

# Appendix: Girl Scouts – Diamonds Policies and Procedures

Girl Scouts – Diamonds of Arkansas, Oklahoma, and Texas (Girl Scouts – Diamonds) policies and procedures are adopted by and subject to modification by the Girl Scouts - Diamonds Board of Directors every three years or more often as deemed necessary.

Girl Scouts - Diamonds is a chartered Girl Scouts - Diamonds under the Girl Scouts of the United States of America (GSUSA) and abides by the policies, principles and beliefs set forth by GSUSA as outlined in the *Blue Book of Basic Documents*.

A policy is an established course of action that must be followed. All members of Girl Scouts – Diamonds, including adults and girls, must accept and adhere to these policies.

Unless otherwise noted, “adult” is someone who is at least 18 years of age AND is no longer in high school.

## ADULT VOLUNTEERS

### Policy

#### Equal Opportunity – Affirmative Action

There shall be no discrimination against an otherwise qualified adult volunteer due to disability or based on age. Furthermore, there shall be no discrimination on the basis of race, color, ethnicity, sex, creed, national origin or ancestry, religion, citizenship, marital status, veteran status, sexual orientation, socioeconomic status or other characteristics protected by federal, state, or local law. In addition, to ensure full equality of opportunity in all operations and activities of the organization, equal opportunity policies and procedures shall be utilized in the recruitment, selection, training, placement, and recognition of volunteers. Special emphasis shall be placed upon securing representation of underutilized racial minorities.

### Policy

#### Nepotism

Individuals will not be barred from volunteer appointment because of kinship to an employee or other volunteer. However, there will be no direct supervisory relationship between members of the same family. Every volunteer is expected to follow guidelines found in Safety Activity Checkpoints and Girl Scouts – Diamonds policies and procedures.

### Policy

#### Membership Registration

All volunteers participating in the Girl Scout Movement shall be registered as members with Girl Scouts of the United States of America and pay the individual annual or lifetime membership dues, except those adults who are working in a temporary advisory capacity or consultative capacity. Adult members shall be eighteen years of age or older and meet the membership requirements stated in the Blue Book of Basic documents.

### Standard

*All volunteers shall agree to abide by the policies and principles of GSUSA and the Girl Scouts - Diamonds. Girl Scouts - Diamonds will not sanction inappropriate conduct, which includes, but is not limited to the following:*

#### **Standards of conduct:**

- Abusive or disruptive behavior including failure to provide adequate care, supervision, health and safety measures, as well as physical, sexual, verbal and emotional abuse or maltreatment of girl members.

- Consumption of alcohol by volunteers during the time they are responsible for girl members.
- Discrimination or harassment against any volunteer or girl by reason of physical or mental disability, age, medical condition including genetic characteristics, race, color, ethnicity, sex, creed, national origin or ancestry, religion, citizenship, marital status, veteran status, sexual orientation, socioeconomic status or any other consideration made unlawful by federal, state or local laws.
- Failing to maintain confidentiality of designated information.
- Failing to observe and follow all applicable state and local laws.
- Failing to observe Girl Scouts - Diamonds financial and money earning policies
- Misappropriation of Girl Scouts - Diamonds, Service Unit and or troop monies.
- Performing volunteer duties under the influence of drugs, including alcohol.
- Possession, sale, or use of illegal drugs or the misuse of prescribed drugs.
- Profane/abusive language in the presence of girls, or toward any Girl Scout member or parent while conducting Girl Scout business including exchanges via social media, telephone (including text messages) or online forums.
- Promoting religious, political, or personal lifestyle while serving in a Girl Scout capacity (such as a leader, co- leader, service unit team member).
- Refusal to comply with Girl Scouts - Diamonds or GSUSA national policy and/or procedures.
- Sexual advances or sexual activity of any kind between volunteers and girl members, sexually abusive behavior toward girl members including indecent contact, exhibitionism, voyeurism, or involvement of girl members in pornographic activities or materials, or any display of sexual activity by volunteers in front of girl members.
- Sexual harassment including, but not limited to, unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature that creates an intimidating, hostile, or offensive environment for other volunteers, staff, or members.
- Willfully or maliciously damaging the Girl Scouts – Diamonds' property.
- Willfully or maliciously engaging in disruptive behavior including damaging the reputation of the Girl Scouts - Diamonds or any volunteer or employed staff member including exchanges via social media, telephone (including text messages) or online forums.
- Willfully smoking in the presence of girls.

