


girl scouts
arizona cactus-pine



SERVICE TEAM MANUAL



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The purpose of a Service Team (ST) is to encourage, support and organize local Girl Scout troops by providing direct support and services to Girl Scout members, including girls, leaders, and volunteers, as well as parents and caregivers. The Service Team engages their local community to encourage the overall mission of Girl Scouts–Arizona Cactus-Pine Council.

OUR MISSION

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

QUALITIES OF A GREAT GIRL SCOUT LEADER



HONESTY

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



ABILITY TO DELEGATE

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



COMMUNICATIONS

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



SENSE OF HUMOR

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



CONFIDENCE

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



COMMITMENT

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



POSITIVE ATTITUDE

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



CREATIVITY

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



ABILITY TO INSPIRE

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



INTUITION

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

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GIRL SCOUTS-ARIZONA CACTUS-PINE

Girl Scouts–Arizona Cactus-Pine (GSACPC) provides age appropriate activities and leadership opportunities for girls throughout Arizona. GSACPC serves a vast jurisdictional area encompassing approximately 75,000 square miles of the state of Arizona (two-thirds of the state). Serving girls in partnership with our 10,000 adult volunteers, the Girl Scouts–Arizona Cactus-Pine serves over 20,000 girls in more than 90 communities, including Indian Reservations and military installations in central and northern Arizona. Girls develop their leadership potential through activities that enable them to discover their values, connect with others in a multicultural environment and take action to make a difference in the world.

Under the guidance of trained volunteers girls will explore their interests, learn the value of community service and skills for positive decision-making.

GSUSA

Girl Scouts of the USA (GSUSA) is the largest organization for girls in the world. Today, there are 2.5 million Girl Scouts—1.7 million girl members and 750,000 adult members working primarily as volunteers.

Juliette (Daisy) Gordon Low founded girl Scouts on March 12, 1912, in Savannah, Georgia. Girl Scouts of the USA was chartered by the United States Congress on March 16, 1950.

Headquartered in New York City, Girl Scouts has 111 chartered councils nationwide. These councils provide direct services to the girls and volunteers who work with them, and to the communities they serve. Girl Scouts is open to all girls from kindergarten through 12th grade.

GIRL SCOUT MISSION

Girl Scouts 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 MOTTO

Be Prepared

GIRL SCOUT SLOGAN

Do a Good Turn Daily

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.

SERVICE TEAM BASICS

“The ultimate responsibility for the Girl Scout movement rests with its members.”

—Blue Book of Basic Documents

A **Service Unit** is a specifically defined geographic area designed to best serve the girls and volunteers in the area. The Girl Scout council has a budget to support only a small staff in proportion to the population, the delivery of Girl Scout services relies heavily on volunteers. Troop leaders provide direct services to girls while Service Units/Teams provide vital support to leaders, girls, and parents through meetings, events, recruitment activities, financial management, etc.

What does a Service Team do?

- » Work with Member Support Executive (MSE) to recruit new girl and adult members
- » Support Girl Scout troop leaders, volunteers, and girls to keep troops engaged
- » Recognize volunteer contributions and efforts
- » Promote participation in the GSACPC Cookie and Fall Product Programs
- » Host events and activities that meet the needs of the Girl Scouts in their SU
- » Develop networks within their community to open additional opportunities for girls and volunteers

The purpose of a Service Team (ST) is to encourage, support and organize local Girl Scout troops by providing direct support and services to Girl Scout members, including girls, leaders, and volunteers, as well as parents and caregivers. The Service Team engages their local community to encourage the overall mission of the Girl Scouts–Arizona Cactus-Pine Council.

The function of a Service Team (ST): The Service Team helps recruit new girl and adult members as well as engage and retain existing girl and adult members through local SU events and opportunities. Service Teams provide an extra layer of support to local volunteers, allowing Girl Scouts to reach more girls in more ways.

Regardless of the pathway in which girls participate, the Girl Scout Leadership Experience is primarily delivered by over 10,000 adult volunteers in Girl Scouts–Arizona Cactus-Pine Council. Volunteers rely on the support of the Service Unit, experienced volunteers, educational materials and council wide communication tools to understand their role and to implement it effectively. As a member of the Service Team your role is critical to a volunteer’s success and ultimately the experience of the girls participating in Girl Scouts.

This guide will assist you in being a member of an effective team that ensures volunteers are prepared to deliver the Girl Scout Leadership Experience and that girls are working towards becoming girls of courage, confidence, and character, who make the world a better place. This should be used as a foundation for Service Team development and can be used when recruiting new members to the team, when facilitating Service Team meetings, creating Service Unit Plans of Work and when implementing the critical Fall Membership Campaign. It is important to remember that while there are key strategies that can be used in providing support to volunteers and girls, there is flexibility to work as a team to best meet the varied needs and interests of each community within the council.

SERVICE TEAM MEMBERS, RESPONSIBILITIES & SUPPORT

Direct service and support to girls and adults is provided by a group of skilled and trained volunteers - called a Service Team - who help support new leaders, plan events and activities, and hold regular volunteer meetings. Our staff can help connect you to these volunteers. Each team is comprised of various positions to support the goals and needs of their community. The size of a Service Team and the jobs performed vary from Service Unit to Service Unit.

Core Service Team members are those that are part of the basic structure of any successful Service Team. They are fundamental roles that support the basic functions of the Service Unit- recruiting, supporting, engaging and recognizing volunteers and in turn their girls in the Girl Scout leadership experience as well as the GSACPC Product Program.

Support Service Team members add value and strength to the support a Service Unit provides. GSACPC position-specific training is available for some Service Team positions but not all. Carefully review your Service Team position agreement. Discuss your Service Team role with your Member Support Executive (MSE) to determine what is expected of you and what support is available.

Service Team members must be registered adult members, have a current background check and have an active status for their Service Team position(s) for the current membership year.

This Girl Scout Service Team structure is a common way of organizing service in Girl Scout Service Units. Service Units are encouraged to customize their team in order to meet the needs of their community and Girl Scouts. Full position descriptions of individual roles as well as additional tools, resources and training information are available on the GSACPC Service Unit volunteer page at girlscoutsaz.org/service-team-resources.

Some volunteers may serve in various roles throughout the year. Additionally, due to size, capacity, and other factors, some Service Teams may choose to divide up the roles of the positions differently among different team members. All of that is great! As administrative team members, you can shape and customize your team to meet the needs of your specific Service Unit. However, Core Service Team Members should only hold one core position at a time.

