

Girl Scouts of Northern Illinois
Policies and Procedures
For Volunteers
Serving in
Operational Positions



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.

Girl Scouts of Northern Illinois
Policies and Procedures for Operational Volunteers

INDEX

Introduction	Page 4
Definition of terms	Page 4 – 5
Responsibilities of Girl Scout Volunteers	Page 5 – 7
Nondiscrimination	Page 7 – 8
Selection and Placement	Page 8 – 10
Position Descriptions and Basic Information	Page 11
Training and Skill Development	Page 11 – 12
Volunteer Performance Evaluation	Page 13 – 14
Harassment and Abusive Conduct	Page 14 – 15
Health Conditions/Disabilities	Page 16
Insurance	Page 16
Financial Information	Page 17
Recognition and Appreciation	Page 18
Resolving Differences	Page 18 – 19
Resignation	Page 19
Removal from Service	Page 19 – 21
Glossary of Terms	Page 21 – 23

POLICIES FOR VOLUNTEERS SERVING IN OPERATIONAL POSITIONS

INTRODUCTION

Girl Scouts of Northern Illinois (GSNI) believes that the strength of the Girl Scout Movement rests in the voluntary leadership of its adult members. These policies and practices have been established to ensure that the goals for the council are met, that girls receive a high quality program, and that the talents of volunteers are employed effectively. These policies and practices are intended to foster a climate of respect, courtesy and equitable treatment.

Volunteers serve Girl Scouting because they believe in its philosophy, receive satisfaction from giving service to others and achieve personal growth and development. GSNI strives to make this statement a reality for every volunteer.

The council believes that volunteers expect and are entitled to the same respect and consideration as employees. Therefore, this document is modeled after policies commonly used in the workplace.

Volunteer Personnel Policies are to be used in conjunction with *Safety-Wise*, *Volunteer Essentials* and the *Troop Module Addendum* which are readily available to all volunteers from any one of the council's service centers and online at www.girlscoutsni.org.

DEFINITION OF TERMS

POLICY

A description of what MUST be done or how something MUST be handled.

PROCEDURE

A method of doing something that has proven, with research and years of experience, to assure that things run smoothly and safely. Procedures are developed to cover most situations and people are expected to follow these procedures. However, procedures may be changed for unusual situations as long as they still achieve the intended results.

OPERATIONAL VOLUNTEER

Those who serve without a salary or pay, who carry out the day-to-day work of the council (leading troops, providing training, managing product sales, recruiting and assisting leaders, etc.) and are ultimately responsible to the council CEO.

POLICY VOLUNTEER

Those who serve without salary or pay, who make policies and plans for the council's future (Board of Directors, Board committees, etc.) are legally responsible for managing the council and are ultimately responsible to the council Board Chair and the Girl Scout members who elected them.

For definitions of other terms, refer to the Council's Girl Scout Glossary located on pages 21-23.

RESPONSIBILITIES OF GIRL SCOUT VOLUNTEERS

OVERVIEW

GIRL SCOUTING: Girl Scouts in the United States are part of a worldwide Movement of girls and adults who believe in the Girl Scout Promise and Law, and are dedicated to the development of girls.

PHILOSOPHY: Girl Scouts is a membership organization. Girls join in order to take part in Girl Scout programs. Adults join to make the programs possible and available to girls. Each adult, regardless of the position she/he holds, contributes directly or indirectly to helping girls.

GSNI is committed to providing each volunteer the support, resources, guidance, encouragement and feedback she/he needs to be effective in her/his position. The staff and volunteers of GSNI will work to make volunteer service with the council fun and rewarding.

UNIFORMS: Girl Scouts of the USA (GSUSA) is a uniformed organization in which the uniforms are symbols and marks of distinction. A uniform is not required for participation in Girl Scouting at any level. When you are wearing your membership pin, you are "in uniform."

All Girl Scout members are encouraged to wear the uniform, Girl Scout "signature items" or the pin when not in uniform.

BENEFITS: Benefits to volunteers include training and other learning opportunities, support in the position, council publications, recognition for work performed, and references upon request. And, of course, it includes the joy of helping girls grow and mature into confident and responsible adults.