Girl Scouts - Diamonds will take the corrective action necessary, up to and including dismissal from a Girl Scout position, for non-compliance with GSUSA and Girl Scouts - Diamonds policies and standards of conduct. GIRL SCOUTS - DIAMONDS will take legal action when necessary if laws have been broken (i.e. theft of Girl Scout funds, writing bad checks on current or past Girl Scout accounts, crimes against children, etc.)

## **Policy**

### **Recruitment and Placement of a Volunteer**

Qualified volunteers are matched to appropriate positions. Volunteer position descriptions define specific responsibilities and clarify expectations. Prior to selection and placement, each volunteer is required to:

- Complete a membership registration form
- Submit to a background check
- Complete training courses required for the volunteer position

## **Policy**

### **Appointment**

Operational volunteers shall be appointed for a term not to exceed one year.

Each volunteer is selected based on ability to perform the volunteer position, volunteer and Girl Scouts - Diamonds need, ability, and willingness to attend training/learning opportunities, and qualifications for membership in the Girl Scout Movement.

Every attempt shall be made to place volunteers in positions that meet both their needs and the needs of Girl Scouts - Diamonds. In instances where this is not possible, the needs of Girl Scouts - Diamonds will take precedence over the needs of the individual. Individuals not placed in a position for which they applied may be recommended for other positions and they may request reassignment.

## **Policy**

### **Background Checks**

In order to ensure the safety and well-being of the girl members, Girl Scouts - Diamonds reserves the right to disqualify or restrict the duties of any person who has been accused or convicted of certain crimes; who has pled guilty or no contest to certain crimes; and/or who has been placed on probation or deferred adjudication for certain crimes. All prospective direct service volunteers must complete a membership registration form indicating membership in the organization and authorizing Girl Scouts – Diamonds or its agents to conduct a criminal background check. Without a completed registration form a person cannot serve in or be appointed to a volunteer position that works directly with girls.

Girl Scouts - Diamonds may conduct a criminal background check on any or all prospective troop/group leaders, parents, or other adult volunteers who work directly with girls, travel with a group or troop, attend overnight events or who handle Girl Scout funds. This criminal background check is one component of Girl Scouts – Diamonds' volunteer clearance process, the goal of which is to screen prospective volunteers and place capable and qualified adults in all direct services positions. Girl Scouts - Diamonds requires current volunteers to complete a background check every three years.

The criminal offenses that will disqualify a person from volunteer participation in the Girl Scouts - Diamonds, as well as the process used to determine disqualification of a person from volunteer participation, are set out in detail below. As a general matter, the decision whether to exclude altogether or limit a prospective volunteer's participation in the Girl Scouts - Diamonds is exclusively within the discretion of the Girl Scouts - Diamonds. Factors to be considered by the Girl Scouts - Diamonds in making such determinations include, but are not limited to, the nature and severity of the criminal conduct, and the length of time since the criminal conduct occurred. The Girl Scouts - Diamonds's primary concern is always the safety and best interest of its girl members.

The following rules shall apply if the Girl Scouts - Diamonds learns (via a criminal background check or otherwise) that a prospective volunteer has been accused or convicted of, has pled guilty to, has received deferred adjudication for, or has pled no contest to one of the following crimes under the law:

#### A. Automatic Disqualifications

- Crimes against children (including maltreatment, violent or sexual crimes)
- Felony offenses against persons (including violent or sexual crimes)
- Felony offenses against the family (including violent or sexual crimes)
- Crimes defined as public indecency
- Crimes involving the use of weapons
- Arson
- Second or more offense DWI, DUI or possession of marijuana over 2 ounces
- Any violent crime or felony drug-related offense, other than those drug offenses specifically identified below.