OLDER GIRL SERVICE TEAM MEMBERS

The main feature of the Girl Scout Leadership Experience (GSLE) is that Girl Scouting is girl-led. This means girls should be in control of all aspects of their Girl Scout experience. We know girls of different age levels are capable of different levels of leadership. We refer to this as Girl Scout progression. As girls grow older, they start to take a more active role in leadership while the adult volunteer steps back allowing her to lead. By the time the girls are teenagers they are the primary decision makers. One way that older girls can progress in a leadership role is as a member of the Service Team.

All Service Teams are encouraged to have a team of girl members to promote older girl-led planning and participation in Girl Scout events and opportunities. Girls 14 and older are eligible to serve as Service Team members. The girl team should be supported by an adult Older Girl Advocate. Girls are not required to complete official Service Team position agreements. Their role to advise the Service Team on the needs of older girls is part of their progression in Girl Scouts.

SERVICE TEAM MEMBERS, RESPONSIBILITIES & SUPPORT (cont'd)

Let's start by breaking down the Service Team's general activities into five basic functions:

1

ADMINISTRATION – This function will provide the structure and the backbone of the Service Team – setting goals and making them a reality, keeping things running smoothly, and making sure everyone has what they need to perform the other functions. Service Team Manager and Finance Specialist fall into this category. You will find more information about these additional positions located on the Service Team Position worksheet.

2

COMMUNITY DEVELOPMENT – This is where it all begins for any girl or adult in Girl Scouting. It's how we let people know we're here, how to join and what we're all about. This function covers activities such as girl & adult recruitment, public relations, outreach and anything else a Service Team does to give every girl between the ages of 5-17 the information and opportunity they need to participate in Girl Scouts.

3

VOLUNTEER SUPPORT – Once an adult volunteer agrees to give girls the opportunity to participate in Girl Scouts, she/he requires a lot of support to provide the best possible experience. This function covers things like adult development, networking opportunities, mentorship, recognition and other avenues for assisting volunteers to do their jobs well.

4

PROGRAM – This covers all the activities that girls do, within the troop, at the Service Unit level, regionally and even council level. The Service Team directly organizes activities for the girls in their area, plus they give Leaders support in providing program at the other levels. This could also include retention activities and support.

5

PRODUCT SALES SUPPORT – This is a mixture of Volunteer Support & Program, but since Cookies play such a significant role in the activities of a Service Unit, it merits its own function. Product sales volunteers have a separate manual and are trained by GSACPC's Product Sales staff.

CORE SERVICE TEAM MEMBER POSITIONS

When looking at your Service Team structure, these roles are considered the most important and the ones your team should attempt to fulfill first.

The **SERVICE TEAM MANAGER** is appointed by the Member Support Executive (MSE). They work in partnership to support the Service Unit and its volunteers and girls, as well as:

- » Partner with members of the Service Team and the MSE to develop a Plan of Work for the area.
- » Supports and inspires Service Team members to help carry out plans and activities from the SU Plan of Work
- » Attends conferences, meeting and other scheduled events as appropriate

The **COOKIE PROGRAM MANAGER** coordinates the logistics of the GSACPC Cookie Program within the Service Unit, as well as:

- » Collaborates with MSE to build a functioning Cookie Team
- » Mentors Cookie Team Members
- » Provides support to Troop Cookie Managers

The **FALL PRODUCT PROGRAM MANAGER** coordinates the logistics of the GSACPC Fall Product Program within the Service Unit, as well as:

- » Provides support to Troop Fall Product Managers
- » Collaborates with MSE to build a functioning Fall Product Team
- » Mentors Fall Product Team

The **RECRUITMENT MANAGER** develops, manages, and supports a recruitment team tasked with engaging new girls and adults in the GSLE, as well as:

- » Plan and conduct membership recruitment events and/or other recruitment strategies throughout the year in line with the Outstanding Service Team Award.
- » Recruit and effectively train G.I.R.L. Champions, leaders, and older girl that will attend recruitment events throughout the year.
- » Communicate recruitment progress to Service Team, MSE, and Member Placement Team

The **VOLUNTEER SUPPORT COACH** supports troop leaders and other volunteer positions as they learn their role for a successful, fun and girl-led experience, as well as:

- » Work with leaders in managing the National Program in their troops and through planning special events
- » Provide ongoing information and support for leaders throughout the year via mini workshops, forums, round tables or other methods of support
- » Support leaders bridging to new program levels

The **ADULT RECOGNITION COORDINATOR** organizes and delivers an adult recognition program annually for the Service Unit, as well as:

- » Encourages nominations for GSACPC and GSUSA formal recognition awards
- » Record and maintain recognition records
- » Provides recognition and encouragement to volunteers informally throughout the year

The **FINANCE SPECIALIST** is responsible for year-round management of Service Unit funds and financial records, as well as:

- » Provides financial support and education for all troops in the Service Unit
- » Submits an annual Service Unit Financial Report
- » Ensures all troops are aware of and complete annual troop financial reports

The **EVENTS MANAGER** supervises and recruits volunteers to plan and carry out Service Unit activities to meet girls' interests and needs, as well as:

- » Work with event coordinators to ensure events support the Girl Scout Leadership Experience.
- » Ensure all applicable pre-and-post event budget paperwork is completed
- » Encourage girl-led planning and execution of activities

SUPPORT SERVICE TEAM MEMBER POSITIONS

Depending on the size and capacity of your Service Unit, it is recommended to have the following positions on your Service Team if possible.

The **COMMUNICATIONS SPECIALIST** serves as a vital link between the community and the council, as well as:

- » Enhances public awareness and support of Girl Scouting through regular communication
- » Chronicle Service Unit activities
- » Manages internal and external Service Unit communications

The **IGM ADVOCATE** supports individually registered members within the Service Unit, as well as:

- » Promote communication to girls and families about local Council programs
- » May organize activities for all IGMs within the Service Unit
- » Recruit and promote the need for a Service Unit IGM Specialist for Cookie and Fall Product Programs

The **EVENT COORDINATOR** directs a Girl Scout event on the established purpose and goals, as well as:

- » Encourage girl-led planning and execution of activities.
- » Work with event team to establish budget, purpose, and goals.
- » Work with Events Manager to ensure events support GSLE.

