forms & documents
- Event calendars & registration
- Troop Mentor Network

### Rallyhood (in development)

- Service unit toolkits for every role
- One-pagers for enrichment trainings
- Service Unit Action Plans
- Private service unit Rallyhood Rallies to communicate with members (optional)
- Special event details

## Special Events

### COUNCIL

- Volunteer Roundtables (fall and spring)
- Town Halls (fall)
- Adult Retreat Weekend (March)
- Awards of Distinction (May)
- Annual Meeting (spring)
- Volunteer Appreciation (April)
- Membership Events (New Year's Eve, Girl Scout Birthday, Top Notch Troop)

### SERVICE UNIT

- Award banquets
- Holiday celebrations
- Volunteer appreciation
- Bridging
- World Thinking Day
- Other Group Events

## Volunteer Communication

### Staff-Led

- Monthly Council Updates
- Social media posts
- Patched-In Enewsletter to families
- VolComms
- Rallyhood
- New leader calls
- Volunteer open houses
- and more!

### Service Unit-Led

- Service unit planning meetings
- Service unit team meetings
- Service unit leader meetings
- Service unit appreciation events



Find local membership and recruitment events here!  
And talk to your member success advisor about adding your service unit's recruitment event too!





# Volunteer Appreciation

We wouldn't (and couldn't!) be able to serve the thousands of girls in western Pennsylvania without the support, dedication, and commitment of our Girl Scout volunteers. If you know of any volunteers who go above and beyond their role description, please nominate them for an adult award, or informally recognize them through a small token of appreciation or shout-out—they'll appreciate the recognition!



### Adult Awards and Pins

Adult awards are available to formally recognize exemplary, measurable service of adult Girl Scouts who go “above and beyond” the expectations of their volunteer position. Volunteers, as well as girl members and their families, may nominate someone for an award.

### Informal Volunteer Recognition

Thanking and celebrating your fellow service team volunteers and troop leaders doesn't need to be time-consuming or expensive. Most people love a simple and heartfelt thank you note with a personalized message. Other ideas include:

- Giving a small or homemade gift
- Sharing positive feedback
- Bringing snacks to a leader meeting
- Promoting them to new roles

This is a great opportunity to encourage girls to show appreciation to the volunteers who make an impact on their lives.

# Wrapping Up Your Year

### Service Unit Planner & Roster

Meet with the service unit team in the spring to plan for next year. Verify who is renewing their role(s), create an action plan using the Service Unit Planner, and develop the service unit budget.

Due August 31

### Service Unit Financial Report

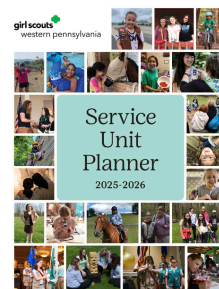
The service unit finance manager will submit the report for the service unit and work with the volunteer finance specialist to assist troops in turning in their reports by the deadline.

Due June 15

### Host a Bridging Ceremony

Bring the troops together to celebrate as girls level up! This is a great time to highlight higher awards, appreciate key volunteers, and share all the successes that have made this year special.

Contact your member success advisor for more resources.





# Service Unit Bank Accounts

### Service Unit Bank Account Policies:



Bank account policies and procedures can be found at [gswpa.org/forms](http://gswpa.org/forms).

- All service units must have a bank account.
- Accounts require a minimum of two signers and must include the service unit manager and finance manager.
- The account must be updated with council when any signers change using the [Bank Account Information and ACH Authorization form](#) found at [gswpa.org/forms](http://gswpa.org/forms).
- One signer on checks is required, and the checkbook should be held by one of the signers.
- Service unit accounts may be managed online and one debit card may be issued.
- Service units are advised to split who holds the debit card and who holds the checkbook so that access to the funds can be shared. Accountability for each of these methods of payment rests with the primary holder.
- The service unit finance manager should receive the bank statements and review them regularly with the service unit.
- Bank accounts should be reconciled monthly and must maintain a positive balance at all times.
- Bank accounts are subject to audit by council staff at any time.