Volunteer experience is recognized as an asset. Skills and abilities gained from volunteering can be useful in seeking paid employment or in obtaining another volunteer position. The council can provide some assistance to volunteers interested in documenting their accomplishments in Girl Scouting.

Girl Scouts of Northern Illinois
Policies and Procedures for Operational Volunteers

POLICIES

1. GSNI is chartered by GSUSA. All volunteers must support and work within the framework of GSUSA and Girl Scouts of Northern Illinois.
2. Each person who joins Girl Scouting must subscribe to the Girl Scout Promise and Law and must understand and accept Girl Scouting's purpose, principles, and beliefs; including the council's commitment to equal opportunity, diversity and inclusion.
3. All Girl Scout members must follow the policies and be guided by the Standards of GSUSA, (found in *Safety-Wise*, *Volunteer Essentials* and the *Troop Module Addendum*), as well as those set forth in the council Charter, GSNI Articles of Incorporation and the Bylaws, Policies, Standards, goals and plan of work of GSNI.
4. Volunteers and girls participating in GSNI must be registered members of GSUSA.
5. Girl Scout adults must at all times serve as appropriate models for girls, demonstrating behavior that is compatible with the values and traditions of Girl Scouting.
6. Volunteers may not hold an operational and governance position at the same time. Operational volunteers serving as leaders, co-leaders, service team members, trainers, or product sale volunteers shall not hold a council-elective office unless they relinquish their current operational position.
7. A minimum of two adults must register with each troop/group (adults may register with more than one troop/group.)
8. Transportation/Driving of Girl Members: Every driver who transports girl members must be over 21 years of age, must have a valid driver's license, and must be insured as required by state law.
9. Drugs/Alcohol: The use or possession of controlled substances or alcoholic beverages or the misuse of prescribed drugs by any adult engaged in official Girl Scout activities while in charge of minors is prohibited. Adults shall not permit minors to engage in such activities. Alcohol is never permitted on council properties.
10. Smoking: Smoking during activities when girls are present is prohibited. Smoking is allowed only in designated areas of council properties.
11. Firearms: Volunteers may not possess firearms while in a role of leadership, supervision, or in any way affiliated with a Girl Scout program activity where

Girl Scouts of Northern Illinois
Policies and Procedures for Operational Volunteers

children are present. If Girl Scouts meet in a location where there are firearms, those must be locked away and inaccessible during Girl Scout activities.

12. Adults in a role of leadership, supervision or participating in a Girl Scout program activity where children are present shall not wear clothing with inappropriate endorsements or slogans. This includes, but is not limited to, slogans and endorsements that:
 - Promote smoking, alcohol and/or drug use
 - Contain sexual content
 - Use profanity
 - Promote racial/ethnic or religious discrimination
 - Advocate political issues or causes
13. The release and/or distribution of Girl Scout membership lists is prohibited except upon approval by GSUSA.
14. Conflict of Interest: No adult who volunteers for GSNI shall accept any gift, entertainment service, loan or promise of future benefits from anyone who might benefit, or appear to benefit, from that volunteer's connection with GSNI unless the facts of such benefit, gift, service or loan are fully disclosed to the volunteer's supervisor.

This policy is not intended to apply to small gifts, meals, recognitions, or benefits of nominal value that do not benefit the volunteer. Likewise, this policy does not prohibit volunteers from doing business with GSNI provided there is a full disclosure.

NON-DISCRIMINATION

OVERVIEW

GSNI reaffirms its policy to ensure fair and equal treatment in all its practices for all persons regardless of race, color, religion, or national origin. There shall be no discrimination against an individual for reason of disability, age or socio-economic status.

To ensure full equality of opportunity in all operations and activities of the council, affirmative action policies and procedures shall be used in the recruitment, selection, training, placement, evaluation and recognition of volunteers. Special emphasis shall be placed on securing representation of under-represented populations.

POLICIES

1. Volunteers serving with GSNI will deliver Girl Scouting to girls of all racial, ethnic, economic and religious groups; will work toward equal access to the program for

Girl Scouts of Northern Illinois
Policies and Procedures for Operational Volunteers

each person who wishes to belong; and, will ensure that adults have equal opportunities to direct and deliver the program.