The **BILINGUAL SPECIALIST** provides English/Spanish assistance to council staff and/or volunteers in specific geographic location, as well as:

- » Provide verbal translation support to Council staff or other volunteers
- » Interpret and assist with registration forms, volunteer applications or other forms with Spanish preferred individuals.
- » Guide and support Spanish preferred volunteers with Fall/Cookie Product Programs

The **COOKIE PROGRAM IGM SPECIALIST** manages the IGM Cookie Program in the Service Unit, as well as:

- » Inspire and encourage IGMs to participate in the Cookie Program.
- » Coordinate cookie booths and girl shifts
- » Collect verified deposit slips from parent/guardian and send to Product Program Team
- » Record girl sales and rewards in Ebudde

The **REGISTRAR** ensures girls and adults participating in the Girl Scout program are registered members, as well as:

- » Ensure that Service Unit data reflected in Looker is accurate
- » Ensure that registered troops meet the minimum member requirements set forth by council
- » Works with MSE to manage disbanded, merged, or split troops

The **G.I.R.L. CHAMPION** acts as a connector between Girl Scouts and a school or organization, as well as:

- » Represent GSACPC at a school/organization's gatherings to recruit new parents and girls to Girl Scouts
- » Help connect new volunteers or girl members to the Member Placement Team for troop placement
- » Share excitement and passion for Girl Scouts by facilitating parent information nights and other recruitment events.

The **OLDER GIRL ADVOCATE** engages and mentors older Girl Scouts by developing and supporting an older girl team within the Service Team.

- » Promotes older girl planning and participation in Girl Scout events and opportunities.
- » Connects older girls to Service Unit and Council opportunities such as events, High Awards, travel, etc
- » Be an open and responsive liaison for older girls within the Service Unit and Council.

The **OUTDOOR ADVOCATE** promotes the outdoor experience and shares Council-level outdoor opportunities with the Service Unit.

- » Participates as an active member of the Outdoor Education Team.
- » Identifies and communicates the outdoor-related needs of the Girl Scout Community.
- » Assists the Service Team Events Manager with planning outdoor events

The **SERVICE TEAM MEMBER AT LARGE** is an introductory position to help new members determine where they are best suited or used at the discretion of the MSE to fulfill unique roles/needs for the Service Team.

SERVICE TEAM STRUCTURE

There are several different ways to structure a Service Team. How your team is structured will depend on a variety of factors, including the size of your Service Unit and the level of volunteer involvement.

The more involved your volunteers are in the Service Team, the more support they will all receive from it in return. It may take some time to get people on board with the idea, and one of your team's on-going goals should be to emphasize as much as possible how the Service Team helps Leaders and needs their help in return.

Decide on the Best Structure for Your Service Unit

As mentioned above, there are five basic functions that a Service Team needs to address. The important thing to remember is that all five functions are equally vital and ALL need to be covered.

THE SMALL SERVICE UNIT STRUCTURE

Very small Service Units (serving 200 girls or less), or those that are in the process of building Leader involvement, will naturally have a very small Service Team. However, your team will still want to ensure that you've covered the basic functions.

HIGH FUNCTIONING SU EXAMPLE STRUCTURE

This structure is based on the same model as the most successful Girl Scout troops: if everyone pitches in then we all have a better time! It works best when the seed is sown early explain to new volunteers how the Service Team works, and let them know that after their first year, they too will be encouraged to contribute time toward supporting the Service Team. They may start small, perhaps directing one event or being a Delegate or a G.I.R.L. Champion, but in time they could be appointed to positions of increasing responsibility.

The idea is that everyone contributes, and everyone is accountable for the success of the SU.

Get the Right People in the Right Positions

Everyone has their own special set of skills and talents – as well as things we’re not as good at. The key to building a great Service Team is getting people with the right skills into the right job.

Use the position descriptions to guide you, as well as your own instincts. And of course, your Member Support Executive can be a great help in identifying the needs of a position and people who might be a great fit. Think about your volunteers...what are their strengths, weaknesses and interests?

Looking for a Volunteer Support Coach? You’ll want someone who remembers what it was like to be new to Girl Scouts, is good at supervising others, and is friendly and approachable.

If your team still has open positions, ask around about parents or Leaders you don’t know very well. Consider whether a pair of Leaders who balance one another well in running the troop might not do the same with a shared position.

CORE SERVICE TEAM STRUCTURE



STRUCTURING YOUR SERVICE TEAM

Each service unit is unique, and no two service team structures may look alike. The size of your SU and the level of volunteer involvement will determine the number of positions you have and the structure. The more ST members you have, the more supporting positions you can fill.

SAMPLE #1



SAMPLE #2



SAMPLE #3



PRODUCT PROGRAM TEAMS



SERVICE TEAM GOALS

Once your Service Team is established, one of the first tasks will be to sit down together to create a Service Unit Plan of Work for the year. This will be your blueprint for the year, and you should build a goal check-in time into your monthly Service Team Meeting agenda. Doing this will help ensure your Service Team stays on track and keep the big picture in mind.

The Outstanding Service Team Award descriptions can be a great tool to assist Service Teams with the Service Unit Plan of Work. [You can view these awards and descriptions on our website.](#)

How your team reaches those goals and WHO will be responsible for each phase of the plan is something you'll need to work out as a team. Your Member Support Executive (MSE) has tools that can help with the process, or you can create one yourself. However, you choose to approach it, you'll want to remember the five functions of a Service Unit and use them all to contribute toward reaching the goals.

COMMUNITY DEVELOPMENT – GIRL & ADULT RECRUITMENT

This goal goes right to the heart of things – we can't do any of it if there aren't any girls to serve. Every year many girls will turn five years old and want to get involved in Girl Scouts! While the goal may be set with help from others, your Service Team will have to come up with a workable plan to meet it. Your MSE will also be a vital part of the plan. Questions your Service Team will ask to help create the plan should include:

- » Considering both our goal & the troops that are not planning to go on into the next year, how many new troops should we try to organize?
- » What's the best way to plan our recruitments (i.e., school by school, community centers, etc.)?
- » How do girls get placed into troops?
- » Who is responsible for following-up with newly recruited Leaders?
- » Who will follow-up with individually registered girls?

MEMBER PLACEMENT

Member Placement is a Council staff team whose primary function is the placement of girl and adult members resulting in the formation of troops. This team follows up on leads from recruitment events and interest received through the Council website. Each Service Unit has an assigned Member Placement Team Member. A strong relationship between the Member Placement Team Member and the Recruitment Team is essential to accomplishing Service Unit goals.

GIRL AND ADULT RETENTION

Making sure that the girls (and their Leaders) are happy and feeling good about their Girl Scout experience doesn't just happen – it's something that we all must work toward. The Service Team should have a goal of providing an excellent support system to the Leaders so that they don't get overwhelmed. It should also set a goal that supports high quality programs for the girls and their leaders. In addition, your Service Team will want to ask certain questions when planning for retention, such as:

- » What do the Leaders need to learn about to enhance their troop experience?
- » What kind of events do the girls want?
- » How can we make sure our younger girls are seeing our older girls in action?