### Important Financial Policies:

- All money must be used to meet the purpose of Girl Scouting.
- All money is the property of Girl Scouts Western Pennsylvania.
- Funds are not to be credited or given to individuals.
- Funds are not to be commingled with personal or business accounts.

### Bank Accounts and the Service Unit Manager:

#### Co-Signers:

The service unit manager and finance manager will co-sign on the service unit checking account and cannot be the same person, live in the same household, or be in a relationship such as a partner, spouse, or family member.

#### Managing Girl Scout Service Unit Funds:

The service unit team should reach a consensus on how service unit funds are managed. All service units are required to follow council policies regarding the use of Girl Scout funds.

### Volunteer Responsibilities:

Bank account signers are responsible for following all our council policies and procedures.

Anyone found to be mishandling funds may lose their ability to serve as a volunteer, have restrictions imposed on their service, and/or potentially have collection, civil, or criminal action taken against them.

Persons with an outstanding amount due to council are ineligible to participate in any volunteer/program/camp position until the debt is paid.







# Service Unit Finances

## Service Unit Funding

1. Additional Money-Earning Events
2. Disbanding Troop Funds
3. Service Unit Events

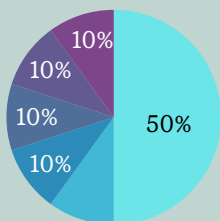
## Service Unit Budget

We encourage you to use the Service Unit Planner when developing the service unit budget. This will help you project potential funds and expenses.



## Spending Guidelines

Keep in mind that Girl Scouts is a girl organization and all funds spent should benefit the girls of the service unit. As a guideline, it is recommended that Girl Scout service unit funds should be spent as follows:



- 50% activities
- 10% Indie Girl Scouts
- 10% adult recognitions
- 10% Highest Awards (girls)
- 10% families in need
- 10% community projects

## Purchases

- Sales tax exemption forms should be used only for purchases that support Girl Scout activities.
- Agree upon purchases and understand the budgeted amount allowed before buying items and/or requesting a reimbursement.
- All purchases will be included in the Annual Finance Report.



Service unit events may be free or funded by registration/admission fees. We recommend that the fees not exceed the estimated cost of the event.

## Commonly-Approved Expenses

- Postage or postcards
- Office supplies & printing
- Girl Scout leader appreciation gifts or lifetime memberships for graduating seniors
- Reduction of service unit event fees
- Service unit equipment
- Annual meeting attendance for delegates
- Member recruitment events
- Indie Girl Scout activities
- Highest Awards
- Storage units

## Deposits

- All service unit funds must be deposited into the service unit bank account.
- Deposit cash or checks in a timely fashion (we recommend within 5 days).
- Do not commingle service unit funds with other troop funds unless there is an emergency. In these cases, notify the volunteer finance specialist who will work with you to track those funds properly.

## Sales Tax Exemption

Only use sales tax exemption forms for goods and services of Girl Scout activities.

These forms allow volunteers to avoid paying state and local sales taxes, which are not reimbursable.

## Accidents Happen!

If you see unknown or accidental debits on your account, contact the volunteer finance specialist immediately. They will provide guidance and support to help rectify the error.



# Keeping Girls Safe

Our safety protocol is robust. Be a mentor to other volunteers while they learn.

Make sure that all service unit volunteers are cleared, registered Girl Scout members.

- The service unit manager and/or recruiter will stay updated on the volunteer status in Looker.

Volunteers are mandated reporters! Consider taking the 263 Girl Scouts Child Abuse and Neglect Prevention course found in gsLearn.

- Required every three years for specific volunteers, including many day camp volunteers and the troop/group leader of a trip.

Be aware of your surroundings at all times.

- Have an emergency action plan in place for all events.
- All troops/Indies should have health history and permission forms with them at all events.
- Make sure to bring a fully stocked first aid kit, just in case.
- Have a designated First Aid/CPR certified person attend each event.

Know where to find essential forms & documents.

Volunteer Policies & Procedures

Visit our For Volunteers page to find all the volunteer resources you need!