B. Possible Disqualifications

- For a first offense DWI, DUI or possession of marijuana under two ounces, if it has been five years or more since the date of disposition, the decision whether to allow participation shall be within the absolute and exclusive discretion of Girl Scouts - Diamonds.

C. Limitation on Handling Money

- For crimes involving theft, fraud, and forgery, if it has been less than 10 years since disposition, that person will be restricted from management of Girl Scout funds.
- If it has been more than 10 years since disposition, it will be up to the absolute and exclusive discretion of Girl Scouts - Diamonds as to whether they will be allowed to manage Girl Scout funds.

D. Other

- For all other criminal offenses (except traffic violations classified as Class C misdemeanors), Girl Scouts - Diamonds shall review the applicant's situation on a case-by-case basis. The decision whether to allow service shall be within the absolute discretion of the CEO, or designated officer.
- If a prospective or current volunteer is charged with any criminal offense, other than traffic violations classified as Class C misdemeanors, involvement with the Girl Scouts - Diamonds as a volunteer will be suspended pending disposition of the case.

Girl Scouts - Diamonds will maintain the confidentiality of all criminal background check information, including information regarding disqualification decisions.

Volunteers who live with registered sex offenders are required to inform the Chief Operations Officer upon registration. It is important to note that the Diamonds Girl Scouts - Diamonds prohibits sex offenders who live with registered members of Girl Scouts from participating and/or attending Girl Scout events, ceremonies, meeting and activities.

**Policy**

**Reappointment**

Prior to the completion of her or his term, each volunteer who is to be reappointed to the same position or rotated to a different position may receive confirmation of such reappointment or rotation. Reappointment is based on past performance, adherence to Girl Scouts - Diamonds and GSUSA policies and standards, support of the Girl Scout purpose, values, and Girl Scouts - Diamonds goals, as well as positive relationships with the community, parents, other volunteers, and employed staff. There will be mutual acceptance of position accountabilities, expectations, and time commitments.

**Standard**

*Periodic assessment enhances a volunteer's overall performance. The Diamonds Girl Scouts - Diamonds works alongside all volunteers including, but not limited to, troop leaders, co-leaders and service unit team members to effectively evaluate and assess volunteer performance. Assessments and evaluations may include the following: informal coaching, verbal or written discussions, and/or letters of concern and expectations. Girl Scouts - Diamonds may initiate this process at any time. This communication provides valuable reinforcement and recognition of behavior that meets volunteer requirements and implements corrective actions when volunteers do not meet expectations nor volunteer requirements.*

**Policy**

**Release**

Girl Scouts - Diamonds or the volunteer may initiate a release from a position. A volunteer is requested to give as much notice as possible when resigning. A Troop leader, co-leader or service team member who resigns is encouraged to complete a step

down letter. Step down letters will be kept on file with Girl Scouts - Diamonds according to the guidelines set by GSUSA concerning document retention.

Release from the position does not cancel membership with Girl Scouts of the USA unless it is determined that she or he is unable to meet the membership requirement.

**Standard** *Girl Scouts - Diamonds may release an individual because of, among other things, restructuring of positions, elimination of the volunteer position in which the individual serves, the volunteer's inability or failure to complete the requirements or meet expectations of the position, or the refusal to comply with Girl Scouts - Diamonds standards or GSUSA policies.*

**Policy** **Harassment**

Girl Scouts - Diamonds is committed to an environment and climate in which relationships are characterized by dignity, respect, courtesy, and equitable treatment. It is the policy of the organization to provide all volunteers with an environment free from all forms of unlawful or unwelcome harassment, including implied or expressed forms of sexual harassment.

**Policy** **Sexual Harassment**

It is against Girl Scouts – Diamonds' policies for any individual, male or female, to sexually harass another volunteer, employee, or Girl Scout member of the same or opposite sex. Girl Scouts - Diamonds reserves the right to refuse membership endorsement or reappointment, and to dismiss or suspend from affiliation with the Girl Scouts - Diamonds any volunteer who, in conducting Girl Scout program, sexually harasses another volunteer, employee, or Girl Scout member of the same or opposite sex.