2. Every Girl Scout shall respect the varying religious opinions and practices of our members in planning and conducting activities.
3. Staff and key volunteers will provide training to help majority and non-majority groups of volunteers, girls and staff to:
 - become aware of and appreciate cultural differences.
 - develop ways to eliminate institutional racism in Girl Scouting.
 - develop strategies to encourage pluralism at girl and adult levels.
 - actively work toward a more diverse and inclusive membership, identify unintentional organizational bias and eliminate barriers to membership.
4. When a Girl Scout troop is sponsored by one religious group, members of different faiths or religious affiliations within the group shall not be required to take part in religious observances of the sponsoring group.
5. GSNI will not place or retain in a volunteer position any person who practices or advocates racism, or who is a member of an organization that practices or advocates racism, in violation of Girl Scout policies and values.

SELECTION AND PLACEMENT

OVERVIEW

There are three steps in the process for placing an individual in a Girl Scout volunteer position: *Application*, *Interview* and *Appointment*.

APPLICATION

POLICIES

1. Each candidate for an operational position, who is new to Girl Scouting in GSNI, is required to complete a Volunteer Application Form identifying references and authorizing a criminal background check.
2. Persons who are changing positions in Girl Scouting may be required to complete a Volunteer Application Form and/or complete an in-person interview if the new position would require different skills or abilities from the position previously held.
3. The council will conduct a background check for all volunteers working with girls. In order to adequately screen volunteers, the council requires that a person fully disclose her/his criminal history and provide any and all authorizations and

Girl Scouts of Northern Illinois
Policies and Procedures for Operational Volunteers

information required for a criminal background check conducted by an agency selected by the council.

4. To protect all persons in Girl Scouting, particularly girl members, GSNI will disqualify and decline the assistance of any volunteer who has a history of criminal conduct that is unacceptable to the council in its sole discretion. The council retains the right to determine whether or not the criminal conduct in a person's background disqualifies her or him from volunteer service.

Disqualification may be based on an arrest or charge of a criminal offense or conviction of a crime. The type of criminal offense giving rise to disqualification may be determined by the council in its sole discretion, and such determination may or may not be made on a case by case basis as the council finds appropriate.

5. Anyone required by Illinois or federal law to register as a convicted sex offender shall be refused appointment.
6. Any attempt by a volunteer to mislead, falsify facts, or omit information pertinent to her/his criminal history will disqualify the volunteer from services to the council.

PROCEDURES

1. The references given by the candidate should be people who know the person's abilities to perform in the job being considered. References should not include relatives. If the candidate is volunteering currently for another agency, it is desirable for one reference to be from that agency.
2. Every effort is made to find a rewarding position that will suit the candidate's interests, skills and personality.
3. Placement of volunteers is the responsibility of the appropriate supervisor. Volunteers not placed in the position for which they applied may be referred to other positions appropriate for their skills and interests.

INTERVIEW

POLICIES

1. Every new volunteer candidate will have a face-to-face or telephone interview with an appropriate staff member or volunteer.
2. The candidate shall be given a position description for the job being considered.

Girl Scouts of Northern Illinois
Policies and Procedures for Operational Volunteers

PROCEDURES

The Girl Scout staff member or volunteer who conducts the interview with the prospective volunteer will cover the following topics:

- Purpose of Girl Scouting and background information about Girl Scouting
- Membership requirements
- Policies and Procedures for Operational Volunteers
- Candidate's interests, skills and previous experience
- Position Description
- Skills, responsibilities and specific duties required
- Supervisory structure
- Time commitment required
- Length of appointment
- Required and voluntary orientation and training opportunities

APPOINTMENT

POLICIES

1. Assuming all references and background check is clear, the recruiter/supervisor shall decide whether or not to appoint the volunteer to the position.
2. Every adult volunteer is selected/appointed on the basis of qualifications for membership, ability to perform the volunteer position, and the willingness and availability to participate in training for that position.
3. Operational volunteers shall be appointed for a term of one year unless otherwise described in the position description.
4. An appointment letter shall be sent to the volunteer.
5. No volunteer shall be her/his own supervisor. An individual may hold more than one position only with the approval of her/his immediate supervisor.