The Service Unit Plan of Work Form can be found at bit.ly/su-plan-of-work-20.

SERVICE TEAM YEARLY CYCLE

JUNE

- » Host a planning session for major service unit events that will take place during following school calendar. This should include dates/locations for future service team meetings; monthly, bimonthly or quarterly leader meetings; as well as dates/locations for encampment(s) and other major/signature service unit events
- » Plan recruitment events for the beginning of school (July/August/September) with support of MSE
- » Identify volunteers to help with school recruitment nights
- » Recruit service unit volunteers to run fall product sales
- » Send ST members to Lead the Way conference on the first Saturday in June
- » Promote Adult Recognition submissions

JULY

- » Host an event (like a pool party) for those troops who early registered in your service unit (incentive for early registration)
- » Finalize Recruitment Flyers
- » Plan recruitment events for the beginning of school (August/September) with support of MSE
- » Identify volunteers to help with school recruitment nights

AUGUST

- » Plan recruitment events for the beginning of school (September) with support of MSE
- » Identify volunteers to help with school recruitment nights
- » Connect with Member Placement Team about new troops forming
- » Connect with new Leaders
- » Plan fall product rally for September
- » Council & National Adult Recognition Nominations Due 9/1
- » Plan parent information follow up from Back to School recruitment events (September/October)

SEPTEMBER

- » Analyze membership numbers with SU Plan of Work
- » Host training events for fall product service team members
- » Promote fall product sales to troops
- » Consider hosting a back-to-school event for troops or “bring a buddy” to add a recruitment element
- » Ongoing recruitments
- » Share information on investiture and rededication of girls/leaders
- » Host New Volunteer orientation/training
- » Council Cookie Conference

OCTOBER

- » Host a neighborhood Juliette Gordon Low birthday celebration
- » Identify cookie product volunteers for the service unit
- » Host a CSA activity (Cadettes, Seniors, Ambassadors only)
- » Volunteer Appreciation Luncheon
- » Fall Sale begins
- » Ongoing recruitments
- » Follow up with troops not renewed
- » Certificate of Insurance renewals
- » Plan Spring recruitment events with support of MSE
- » Identify volunteers to help with Spring recruitments

NOVEMBER

- » Cookie training sessions for new and returning cookie program volunteers
- » Identify volunteers to lead and execute a cookie rally for the SU (held in early January prior to cookie start)
- » Reminder for cookie booth signups, which typically start in November.
- » Ongoing recruitments

DECEMBER

- » Organize a holiday party for leaders (think about adding an ornament exchange, white elephant/evil elf gift)
- » Consider hosting a holiday bazaar where troops can make and sell holiday goods/crafts
- » Ongoing recruitments
- » Ongoing cookie trainings
- » Initial cookie orders due
- » Finalize Spring Recruitment Flyers

JANUARY

- » Planning for any World Thinking Day (Feb. 22) and Girl Scout Week (March 11-17) activities
- » Host a cookie rally and share cookie info
- » Consider organizing a “Cookies and Coffee” gathering to share cookie tips among leaders
- » Call for nominations/elections of annual meeting delegates
- » Spring recruitment begins
- » Plan Kindergarten round up recruitment events
- » Identify volunteers for Kindergarten round up
- » Cookie delivery and sale begin

FEBRUARY

- » Continue cookie-related education/tips/opportunities for Cookies for Community donations
- » Share Council-sponsored summer camp registration information
- » Share Council-sponsored high awards ceremony info
- » Identify volunteers for Kindergarten roundup recruitment events
- » Identify and secure encampment dates/locations for following year
- » Plan a Girl Scout Birthday event for 3/12
- » Plan parent information follow up from Spring recruitment (March/April)

MARCH

- » Plan a service unit bridging event to take place in late April or May
- » Check in with leaders who may need help wrapping up cookie sales
- » Begin plans for a Volunteer/Leader appreciation event to be held in May/June
- » Host a CSA activity (Cadettes, Seniors, Ambassadors only)
- » Review membership numbers with SU Plan of Work

APRIL

- » Begin talking about early renewal/registration incentives
- » Finalize plans for a service unit incentive like a summer pool party
- » Share information with leaders on how to complete and submit troop finance reports
- » Send delegates to annual meeting
- » Finalize and submit order for ST pins from council (at least 3 weeks in advance of event)

MAY

- » Host bridging ceremony with high awards recognition
- » Host volunteer/leader appreciation event
- » Service Team Gala sponsored by Council
- » Reminders: Financials Due, Early Registration
- » Begin ST planning for next year
- » Promote Adult Recognition submissions

WORKING AS A SERVICE TEAM

It is incredibly intentional that the Service Team is called a TEAM. Teams must come together to collaborate, support each other's efforts and share responsibilities in order to achieve the greatest amount of success. However, just because you have a group of people working together does not necessarily make a team. Read below to see the differences between a team and a group. Does your Service Team work more as a group of individuals or more as a team?

TEAM	GROUP
Members recognize their interdependence and understanding both personal and team goals are best accomplished with mutual support. Time is not wasted struggling over "turf" or attempting personal gain at the expense of others.	Members think they are grouped together for administrative purposes only. Individuals work independently; sometimes at cross purposes with others.
Members feel a sense of ownership of their positions because they are committed to goals they helped establish and plans they helped create.	Members tend to focus on themselves because they are not sufficiently involved in planning. They approach their job simply as a hired hand
Members contribute to the organization's success by applying their unique talent and knowledge to team objectives.	Members are told what to do rather than being asked what the best approach would be. Suggestions are not encouraged.
Members work in a climate of trust and are encouraged to openly express ideas, opinions, disagreements and feelings. Questions are welcomed.	Members distrust the motives of others because they do not understand each other's roles. Expressions of opinion or disagreement are considered divisive or non-supportive.
Members practice open and honest communication. They make an effort to understand each other's point of view.	Members are so cautious about what they say that real understanding is not possible. Game playing may occur and communications traps are set to catch the unwary.
Members are encouraged to develop skills and apply what they learn on the job. They receive the support of the team.	Members may receive training but are limited in applying it to the job by the supervisor or other group members.
Members recognize conflict is a normal aspect of human interaction, but they view such situations as an opportunity for new ideas and creativity. They work to resolve conflict quickly and constructively.	Members find themselves in conflict situations which they do not know how to resolve. Their supervisor may put off intervention until serious damage is done.
Members participate in decisions affecting the team but understand their leader must make a final ruling whenever the team cannot decide, or an emergency exists. Positive results, not conformity are the goal.	Members may or may not participate in decisions affecting the team. Conformity often appears more important than positive results

WORKING IN PARTNERSHIP WITH YOUR MEMBER SUPPORT EXECUTIVE (MSE)

Your Member Support Executive (MSE) is responsible for ensuring the delivery and extension of Girl Scout membership and programs in assigned sectors of the council's jurisdiction. This is achieved through the appointment and partnership with the Service Team Manager and members of her/his Service Team. Think of it like a pie. The girls and Troop Leaders are the pie filling, supported by the crust which is the Service Team. The MSE is the tin that supports the crust and holds it all together.