Sexual harassment includes, but is not limited to, unwelcome sexual advances, request for sexual acts or favors, abusing the dignity of another through insulting degrading sexual remarks or conduct and threats or suggestions that a volunteer's status is conditioned upon toleration of or acquiescence to sexual advances. Some examples of sexual harassment that could create a hostile environment include telling sexual jokes or stories; exhibiting sexually explicit photographs or other materials; touching inappropriately another person's clothing, hair or body; making sexual comments about another person's body; making sexual comments or innuendoes; asking questions about another person's social or sexual life; staring; leering; and making sexual gestures.

**Policy** **Hostility**

Girl Scouts - Diamonds prohibits hostility in any form against girl members, adult volunteers, staff members, visitors or anyone else having involvement with the Girl Scouts - Diamonds. Hostility under this policy is considered to include physical violence as well as harassment, intimidation, stalking, coercion, display of weapons, threats, and talking or joking about hostility whether in person or through some other means of communications including but not limited to; writing, telephone, voice mail or electronic mail, and social media

**Standard** *Any volunteer who feels that she or he has been subjected to harassment of any type, sexual harassment, or hostility whether by another volunteer, Girl Scouts - Diamonds staff member, or any agent of the organization should promptly report such behavior to a director, executive team member or to the CEO. Upon receiving a complaint, the matter will be reported to the CEO. The CEO or designated officer will conduct an investigation and, depending on the findings, take appropriate corrective action.*

**Policy** **Conflict Resolution**

Girl Scouts - Diamonds has a conflict resolution procedure. The procedure exists so members of the organization can air their grievances and have avenues for solving them. Every volunteer may expect a fair resolution of her or his dispute without fear of

jeopardizing her or his volunteer status. Informal counseling by volunteer and staff personnel is the first step in resolving a situation involving a conflict or dispute. The initiation of the conflict resolution procedure, however, will not restrict the Girl Scouts - Diamonds from taking immediate and appropriate action with respect to the volunteer.

**Standard**

*In the event of a conflict amongst volunteers, Volunteer Essentials advises staff members and/or members to “get those involved to sit down together and talk calmly and in a nonjudgmental manner. Each party may need some time – a few days or a week- to calm down before being able to meet together. Although talking in this way can be uncomfortable and difficult, it does lay the groundwork for working well together in the future.”*

*If an informal attempt at resolution fails, a volunteer may choose a formal method such as the Conflict Resolution/ Dispute Request Procedure (volunteer-grievance procedure). The person filing the complaint must do so in writing, citing the issue. The procedure is outlined below:*

**Step 1. Complainant Completes Conflict Resolution/Dispute Request Form and Conference.** *The signed and dated document must be specifically titled “Conflict Resolution/Dispute Request”, identify the person with whom the conflict is registered, and cite the policy or procedure that has allegedly been misapplied. A copy should be sent to the assisting staff person’s supervisor. Within ten (10) working days, the supervisor will call a conference of all parties involved in the dispute and attempt to resolve the conflict. A written summary of the conference will be distributed to all parties.*

**Step 2. Meeting with Girl Scouts - Diamonds Staff.** *If the complainant or volunteer in question is not satisfied with the disposition of the conflict resolution, the Girl Scouts - Diamonds staff member or the Girl Scouts - Diamonds staff member’s supervisor will meet with the volunteer within ten (10) working days following her or his initial conference.*

**Step 3. Written Report to COO.** *In the event that the dispute is not resolved in Step 2, the staff member prepares a written report on the situation, including recommendations, and sends a copy to the COO.*

**Step 4. COO Appoints Resolution Team.** *The COO will appoint a dispute/complaint resolution review team. (The review team will comprise of a management representative, an employee not involved in the conflict resolution process, and a Girl Scouts - Diamonds volunteer selected by the complainant.) The dispute review team will review the documentation on file and meet with the individuals involved. The review team may seek additional information, if necessary, to aid in making a final decision. The team will provide the chief executive officer with a written report of its findings and recommendations within ten (10) working days of the review hearing. Copies will also be issued to the volunteer and immediate supervisor.*