PROCEDURES

1. The recruiter/supervisor will analyze the candidate's qualifications in relation to the duties of the specific job.
2. The recruiter/supervisor may direct the candidate toward a more suitable position in Girl Scouts.

POSITION DESCRIPTIONS AND BASIC JOB INFORMATION

OVERVIEW

A position description is a statement of the duties and responsibilities of a volunteer job that describes for the volunteer what is expected of her/him by the council.

POLICIES

1. The council shall provide written position descriptions for all volunteer jobs. These may be revised when procedures are changed to improve services to girl and adult members. Copies of all position descriptions and other materials are available through any of the council's service centers.

2. At the time a volunteer begins a job, she/he will receive the appropriate materials for that position which could include the following: (These materials are available through any of the council's service centers.)
 - An Appointment letter
 - A copy of *Volunteer Essentials*
 - Position Description for the position/Volunteer Agreement
 - If serving with a troop, a copy of the *Troop Module Addendum to Volunteer Essentials*
 - If serving as part of a group, a description or plan of work of the group.
 - Council policies and standards
 - The policies and standards of GSUSA
 - Appropriate training available for the position
 - Council Bylaws
 - *Safety-Wise* from GSUSA
 - Position descriptions for all volunteer positions under their supervision

TRAINING AND SKILL DEVELOPMENT

OVERVIEW

GSUSA and GSNI are committed to adult development. Knowledgeable adults provide better management and a better program for girls, making the council a more effective organization.

For this reason, the council provides opportunities for adult members to learn about Girl Scouting, gain experience, develop skills and confidence, and realize their full potential. All volunteers are expected to participate in the training necessary to accomplish their jobs.

Girl Scouts of Northern Illinois
Policies and Procedures for Operational Volunteers

POLICIES

General Policies

1. The council shall provide training for all volunteer positions, appropriate to the position held.
2. All volunteers are required to be oriented to the philosophy, program and organization of the Girl Scout Movement before beginning to work in their positions.
3. All new troop/Group Advisors or Leaders must complete *Online Orientation*, *Volunteer Essentials*, and *Leadership Essentials* within three months (or 12 weeks) of their appointment to this position.
4. Volunteers who attend National meetings shall continue to serve for at least one year, and share their knowledge with appropriate groups.
5. GSNI maintains an individual's training record, and training participants receive documentation of their participation as well as periodic recognition of their efforts.
6. Failure to fulfill the training requirements may be cause for release or nonreappointment to the position.
7. Operational volunteers will be appointed, or re-appointed, for a one year term.

Outdoor Program and Overnight Program Training Policies

1. Each troop participating in an overnight experience on council-owned or other property must be accompanied by an adult with a current first-aid/CPR certification.
2. Each troop participating in an overnight experience must be accompanied by an adult who has completed the training specific to this experience, whether indoor or outdoor.
3. Each council property has specific information regarding safety procedures, rules and regulations which ensure a good experience for troops/groups using the property. Troops/groups are expected to comply with these procedures, rules and regulations.

VOLUNTEER PERFORMANCE EVALUATION

OVERVIEW

The performance evaluation is a discussion between the operational volunteer and her/his supervisor consisting of:

- a) a review of past goals and performance
- b) a discussion of future activities and goals

Each supervisor is responsible for providing information, support and direction to those she/he supervises to enable them to succeed. Volunteer supervisors have full authority to recruit, train and release, if necessary, those for whom they are responsible.

Since the performance evaluation is an objective and honest discussion, it is an educational process that helps individuals gain confidence and grow professionally. It also provides feedback for the volunteer, the supervisor and the council, especially about support and training.

POLICIES

1. Performance evaluations shall be conducted annually.
2. The supervisor shall decide whether the volunteer should be reappointed to her/his previous positions or be encouraged to try a different position.