Developing a partnership with your Member Support Executive:

1. **It takes mutual trust** and respect for a strong relationship to grow. 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 volunteer you should bring a positive attitude, leadership knowledge, skills and experience to enhance and add value to the partnership.
2. **Setting goals and expectations from both parties.** This establishes a means to assess the impact of the relationship, as well to demonstrate productivity and how it is beneficial to both the organization and Service Unit. Additionally, goal setting is helpful in determining practical responsibilities of both partners.
3. **Communicate openly and frequently.** A successful partnership has open and frequent communication. Communication can be in the form of telephone calls, e-mail 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 abreast on council information.
 - Ask to connect with other Service Units that your MSE manages for joint program events, day camp, training or networking opportunities.
 - Make sure you discuss any conflicts and/or issues facing the Service Unit
 - Identify areas for growth or in need of support
 - Don't forget to share the Service Units' successes with council via Facebook or an email to your membership staff member.
4. **Understanding goes a long way.** Taking the time to understand the mission of Girl Scouts and the Girl Scout Leadership Experience (GSLE) will be beneficial in the long run. Understanding the context in which the organization operates certainly helps when working in partnership with your MSE and communicating how the organization operates in your Service Unit. It will also aid in setting realistic expectations and goals for not only your team members but for Girl Scout troops.

SERVICE UNIT BANK ACCOUNTS

GSACPC requires each Service Unit to have a checking account into which and out of which all funds flow. This account must be used solely in support of Girl Scout program. Service Unit checking accounts are to be established through GSACPC with Wells Fargo. To determine the banking process for your Service Unit, please reference the Banking section of the council website at girlscoutsaz.org/banking.

- » There **must be at least 2 authorized signers**, none of whom are related to each other, on all Service Unit accounts. These signers must include the Service Team Manager and the Service Team Finance Specialist.
- » In the absence of a Service Team Finance Specialist and/or Service Team Manager, another Service Team member appointed by the MSE may serve as an authorized signer.

- » It is recommended that any member of the Service Team who needs to make regular purchases for the Service Team become a signer on the account and obtain a debit card to limit the number of reimbursements that a Service Unit has to do.
- » All volunteers that handle money must be currently registered Girl Scout members and have successfully completed the membership registration process and Background Screening **prior** to opening the bank account.
- » Service Unit bank accounts and the funds therein are subject to being randomly audited by Girl Scouts–Arizona Cactus-Pine as deemed necessary.

PROCEDURES

- » Reimbursement from Service Unit accounts should only be made with appropriate supporting documentation.
- » The Annual Service Unit Financial Report, accompanied by a copy of the May 31st banking statement, must be submitted to the council membership staff by June 30th. Ensure that the Service Team Manager has reviewed and approved the report. These reports are reviewed by Service Team Finance Specialist, Service Team Managers, and/or council staff.
- » The Service Unit exists to support troop/group program. In order to cover related administrative costs and create opportunities for inter-troop/group activities, Service Units will need to develop an operating budget. This budget will reflect anticipated income and expenses for the upcoming GS year.
- » All bank statements, check registers, and supporting documentation (receipts, invoices, canceled checks, etc.) must be maintained for seven (7) years by the Service Team Finance Specialist or the Service Team Manager.
- » When a Service Unit splits and joins bordering units, the SU funds are to be proportionally transferred to the new SUs. Please see your MSE in order to calculate this transaction.

GIRL SCOUT PROGRAMS AND EVENTS

THE NATIONAL PROGRAM PORTFOLIO

The National Program Portfolio has two main parts – the National Leadership Journeys and The Girl’s Guide to Girl Scouting. Complemented by the Girl Scout Cookie program, Girl Scout travel and Girl Scout Highest Awards, the National Program Portfolio is designed to help girls develop as leaders and build confidence by learning new skills. It also ensures that Girl Scouts at every level are sharing a powerful, national experience— girls together changing the world!

THE VOLUNTEER SUPPORT COACH

The Service Team Volunteer Support Coach will work with leaders in delivering the Girl Scout National Program in their troops and through planning special events.

Every Girl Scout grade level has a Journey series to choose from, each including a sustainable Take Action project and all the exploration, discovery, and adventure to power a lifetime of leadership and success!

The Girl’s Guide to Girl Scouting is where girls (and adults) can find exciting new badges, information on bridging and Bronze/Silver/Gold Awards, Girl Scout history, tradition and much more!

Leaders should check out the Volunteer Toolkit (VTK) for everything they need to know to plan their Girl Scout year and tips on using the Journeys and The Girl’s Guide to Girl Scouting together!

COUNCIL PROGRAMS

Girl Scouts–Arizona Cactus-Pine has a wide variety of programs that enrich girls' experiences in Girl Scouting. Programs are listed on the council website (www.girlscoutsaz.org) and are updated regularly. Troop leaders are also informed of special programs and promotions via email updates.

Divided by grade level, the calendar feature on the council website is a great resource for finding activities.

- » Product Sales Program (Cookies, Magazines & Nuts/Candy)
- » Troop Camping
- » Resident Camping
- » Science, Technology, Engineering and Math (STEM)
- » Community Programs and Resources
- » Outdoor Programs and Activities
- » Travel
- » Awards Ceremonies for Girls

SERVICE UNIT PROGRAMS AND EVENTS

As a part of your Service Unit Plan of Work, each Service Unit will plan programs for girls and sometimes families in your area (service projects, grade-level events, Journey program events or recognitions). Service Team Events Managers oversee all events and activities planned for adherence to safety checkpoints, standards of good programming, and for attention to the Girl Scout Leadership Experience. The Service Team Events Manager recruits Event Coordinators to manage different programs and activities.

Service Unit programs help girls see beyond the troop and connect with other girls and adults in their communities.