[gswpa.org/volunteerresources](https://gswpa.org/volunteerresources)

Find important policies and forms on our website: [gswpa.org/forms](https://gswpa.org/forms)

### Safety/Planning Forms

- Adult and Girl Membership Forms
- Photo Release Forms
- Member and Troop Catalogue Update Forms
- Financial Aid Forms
- Recruitment Flyer and Supplies Request

### Camp Event Forms

- Event Registration
- Transfer and Cancellation Forms
- First Aid/CPR/AED Training Request
- Financial Assistance Camps/Events Forms
- Babysitting Training Request Form
- Camp Registration Form
- Program Partner Form

### Troop Forms

- Safety Activity Checkpoints
- Trip and High Adventure Application
- Girl and Adult Health History Forms
- Caregiver Permission Form
- Accident/Incident Report
- Insured Sites and Facilities
- Permission to Meet in Private Homes Application

### Financial Forms

- Troop or Service Unit Bank Account Form
- ACH/Bank Information Form
- Annual Finance Report
- Additional Money Earning Request
- Tax Exempt Certificate



# Privacy, Risk Management, and Safety

The safety and well-being of Girl Scout members is crucial. Here are some resources that you may need to keep girls and volunteers safe.

### Privacy for Members:

Treat all privileged Girl Scout information with respect and maintain its confidentiality.

Have an appropriate system in place to manage all paper forms containing confidential information (i.e. health history forms, rosters, permission slips).

### Credit Card Safety:

Sign off after using a shared computer to protect against unauthorized access to passwords.

Only the person to whom the service unit debit/credit card has been issued should use the card. That person is responsible for any/all charges made on that card.

### Forms:

All forms (excluding membership registration) that show personal information should be kept for one membership year past the membership year for which they apply. After that time, the forms should be shredded.

### Agreements & Insurance:

Make sure that any site at which Girl Scouts are participating in high-adventure activities has a Certificate of Insurance on file with the council. Check the list of insured sites at [gswpa.org/makeyourprogram](http://gswpa.org/makeyourprogram).

If the facility is not listed, use the Certificate of Insurance Request Letter to request an insurance certificate from them. If your meeting area needs a copy of the council's certificate of insurance, please use the Certificate of Insurance Request Form to request one. Both of these can be found at [gswpa.org/makeyourprogram](http://gswpa.org/makeyourprogram).

If an event site asks you to waive liability on behalf of an entire troop/service unit or the council, please submit the hold harmless agreement, along with a copy of the site's insurance policy, to the council for approval.



### Digital Payment Apps:

- Troops/service units are permitted to use digital payment apps for the collection of funds.
- The accounts for any apps that accept troop funds must be opened under the council's EIN, and connected to the troop/service unit bank account.
- Please see the Troop/Service Unit use of Digital Payment Apps policy at [gswpa.org/forms](http://gswpa.org/forms) for additional guidelines.

## Conflict Resolution

From time to time you may be called upon to help resolve conflicts within the service unit. Here are some basic guidelines for conflict management.

### 1. Informal, direct conversation

All adults are encouraged to try to resolve the matter informally among themselves before involving others not directly involved.

### 2. Notify service unit team and/or council staff

If those involved cannot resolve the conflict, notify the appropriate service unit volunteer or council staff member so they can help resolve the conflict.

### 3. Escalate to volunteer relations

If the conflict remains unresolved, anyone involved may escalate the situation to the council volunteer relations coordinator.