PROCEDURES

1. The performance evaluation identifies:
 - a. what the volunteer enjoys and does not enjoy about the job
 - b. whether the position description accurately reflects the position
 - c. whether the training provided was helpful
 - d. strengths, weaknesses and areas for change or improvements
 - e. the need, if any, to change job assignments
2. The performance evaluation includes:
 - a. feedback to the volunteer on her/his job compared to the position description and personal goals
 - b. feedback to the supervisor on the help and support the volunteer received and would like in the future
 - c. a chance to discuss other volunteer positions the volunteer would like to try
3. At the end of the evaluation, the volunteer and supervisor should make a written record of what was done well by both parties, what could be improved, and any agreements about what will be done in the future.

Girl Scouts of Northern Illinois
Policies and Procedures for Operational Volunteers

4. During the year, the volunteer should keep the supervisor informed about accomplishments and difficulties as they arise.
5. During the year, the supervisor should be aware of the volunteer's efforts, and should take time to compliment successes and address any problems.

HARASSMENT AND ABUSIVE CONDUCT

OVERVIEW

GSNI is committed to a work environment for employees and volunteers in which relationships are characterized by dignity, courtesy, respect and equitable treatment. It is the policy of GSNI to provide a work environment free from all forms of discrimination and harassment on any protected basis, including sexual harassment. Sexual harassment is a form of misconduct that undermines the integrity of the Girl Scout movement and is incompatible with the values, traditions and purpose of Girl Scouts of the USA.

Sexual harassment also encompasses other actions that create a hostile, offensive or intimidating environment. Such actions can include, for example, inappropriate or overly familiar touching, sexual innuendoes, obscene gestures, jokes and remarks of a sexual nature, especially where exposure to such conduct has the purpose or effect of substantially interfering with an individual's work performance or ability to do her/his job.

Abuse and neglect is defined as the physical or mental injury, sexual abuse, exploitation, neglect treatment or maltreatment. This includes the use, persuasion, or coercion of any child or adult to engage in any sexually explicit conduct or simulation of such conduct for the purpose of producing any visual depiction of such conduct, rape, molestation, prostitution or incest with children.

POLICY

GSNI will consider a violation of any of the following policies grounds for disciplinary action up to and including dismissal or separation from the council, and legal action if deemed appropriate by the council and its legal advisor.

POLICIES RELATING TO GIRL AND ADULT MEMBERS

1. GSNI will neither condone nor tolerate infliction of physically abusive behavior or bodily injury or physical neglect of any members, girl or adults. This includes failure to provide adequate safety measures, care and supervision in relation to Girl Scout activities, or emotional maltreatment including verbal abuse and/or verbal attacks.
2. GSNI will neither condone nor tolerate sexual harassment or infliction of physically abusive behavior or bodily injury upon any members, adult or child,

Girl Scouts of Northern Illinois
Policies and Procedures for Operational Volunteers

members of the same or opposite gender, including sexual touching and bodily contact, exhibitionism, voyeurism, and/or involvement in pornographic materials, infliction of sexually abusive behavior upon girl or adult members, including sexual touching and bodily contact, exhibitionism, voyeurism, and /or involvement of girl members in pornographic materials.

3. The council reserves the right to refuse membership or to dismiss/exclude from affiliation with the council any volunteer who is found guilty or has been convicted of child abuse or neglect.
4. GSNI will neither condone nor tolerate:
 - a. any overt display or demonstration of sexual activity between and/or among employed staff or volunteers or girl members.
 - b. use of the Girl Scout name, related activities, publications, and/or facilities as vehicles for public or private promotion of sexual orientation or practice.
5. GSNI encourages any member who believes she/he has been the subject of sexual harassment as defined in the council's policy to report and document the incident(s) to her/his immediate supervisor or to the CEO or designated management staff. All complaints will be investigated quickly and confidentially.
6. Retaliation against anyone who has reported an allegation of harassment or sexual harassment is expressly prohibited. If it occurs, it will be grounds for disciplinary action up to and including release from Girl Scout affiliation.
7. The council reserves the right to refuse affiliation or dismiss from a position any volunteer who, in conducting Girl Scout programs, advocates, solicits, or promotes sexuality or homosexuality, or advocates, solicits or promotes matters outside the scope of Girl Scout program, so as to create a substantial risk that such conduct will be detrimental to the proper role model for girl members or to the work environment.
8. GSNI's policy is that all employees will file reports as the law requires. All employees and volunteers are required to report to their local Girl Scout service center any time a report has been sent to the department. Volunteers are required to report to the council any time there is reasonable cause to suspect that child abuse or neglect has occurred.