DIVERSITY, EQUITY, AND INCLUSION AT GSACPC

VOLUNTEER RECRUITMENT

Girl Scouts Arizona Cactus-Pine (GSACPC) makes every effort to ensure the Girl Scout Movement continues forward, that all members have an equal opportunity to participate and to ensure appropriate adult leadership is available for the girl members. GSACPC focuses on recruiting and retaining membership that is reflective of the diversity of the communities it serves, from a variety of sources and through different participation pathways.

DIVERSITY, EQUITY AND INCLUSION POLICY

Girl Scouts–Arizona Cactus-Pine Council (GSACPC) values and honors diversity, equity and inclusion among its staff, board, donors, girl, and adult volunteers and members. The Girl Scout Movement was founded to help all girls to reach their full potential and to create a safe place for girls to foster their individual growth, character, and self-sufficiency and leadership. GSACPC values these founding principles and is committed to upholding them. GSACPC will not deny membership to staff, board, donors, girl, and adult members or volunteers into the organization because of race, color, ethnicity, religious or spiritual beliefs, age, national origin, socioeconomic status, documentation status disability, gender identity or sexual orientation.

CONFLICT RESOLUTION

Occasionally, members of the Service Team may need to assist with resolving conflicts between volunteers, girls, parents, troop leaders or even the SU team members themselves.

There are different levels of conflict intensity. By understanding the possible escalation of conflict, it is possible to keep a conflict from escalating to a point it becomes unmanageable: The escalation stages of conflict are often:

- » **DIFFERENCES:** People have various views about their world and circumstances and those views don't always align with others.
- » **MISUNDERSTANDINGS:** People often misunderstand each other. People make presumptions, and “filter” what others say through their own experiences, knowledge, and beliefs. This is a critical stage of conflict and one in which the situation can escalate quickly, depending upon how people respond.
- » **DISAGREEMENTS:** It is okay to disagree with someone. People can explore their disagreements and they can debate issues to learn from each other. The danger lies in letting emotions get out of control. While some level of emotion is okay, when people become too passionate, they can lose their reasoning and say or do things they later regret.
- » **DISCORD:** Conflict at this level “is characterized by generally deteriorating relationship between the conflict partners.” The discomfort is apparent not only in discussing the issue, but also in dealing with the person. Emotions tend to run incredibly high at this point. Consequently, a person will likely try to avoid the other person, avert eye contact, or say things that are hurtful. One way to tell when conflict is at this level is when people find themselves having difficulties with that person even when they are not dealing with the original conflict.
- » **POLARIZATION:** This is the nasty stage of conflict that is damaging to relationships. People often recruit others to join their cause; make themselves “right” and others “wrong”; expend a lot of energy to defend their position and demean the other person; and refuse to work toward resolving the conflict. At this stage, a person is so emotionally vested in the conflict that it turns to “winning” the fight at any cost and “doing in” the other side. Consequently, the issue goes unresolved, and the relationship continues to deteriorate.

The good news is people can make conscious choices about their responses to conflict and take responsibility for their behavior. While a person cannot control the behavior of others, a person can control his or her own actions – or at least try, which is, admittedly, very hard to do without practice. The following behaviors can be useful in helping you effectively deal with conflict:

Use “I” statements. Let the other party know how you feel when the conflict is occurring, as well as your reaction to the conflict. Also let the other person know which of your rights you feel is being ignored in the conflict. **EXAMPLE:** “I don't like it when you don't follow through on your assigned tasks. It makes it difficult for me to do my job, if yours isn't getting done. This behavior is not considerate to me or my time.”

Be assertive, not aggressive. Speak about your feelings and your reactions. Keep the statements focused on how you are behaving, thinking and feeling rather than on how the other is acting. Try to take the emotions out of it and focus on the issue or behavior that has caused the conflict.

Speak calmly, coolly and rationally. In this way you will be listened to, and you will be able to maintain better control of yourself. Otherwise, the other person may take on a defensive attitude.

Avoid blaming. This will keep the communication flow going. It encourages understanding and empathy. It recognizes that for a conflict to exist there must be at least 2 parties who are adversely affected by the conflict.

Create an atmosphere of cooperation. In an attempt to create an environment of cooperation after a conflict, all parties involved must feel that they are being listened to and understood; that their rights are being respected. They must have a desire to work things out, and they must be committed to the process of working through the problems.

Show respect for yourself and others. You will gain more in resolving a conflict by showing respect, than by showing disrespect. If you are on the receiving end of disrespect, remove yourself from the situation as soon as possible. When things have cooled down, resume the discussion in a more respectful manner.

A practice that GSACPC has implemented is called LEAP. The acronym stands for Listen, Empathize, Acknowledge/Apologize and Problem Solve. These steps can be followed simply and are explained more in the next section.

LEAP

LISTEN: Listening is the FIRST step to the LEAP process. Why is it the very first step? A vast majority of the time, the only thing someone with a concern, complaint or question wants is simply for someone to listen. They don't expect that you can move mountains. They don't expect that you'll know every "right" answer. They simply want to know that someone is acknowledging them and their situation.

How to Listen Well:

- » Stop everything you are doing. (Don't read emails while you are listening!)
- » Face the person with open posture. Relax and maintain eye contact.
- » Process what you are hearing — honor the "golden pause."
- » Paraphrase — restate the message to test your understanding.
- » Clarify thoroughly to bring all information into sharper focus.

EMPATHIZE: Empathizing lets the other person know that you understand where they are coming from and their unique point of view. It is not saying that you agree with them but does let them know that you are on the same team.

How to Empathize Well:

- » Remember that individuals with strong emotions seek to be understood.
- » Stay authentic.
- » Be honest and caring.
- » Relate to their experience and confirm your support and appreciation.
- » Acknowledge that a difficult situation exists, and you are on the same team to find a fair resolution.
- » Accept others' right to their own feelings.

APOLOGIZE / ACKNOWLEDGE: The art of apologizing is something that many of us struggle to master. When it comes to LEAP, the most important thing to remember is that you are not (necessarily) apologizing for something you have done, or any one person has done- just that the situation has occurred.

How to Apologize Well:

- » Stay sincere.
- » Don't take it personal.
- » Keep it simple.
- » Remember, it's not about you- it's about what has happened.

PROBLEM SOLVE: Problem solving is the last step in this process- once you've gathered the facts, let the person know you are on the same team, and acknowledged their concerns, you are now prepared to actually take steps to address the issue at hand.

