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## Girl Scouts - Diamonds | News

Please visit our dedicated [COVID-19 Update page](#) for information.

**Reminder: All Girl Scouts - Diamonds offices and shops will be closed from noon, Dec. 23-January 3 for the holiday break.**

December 22, 2020

The health and safety of our staff members, volunteers, girls and their families is a top priority for Girl Scouts – Diamonds. Since March, the majority of our staff have been working remotely, managing most of the Girl Scouts – Diamonds operations virtually. While our offices have been closed, we have been, and continue to be, accessible to volunteers, parents and girls by phone, email and video.

Doing our work from somewhere other than our physical office buildings has not slowed us down a bit – in fact, as always, we have been working at the speed of girls, adapting on the fly and meeting girls and volunteers where they are, and doing our best to deliver the Girl Scout experience in circumstances we never could have imagined.

Like many, we've struggled with how and when to begin a return, even if scaled back, to our physical spaces. We are working to be very thoughtful in balancing health and safety needs and our desire to provide excellent customer service and membership experiences. Our retail shops have led the way in slowly offering limited shopping hours, and we have a plan to begin that same process for staffing at each of our physical offices.

# Office Hours beginning January 11, 2021

## Modified Hours at Physical Locations:

### Office hours at all regional offices:

**Monday-Thursday, 10am-5:30pm**

When Cookie Cupboards are open (February 12-March 17), our hours will extend to include Friday and Saturday to match cookie cupboard hours.

### Retail hours\*:

**Monday-Thursday, 10am-7pm** (Friday and Saturday hours to match Cookie Cupboard hours): \*Impacting Little Rock and Rogers only.

*These hours are subject to change as guidelines from the State of Arkansas regarding COVID-19 precautionary practices are continually monitored.*

### Staffing:

All staff members will be working a minimum of one day per week at the office and are otherwise working their regular schedule remotely. Staff will be coordinating schedules to manage the density of staff members in the office at one time.

Volunteers/parents are welcome to work with staff to schedule in person or virtual meeting times outside physical office hours to accommodate their needs.

### Safety procedures:

In order to make our office opening plan as safe and effective as possible, we will operate with the following general guidelines:

- All staff are required to adhere to established safety procedures, cleaning protocols, personal hygiene and respiratory etiquette and will ensure that visitors do as well.
- A screening questionnaire must be completed upon each time entering council offices.
- Masks will be worn in all common/public spaces, which includes hallways, restrooms, kitchens, meeting spaces, stairwells and storage spaces.

## How to Reach Girl Scouts - Diamonds Staff Members

### Know who you need to reach?

Regardless of whether a staff member is working in the office or from home, they are accessible through all regular forms of communication including email

and phone and can be available for in-person or virtual meetings at a mutually agreeable time.

If you do not know the email address of the person you need to reach, all staff contact information is listed on our website. When a staff member is not physically in the office, calling may result in the need to leave a voice mail, so email is likely a more direct option.

### **Don't know who you need to speak with?**

Call our customer care team at 800-632-6894 or email [info@girlscoutsdiamonds.org](mailto:info@girlscoutsdiamonds.org) and you will be connected with the appropriate staff member.



**Have a question? Don't be shy!**  
**Contact us for more information.**

This email was sent to: [cmcreight@girlscoutsdiamonds.org](mailto:cmcreight@girlscoutsdiamonds.org)

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