HEALTH CONDITIONS/DISABILITIES

OVERVIEW

Girl Scouts is committed to protecting the girl or adult suffering from a chronic illness or disability, as well as protecting the other girls or adults with whom they come in contact.

POLICIES

1. HIV and/or Hepatitis C: GSNI will not deny membership to a girl or adult who tests positive for HIV or Hepatitis C.
2. The council's procedures for handling situations related to illness or diseases will be developed in accordance with advice from the Health Department and the national Center for Disease Control.

INSURANCE

OVERVIEW

Medical Insurance: All registered members have limited protection under Girl Scout Activity Insurance which provides limited coverage for accidental medical expenses for members traveling to and from and participating in approved, supervised, Girl Scout activities.

POLICIES

1. Any serious accident or fatality during a Girl Scout activity must be reported immediately following the council's *Emergency Procedures*.
2. A driver of a motor vehicle used to transport Girl Scouts must be an adult member, 21 years of age or older, with valid driver's license and must carry state mandated automobile insurance.
3. A Girl Scout Senior or Ambassador is NOT considered to be an adult, and may not transport other Girl Scouts of any age.
4. Each vehicle used in the course of Girl Scout activities must be licensed and adequately insured. The driver's auto insurance is the primary insurance. The council's insurance will not pay the cost of damage to a volunteer's vehicle.
5. The council assumes no liability for insuring a volunteer's personal property in any situation.

FINANCIAL INFORMATION

OVERVIEW

Volunteers agree to serve an organization with the understanding that it is usually not appropriate to expect or request any monetary reimbursement. GSNI, however, is committed to helping its volunteers take advantage of opportunities and may offer financial assistance for some activities when funds permit.

Volunteers handling money for GSNI have a fiduciary responsibility to the girls and to the Board of Directors. The council has specific financial policies for troops and service units to safeguard Girl Scout financial resources, and to assure sound management that will earn the trust and respect of girls' families and the community.

GENERAL POLICIES

1. **Membership Required:** All persons handling money or products for GSNI must be registered members of Girl Scouts of the USA.
2. **Soliciting Funds:** Adult members, in their Girl Scout capacity, may not solicit financial contributions for purposes other than Girl Scouting. Adults may engage in combined fund-raising efforts, authorized by the council in which the council is a beneficiary.
3. **Debts:**
 - A. Any Girl Scout volunteer who has a past due account or uncollected non-sufficient check, or who willfully and knowingly misappropriates Girl Scout funds will be removed from her/his volunteer position and will be ineligible to volunteer for GSNI until the debt has been cleared. Once a debt is settled, volunteers who have knowingly accrued debt with GSNI will be ineligible to hold council positions in the future that involve handling money.
 - B. The council reserves the right to pursue any adult who fails to settle a debt or who misappropriates funds related to any girl program activity within the fullest extent of the law.
 - C. In all circumstances, volunteers who accrue debt will be responsible for returning funds to the council, and personally settling any bank charges, and associated legal fees.

RECOGNITION AND APPRECIATION

OVERVIEW

Volunteers serve Girl Scouting because they believe in its philosophy, receive satisfaction from giving service to others and achieve personal growth and development.

The most meaningful recognition comes from those who have seen the effort that has been put into a job. Tokens of appreciation may range from a brief note of thanks to a lasting memento. Time is set aside at regular and special meetings to express appreciation to our volunteers.

The Council's recognition system is a way to express thanks and identify for others what it means to do a good job. This recognition system includes specific awards for volunteers whose performance merits a special expression of appreciation.

POLICY

The council's formal recognition system shall be consistent with GSUSA's standards for adult recognitions in Girl Scouting.

RESOLVING DIFFERENCES

OVERVIEW

Volunteers serving in any position will inevitably have differing viewpoints and ideas that they will discuss and debate as part of their function.

If differences cannot be resolved between a volunteer and her/his supervisor, the council has a formal resolution process.