How to Problem Solve Well:

- » Focus on the issue not the person.
- » Determine the underlying need – what do they want? What do they need? It's not always the first thing they say.
- » Discover the intention behind the proposed solutions.
- » Connect with the intention of reaching an agreement.
- » Take action by offering fair alternatives and compromising on a balanced, two-sided agreement.

GSACPC encourages volunteers and staff to take positive actions to resolve conflicts promptly and efficiently. Despite the best intentions by all Girl Scout stakeholders, including girl members, parents and volunteers, it may be necessary at times to address conflicts. All involved parties should attempt to bring any disputes to resolution informally before escalating the conflict.

A conflict exists when involved parties cannot reconcile opposing points of view. The conflict resolution process may result when the disagreement leads to a feeling of unjust treatment. In the event of a grievance or conflict, volunteers are encouraged to utilize the council support procedures.

An informal discussion with the Member Support Executive (MSE) is the first step in resolving any conflict or grievance.

If the problem is not resolved, the volunteer may formally discuss the situation with a member of the GSACPC council staff Conflict Resolution Team. The staff member, along with the Conflict Resolution Team will render a decision or resolution.

LEADERS' MEETINGS

The Leader Meeting is the place where volunteers, staff, and parents/ caregivers partner to enhance the experience of the girls by providing support and programmatic experiences that brings the Girl Scout Leadership Experience to life. The Service Team may provide access to Council and Service Unit sponsored activities, provide volunteer enrichment opportunities, program activities for girls and opportunities for volunteers and girls to connect with one another. A few things to consider including:

- » **FUN** – people return to places they think of as “fun places”. Keep the tone positive!
- » **VALUE** – give them something they can use that they can only get there.

ITEMS TO BRING TO MEETING

- » Agenda
- » Membership Numbers
- » Volunteer Enrichment Materials
- » Additional Product Sales Materials
- » Resources from council

A good meeting agenda should include:

START-UP ACTIVITY *(5-10 minutes prior to meeting)*

Consider adding a self-directed activity, leaders may do as they arrive to the meeting. Use this as time to collect items that are due or as a social time for leaders to connect. Consider including snacks. Utilize a portion of Service Unit allocation funds for this.

OPENING (5 minutes)

Have an official start to the meeting. We can never emphasize the Girl Scout Promise and Law enough. Some Service Teams have older girls do a flag ceremony and say the pledge of allegiance.

BUSINESS (30 minutes)

Service Team Manager should create an agenda with input from all Service Team positions. The agenda could include but is not limited to:

- » Introductions
- » Membership report
- » Old business- Recap any events that have occurred.
- » Plan upcoming Service Unit events
- » Updates on Product Sales, Council Information
- » Questions

VOLUNTEER ENRICHMENT/ACTIVITY (40 minutes)

The Volunteer Support Coach can lead this portion of the meeting. There are several options for enrichments.

- » Short and Snappy: A Short and Snappy is a great, in-person learning opportunity! Designed for Service Team meetings or other group get-togethers, it is a facilitated discussion and guide on a specific topic. Check out the topics on the Council's Service Team Resources – girlscoutsaz.org/service-team-resources.
- » Invite a GSACPC visitor: Have a GSACPC staff person or volunteer learning facilitator come in and talk on a topic that interests the Service Unit as a whole, i.e. Outdoor Programming, Higher Awards, etc.
- » A fun activity the leaders could take back and do with their troop. Example string art, bum bucket etc.
- » Highlight a community partner: Invite a local business or organization to come and talk about the opportunities they can/do provide to Girl Scouts. Maybe even hold your Service Team meeting at their location!
- » Share time by grade level or another category. Break volunteers into groups and have two sample questions available to help get the conversation started. The topics can be on a variety of things from low cost, no cost field trips, to evaluating the last Service Unit event or planning the next one. The possibilities are endless.

CLOSING (5 minutes)

This is a time to emphasize the accomplishments of the meeting, remind the group of upcoming events, remind them of the next upcoming meeting and answer any additional questions.

THINGS TO REMEMBER

- » Share information. Just because you may not be interested in attending an event or activity doesn't mean that someone else might not be. This also sets a good example for troop leaders to follow with their own troops.
- » Want to make sure you have high attendance at an event or meeting? Check the school and city calendars to make sure you're not conflicting with anything major. Remember, no date will work for everyone all the time, but you can do a little bit of research to figure out the best days.
- » By establishing yearly events like a SU Bridging, Investiture, Rededication, camp-out, Thinking Day, Juliette Low Birthday party, awards and recognition ceremony or other events, you are not only helping create a tradition, but your troops also know what to expect from year to year. All of these things should be on your SU Plan of Work that you turn in each year.
- » Remember volunteers of all levels of experience need, want and deserve your support!
- » When acting as a Girl Scout representative in a public setting, please review our Brand Marketing & Publicity resources at <http://bit.ly/gszakmarketing>. Use the Volunteer Press Kit to connect with your local media and promote recruitment events, or how Girl Scouts are taking action, in your neighborhood. Please note, GSUSA handles all national media outreach and GSACPC staff reaches out to all major regional TV and radio. Focus on your local neighborhood newspapers and radio stations to avoid overlapping outreach. If you wish to contact other media, please coordinate with marcom@girlscoutsaz.org to avoid causing confusion for our media friends or duplicating efforts. Utilizing these marketing and public relations resources ensures that we're all unified and consistent when representing Girl Scouts.

Most of all **THANK YOU for your dedication to Girls Scouts and Girl Scouts–Arizona Cactus-Pine Council!**

QUESTIONS? Contact your Member Support Executive or the Volunteer Support Team at volunteerlearning@girlscoutsaz.org.

RESOURCES

VOLUNTEER RESOURCES

Available online at www.girlscoutsaz.org.

Getting Started	Essential information to get started as a Girl Scout Volunteer. (Provided at Getting Started Training)
Volunteer Learning Courses	Learning Opportunities for Adult Volunteers (and girls ages 14 and up who are working with younger Girl Scouts)
Volunteer Essentials	More helpful information for Girl Scout volunteers.
Safety Activity Checkpoints	The safety guidelines for Girl Scout activities.
Forms Library	Forms for Girl Scout activities and processes
Blue Book of Basic Documents	Contains Girl Scouts of the USA Constitution

Electronic resources are available in print format by request. Contact the Council Office at 602.452.7000 or 800.352.6133. Safety Activity Checkpoints are printed only according to the activities needed – the entire publication will not be printed.

PROGRAM RESOURCES

Program publications are available for purchase at the Girl Scout Council Shop or online Council Shop at girlscoutshop.com/ARIZONA-CACTUS-PINE-COUNCIL. Some Service Units have libraries for volunteers to borrow program resources.