### 4. Resolution and action steps

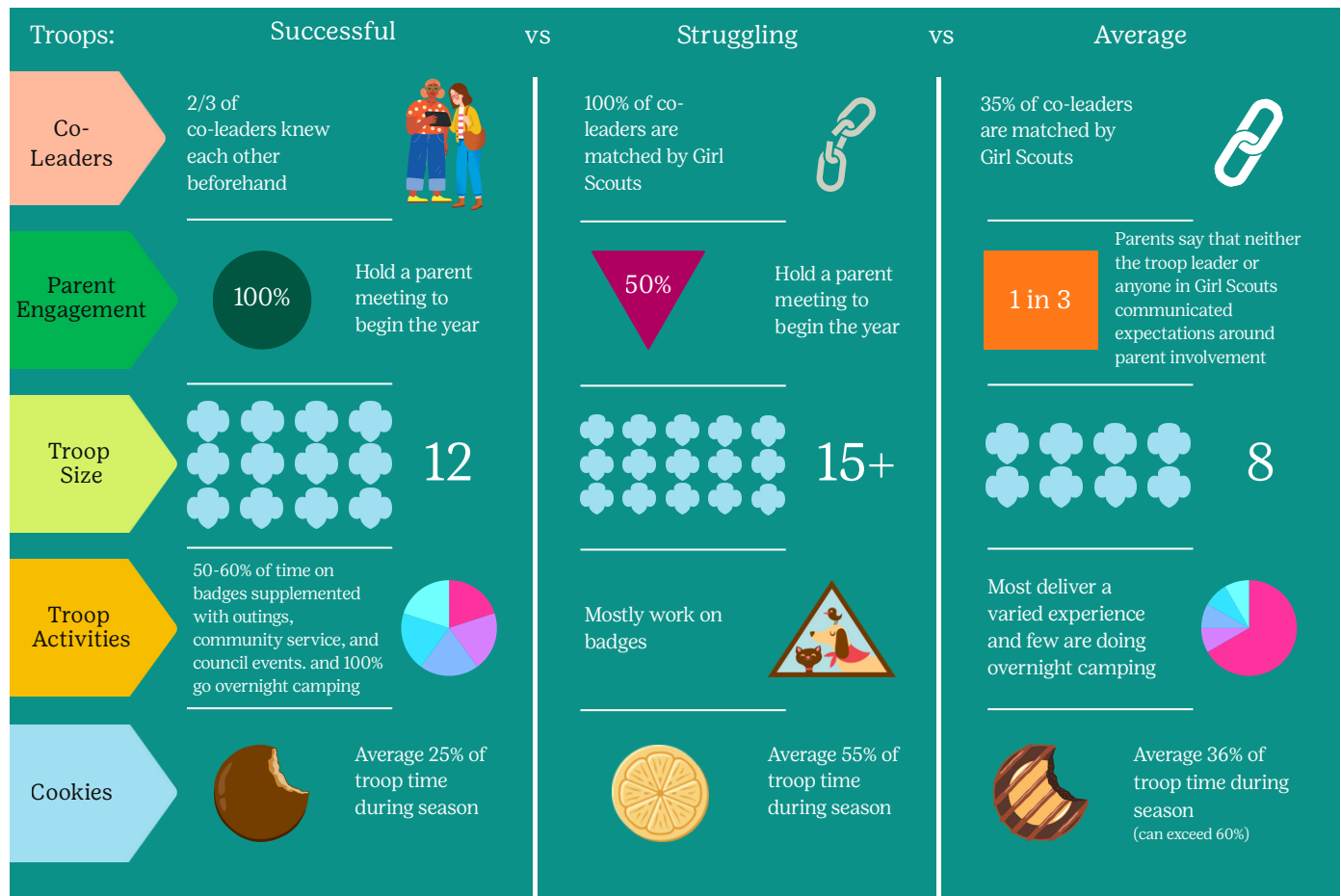
Volunteer relations will manage the matter until it is resolved. This may include action plans, required training, and may involve consultation with executive level staff.

*When working to resolve a situation, keep in mind that a troop/group leader may not dismiss a Girl Scout, including an adult or girl, from a troop/group for any reason.*



# Creating New Troops

GSUSA asks troop leaders for feedback on their Girl Scout experience each year. With thousands of responses, there are several clear and direct pathways to ensure a troop is successful.



## Here are some important facts to know:

- In successful troops, 2/3 of co-leaders knew each other beforehand. That means there is built-in trust or understanding.
- 100% hold a parent meeting at the beginning of the year. This meeting sets expectations, communicates a clear yearly plan, and highly encourages parents and caregivers to volunteer or help in some capacity.
- The average troop size is 12, and the troop activities are well-rounded and diverse.
- The most successful troops are engaged and organized which means they only need to devote about 25% of their troop time to the cookie program during cookie season.