RESOLUTION PROCESS

When there is a conflict, the circumstances surrounding the conflict should first be discussed with the immediate supervisor and all parties involved—in person, if possible.

If there is still a problem, or if the problem involves the supervisor, the volunteer may request a meeting with the staff member responsible for conflict resolution to identify next steps.

The staff member responsible for conflict resolution will review the facts and circumstances, taking into account each person's view of the problem, and will provide a solution. The decision of the staff member responsible for conflict resolution is final.

Girl Scouts of Northern Illinois
Policies and Procedures for Operational Volunteers

A problem or concern involving an employed staff member should be directed to the staff member's supervisor.

All adults have an equal obligation to maintain confidentiality, dignity and a respect for others in their relationships with one another and with members of their communities. This is particularly important during a process of conflict resolution.

RESIGNATION

OVERVIEW

Any volunteer may terminate her or his services upon written notification to the supervisor. A volunteer who is unable to fulfill the responsibilities of a policy position should resign from the position.

In order to maintain professionalism in a volunteer organization, a person who wishes to resign should follow these procedures:

PROCEDURES

1. Volunteers considering resignation should discuss their reasons with their supervisor prior to giving notice. The supervisor will help to make plans for continuing any work in progress, including plans for providing continuing leadership for Girl Scout troops/groups.
2. Volunteers are asked to provide notice to their supervisors at least two weeks in advance.
3. When a resignation is submitted, it will be acknowledged promptly by the immediate supervisor who will facilitate the transfer of resources, finances and supplies.

REMOVAL FROM SERVICE

OVERVIEW

In any organization, situations arise that make it necessary to consider releasing an individual from an assignment. These situations are considered very carefully before a final decision is made.

POLICIES

1. All volunteers serve "at will" which means that GSNI may terminate a volunteer's assignment at any time for any reason.

Girl Scouts of Northern Illinois
Policies and Procedures for Operational Volunteers

2. Each supervisor in Girl Scouts who has responsibility for appointing and supervising volunteers shall also have the authority to remove volunteers they have appointed to a position or assignment.
3. GSNI will create procedures to resolve conflicts between a volunteer and her/his supervisor.

PROCEDURES

1. When removal of an operational volunteer is being considered, the supervisor shall notify the employed staff member who is closest to the situation. The staff member shall ensure that the people involved conduct an objective review of all the circumstances and possible solutions.
2. Reasons for removal include, but are not limited to:
 - Failure to satisfy conditions of the job; inability to do the job
 - Restructuring of volunteer positions or the elimination of the position in which the volunteer serves
 - Misappropriation of funds
 - Conviction of a felony
 - Violation of the policies of Girl Scouts of the USA or of GSNI
 - Discrimination regarding race, color, ethnicity, gender, sexual orientation, national origin, age, disability, religion, economic status or any protected status
 - Membership in an organization that practices and/or advocates racism in violation of Girl Scout policies
 - Inappropriate actions that directly affect the Girl Scout image in the community
 - Performance not consistent with the principles of Girl Scouting
 - Allowing a conflict of interest to interfere with decisions and/or concealing a conflict of interest
 - Excessive tardiness or absence from necessary meetings
3. When facts indicate that the volunteer should not continue in the job, the person shall be given a chance to resign or withdraw voluntarily and with dignity by turning in a written resignation.
4. When a release is necessary, the supervisor and the employed staff member shall plan how the council will provide any information about the situation in a way that does not violate confidentiality and which is sensitive to the rights and feelings of the volunteer.

Girl Scouts of Northern Illinois
Policies and Procedures for Operational Volunteers

5. Release from an assignment does not terminate membership in the Girl Scouts, unless it is determined that the volunteer is unable to meet the membership requirements.

GLOSSARY OF TERMS

BOARD OF DIRECTORS: The group of people elected to govern the council.

BOARD COMMITTEE: A long-term or “standing” group appointed by the Board of Directors, chaired by a Board member, to research and study a particular area of work for the Board of Directors.

CAMP STAFF: Although all employees who work at a council camp/outdoor program property are “camp staff,” this term is usually reserved to mean those people who are hired to manage summer camping programs for girls.

CAMP MAINTENANCE STAFF: The council’s employees who are responsible for maintaining the site and facilities at one of the council’s camp/outdoor program properties.