The Girl's Guide to Girl Scouting	All-in-one badge book and handbook.
Journey Adult Guides	Adult guide for Girl Scout Leadership Journeys.
Outdoor Education in Girl Scouting	Prepare girls for outdoor activities.
Focus on Ability	Guidelines for including girls of all abilities.

ONLINE RESOURCES

Girl Scouts–Arizona Cactus-Pine Council, Inc.	www.girlscoutsaz.org
Brand Marketing & Publicity Guidelines	www.girlscoutsaz.org/marketing-guidelines
Girl Scouts of the USA	www.girlscouts.org/program
World Association of Girl Guides & Girl Scouts	www.wagggsworld.org
Cookie Sale Program	www.littlebrowniebakers.com
Fun Activities for Girls	www.girlscouts.org/forgirls
Blue Book of Basic Documents	Contains Girl Scouts of the USA Constitution

These web-sites may provide additional program information. *Note: This list is provided as a service and does not imply endorsement or affiliation with GSACPC. Program information contained on these sites is not endorsed by GSUSA or GSACPC.*

- » www.gsmusic.com
- » www.scoutingweb.com
- » www.makingfriends.com

ELEMENTS OF A FOUNDATIONAL GIRL EXPERIENCE

SETTING



ACTIVITIES

Meet regularly, completing a variety of purposeful activities in one or more core content areas.

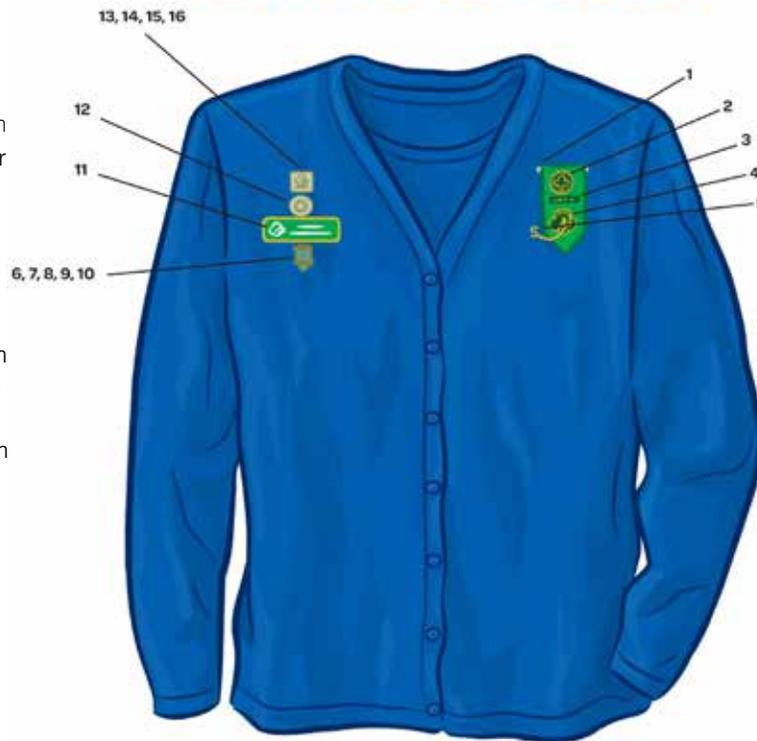


ELEMENTS OF A FOUNDATIONAL GIRL EXPERIENCE

SETTING	ACTIVITIES
<p><i>Girl Scouts will provide...</i></p> <ol style="list-style-type: none"> All girl environment. Emotionally and physically safe space. The What —(Keys —Discover, Connect and Take Action) and the How of the GSLE —(Processes—Cooperative Learning, Girl Led and Learn by Doing). Consistent and supportive adult(s) — Volunteers who meet Girl Scout safety and preparation standards. Encouragement and support to continue in GS (retention). Active family engagement and participation in Troop year. 	<p><i>Girls will...</i></p> <ol style="list-style-type: none"> Meet regularly. Experience a variety of purposeful activities, including: <ul style="list-style-type: none"> Girl Scout National Program using the Girl Scout Leadership Experience (in Outdoor, STEM, Entrepreneurship, Life Skills), which includes earning multiple Girl Scout badges or a least one Higher Award or Leadership Journey Complete at least one community service or Take Action project Take part in at least one outdoor activity Experience at least one field trip or Girl Scout event Participate in Product Program Participate in Girl Scout traditions, including but not limited to wearing a Girl Scout uniform, saying the Promise & Law, and singing GS songs, taking part in ceremonies, etc.

ADULT INSIGNIA PLACEMENT

6. Girl Scout Gold Award
7. Bridge to Adult Pin
8. Years of Service Pin
9. Volunteer of Excellence Pin
 - a. Outstanding Volunteer
 - b. Outstanding Leader
10. Other Awards:
 - a. Pearl Award Pin
 - b. Service Team Pin
 - c. Three Year Leader Pin
 - d. Grade Level Leader Pin
 - e. Gold Award Parent Pin
 - f. Trainer Pin
 - g. Adult Development Pin
11. ID Pin (Name tag)
12. Lifetime Membership Pin
13. Appreciation Pin
14. Honor Pin
15. Thanks Badge
16. Thanks Badge II



1. Adult Insignia Tab
2. World Trefoil Pin
3. Adult Position Pin
4. Girl Scout Pin
5. Numeral Guard

The adult insignia tab and/or Membership pins are worn on the left side; above the heart. The pins worn on the left side include: the World Association pin, up to two position pins, the GSUSA membership pin, and the numeral guard.

The optional official Girl Scout ID pin (nametag) and adult awards are worn on the right side. National awards are worn above the name tag. Only one national award should be worn at a time. These include:

- » Appreciation Pin
- » Honor Pin
- » Thanks Badge
- » Thanks Badge II

If you are a lifetime member, the Lifetime Membership Pin is also worn above the nametag but below any national award pins.

Additional recognition pins may be worn below the nametag. These include:

- » Volunteer of Excellence
- » Outstanding Leader/Volunteer
- » Girl Scout Gold Award
- » Three Year Leader pin
- » Service Team Pin
- » Pearl Award
- » Years of service pin
- » Grade level leader pin
- » Gold Award parent's pin
- » Bridge to adult pin
- » Trainer Pin
- » Adult Development Pin

It is not necessary to wear every award received on a uniform. A good working guideline is to wear no more than three awards at any given time. Traditionally these would be the most recent and/or highest awards received.