# First Year Troop Leader Experience

Troop co-leaders spend an average of 6-11 hours per month volunteering (+8 hours during cookie season). These resources save time by taking the guesswork out of leading a troop.

As experienced volunteers, potential and registered new leaders may ask for your guidance. Here's a snapshot of the troop leader's first year.



## New Leader Checklist



This simple checklist outlines how to start volunteering and build a troop in four weeks.

[gswpa.org/newtroopleader](https://gswpa.org/newtroopleader)

## Troop Mentor Network



New troop leaders have access to some of our most seasoned volunteers who are here to help you discover all that Girl Scouts has to offer.

[gswpa.org/troopmentor](https://gswpa.org/troopmentor)



## New Troop Incentives

New troops with new troop leaders qualify for an incentive when they complete their new leader learning path. Troop leaders may choose from a Daisy or Brownie Badge Kit or a \$100 store credit.



New Daisy and first year Brownie troops may also sign up for the Daisy/Brownie Experience Box. These boxes come monthly from September-April and provide you with all the supplies and materials for your meetings!

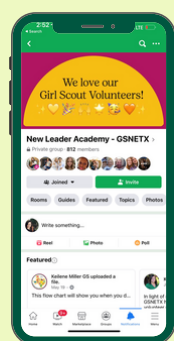
## First Year Troop Support

Your new troop leader coordinator is the primary staff contact for new leaders. They'll check-in periodically and are available for calls and emails.

Here are a few other ways new leaders will be supported during their first year:

- On-demand virtual training courses
- Individual online Volunteer Toolkit setup (by appointment)
- Volunteer Open Houses hosted by members of the membership team
- Customized resources for new troop leaders
- Parent & caregiver engagement resources, including email templates, caregiver meeting agendas, and suggestions for troop volunteer roles

## Get Connected!



[facebook.com/gswpa](https://facebook.com/gswpa)



[girlscoutswpa](https://instagram.com/girlscoutswpa)



[GirlScoutsWPA](https://twitter.com/GirlScoutsWPA)



[company/Girl-Scouts-Western-Pennsylvania](https://company/Girl-Scouts-Western-Pennsylvania)



[youtube.com/gswpa](https://youtube.com/gswpa)



# Looker Reports

Looker is a software platform that creates membership reports. GSWPA shares six reports to many service unit team members, including the service unit manager, communications coordinator, product program managers, events coordinator, finance manager, and more. For more information, please see the [Looker FAQ for Service Unit Volunteers](#).



### Looker Report:

### What to use it for:

#### **SU Roster: Full Roster**

A list of all current youth, adult, and lifetime members in your service unit.

- Includes contact information, background check status, and email and photograph permission information.
- See incorrect information? Use the [member update form](#) to make changes.

- Use this report to find contact information, including email addresses, for all of the members in your service unit.
- It can also be useful to see the background check status and role assignments of volunteers in the service unit.

#### **SU Roster: New in the Last Two Weeks**

A list of all members who have joined or added a new volunteer role in your service unit within the past two weeks.

- Use this report to welcome new members and ensure they are placed in the correct troop or volunteer role.

#### **SU Roster: Troop Details**

A list of all active troops in your service unit, including meeting information, the number of current members and vacancies.

- View which troops are listed in the catalog (public) or unlisted (private), interested in taking more girls, may need extra support, or may need to be disbanded.

#### **SU Roster: Membership Analysis**

A year over year comparison of your service unit, including the number of girls, adults, volunteers, and active troops.

- Use this report to check your membership goal progress and view different rosters easily.

#### **SU Roster: gsLearn Summary**

A status of all volunteer trainings in gsLearn available for your service unit, including completed, in progress, and assigned courses. All future training completions will be found here.

- Use this report to see if volunteers have completed trainings needed to be eligible for various roles and activities.

#### **SU Roster: Contact Lists**

See the full contact list for your service unit. Filter by membership year or troop.

- Use this to keep members updated regarding service unit events, plans, and needs