

## **Release of a Volunteer**

### **Policy**

Most Girl Scouts Western Pennsylvania volunteers are passionate about Girl Scouting and perform their roles with competence and care. Occasionally, however, a situation will occur that requires the council to release a volunteer from one or all of their roles.

All concerns brought to the council are investigated thoroughly, and careful consideration is given before the decision is made to release a volunteer. The reasons for releasing a volunteer may include, but are not limited to:

- Refusal to follow council or GSUSA policies.
- Failure to perform the required duties of their role.
- Endangering member safety.
- Misuse of Girl Scout finances.
- Behavior that is not consistent with the Girl Scout Promise and Law.

Girl Scouts Western Pennsylvania respects the confidentiality of all members and will only communicate need-to-know information to essential volunteers and staff to allow those affected by the release of a volunteer to continue their Girl Scout experience.

### **Procedure**

1. When the council receives a report regarding a volunteer's behavior, the volunteer relations coordinator or other designated staff member will investigate the matter. This inquiry will be thorough and well-documented. The volunteer in question will be given an opportunity to provide information/evidence to support their position.
2. Following the conclusion of the investigation, the staff member leading it will make a recommendation to the director, membership engagement. This recommendation might involve education or an action plan/code of conduct agreed to by the volunteer. It might also involve the release of the volunteer from one or more of their volunteer roles. All volunteer releases must be approved by the chief operating officer.
3. A released volunteer will be notified of their release via both email and USPS.
4. The appropriate volunteers and staff members will be notified of the release. If the release impacts the functioning of a troop, council staff will work with service unit volunteers and other troop volunteers to notify caregivers of their options and keep the Girl Scout experience from being interrupted.

5. If the volunteer requests a review of the decision to release them, the matter will be reviewed by the council's arbitrator. The arbitrator's decision is final and binding.
6. If anyone who has been released from a volunteer role requests reinstatement after a period of time, that request will be handled on a case-by-case basis.
7. Conflict between volunteers is not usually resolved by release and is instead handled through our conflict resolution process.
8. Girl Scouts Western Pennsylvania reserves the right to release or restrict the participation of any volunteer for any reason.

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