CANDIDATE: A person who is being considered for a volunteer or employed position.

CHARGE: A specific assignment given to a committee or task force.

COUNCIL GOALS: A written list of what the council plans to accomplish during a 3- to 5-year period. These are often also referred to as “corporate goals.”

COUNCIL OBJECTIVES: A written list of what will the council will accomplish in one year to achieve the council’s corporate goals. Objectives are specific and measurable.

EMPLOYED STAFF: The people who are paid for their work in Girl Scouting.

GIRL SCOUTS OF THE USA: The name of the national Girl Scout Organization in the United States, abbreviated as GSUSA. GSUSA charters local Girl Scout councils to provide the Girl Scout program to girls within a specific jurisdiction.

GIRL SCOUT COUNCIL: The local corporation, chartered by GSUSA, to provide Girl Scouting to girls within a particular area. Girl Scouts of Northern Illinois serves Jo Daviess, Stephenson, Carroll, Whiteside, Lee, Winnebago, Boone, Ogle, DeKalb, McHenry, Kane and Kendall counties and small parts of Lake, DuPage, Cook and LaSalle counties. There are about 109 Girl Scout councils in the United States and its territories.

Girl Scouts of Northern Illinois
Policies and Procedures for Operational Volunteers

GOVERNANCE: The part of the council's work that deals with the future; planning, policy-making, evaluating, budgeting, creating work plans, etc. This is also called the Policy Role.

GUIDELINE: A statement developed to help people know how to approach a difficult or important task.

MEMBER: A person who belongs to Girl Scouts of the USA who lives or volunteers in Girl Scouts of Northern Illinois and has paid annual membership dues.

OFFICER: The volunteer officers of the council are the Board Chair (or President), the Vice-Chairs, the Secretary and the Treasurer. The CEO (Chief Executive Officer) is also an officer of the council and a non-voting member of the Board.

OPERATIONS: The part of the council's work that the Board has delegated to the CEO and other employed staff and the volunteers who work with them; the day-to-day activities of the council.

OPERATIONAL VOLUNTEERS: Another way to describe volunteer staff—the adult volunteers who are responsible for delivering the Girl Scout program to girls.

PERFORMANCE GOAL: A written list of what a person will try to accomplish in one year.

POLICY: A statement of what must be done or how something must be handled.

POLICY VOLUNTEER: A person who serves as a volunteer in a policy-making position (Board and Nominating/Board Development Committee) or policy-influencing (Committee or Task Force member), helping the Board of Directors make plans for the council's future. All members who attend the council's annual meeting are also policy-influencing volunteers.

POLICY WORK: The part of the council's work that involves thinking about the future . . . planning, evaluating, setting council policies, etc.

PROCEDURES: Describes in detail how, when and by whom something is to be done to be sure things run smoothly.

PROFESSIONAL STAFF: The council's employees, also called "executive staff," who usually have an advanced degree and manage work assignments related to policy level volunteers, the volunteers serving girls and council management.

RECRUITER: A person, volunteer or employed, who has responsibility for finding people to volunteer to help the Girl Scouts by contributing their time or talent.

Girl Scouts of Northern Illinois
Policies and Procedures for Operational Volunteers

REGISTERED MEMBER: A person who belongs to Girl Scouts of the USA who lives or volunteers in Girl Scouts of Northern Illinois and has paid annual membership dues.

STAFF: People responsible for programs and activities that are part of the council's operations. All people, whether volunteer or employed, who are involved in organizing and maintaining troops, training, and supporting leaders are staff.

STANDARD: A statement describing how to do something well.

STATEMENT OF FUNCTION: A written description of the purpose of a committee, and the subjects or topics that they are appointed to consider.

SUPPORT STAFF: The council's employees, also called the "business staff," who provide business support and clerical services to the council.

TASK FORCE: A short-term group, generally created by the Board of Directors and chaired by a volunteer, that has a specific assignment. A Task Force is dissolved when the assignment is completed.

VOLUNTEER: A person who gives a gift of time and service without monetary reimbursement.

VOLUNTEER STAFF: Members of the staff who are not paid for their work.