*If the recommended resolution is not acceptable to the volunteer or any of the supervisors involved, a request to submit the recommended resolution to the CEO for a final and binding decision will be made. The CEO may exercise the following:*

- 1. Accept the Dispute Resolution Team’s recommended solution.*
- 2. Provide an alternative final and binding decision.*
- 3. If the CEO provides an alternative decision, the CEO must report the final and binding decision to the Dispute Resolution Team*

*This is the Girl Scouts - Diamonds 's final decision. It is the responsibility of the CEO to implement the decision.*

**Policy**

**Concealed Weapons**

The possession (or use) of any concealed weapon is strictly prohibited

- On Girl Scouts - Diamonds owned or leased properties
- During any Girl Scout activity
- In the presence of girl members

**Policy**

**Substance Abuse**

Possession, sale or use of illegal drugs or intoxicants or the misuse of prescribed drugs is prohibited while serving girls or in the presence of girls.

**Policy**

**Smoking**

Smoking is prohibited on Girl Scouts - Diamonds property except in designated areas. According to Safety Activity Checkpoints, smoking is identified as a behavior that may threaten the health and welfare of girls and is prohibited when acting in an official Girl Scout capacity, while serving girls, or in the presence of girls.

**Policy**

**Child Abuse**

Girl Scouts - Diamonds supports and maintains environments that are free of child abuse and Neglect as defined by the Child Abuse Prevention and Treatment Act.

Child abuse and neglect are unlawful acts, and it is against the Girl Scouts - Diamonds 's policy for any volunteer, male or female, to physically, sexually, mentally, emotionally, or verbally abuse or neglect any girl member.

Girl Scouts - Diamonds reserves the right to refuse membership endorsement or reappointment, and to dismiss or to exclude from affiliation with the Girl Scouts - Diamonds, any volunteer implementing Girl Scout program who is found guilty of child abuse and neglect or has been convicted of child abuse and neglect. Accusations and/or charges of child abuse may result in a volunteer being suspended pending the outcome of the investigation.

All volunteers of GIRL SCOUTS - DIAMONDS shall immediately report any incidents or strong suspicions of child abuse or neglect to the following hotlines based on each state: Arkansas - Arkansas Department of Health Child Abuse Hotline:

- 1-800-482-5964

Oklahoma - Oklahoma Family Support and Prevention Service Child Abuse Hotline:

- 1-800-522-3511

Texas - Texas Department of Family and Protective Services Texas Abuse Hotline:

- 1-800-252-5400

and inform GIRL SCOUTS - DIAMONDS through the completion of an incident report form. Incident forms should be submitted to the Risk Management Department.

**ADULT DEVELOPMENT**

GIRL SCOUTS - DIAMONDS values adult development to ensure safety and high-quality programs for girls while providing opportunities for personal development for adults.

**Policy**

**Orientation**

Each volunteer is provided with an overview of the Girl Scout purpose and organization, GIRL SCOUTS - DIAMONDS, and the support systems available to help them in their position. All potential volunteers are required to complete the orientation process.

**Policy**

**Training**

All volunteers receive basic training/learning opportunities for their position within a specified period as and are required to complete additional training/learning opportunities

that are designated as mandatory for their volunteer position. Training/learning opportunities ensure that each volunteer has the knowledge and skills needed to be successful in her or his position.

**Policy**

**Recognitions**

GIRL SCOUTS - DIAMONDS follows a system of recognitions that is outlined in Girl Scouts - Diamonds adult recognition guidelines and GSUSA's publication, Adult Recognition in Girl Scouting.

**GIRL MEMBERSHIP**

**Policy**

**Membership Registration**

All girls participating in the Girl Scout Movement shall be registered as members with Girl Scouts of the United States of America and pay the individual annual or lifetime membership dues.

Membership as a Girl Scout is granted to any girl who:

- has made the Girl Scout Promise and accepted the Girl Scout Law;
- has paid annual, or other applicable membership dues;
- meets applicable membership standards.

**Policy**

**Girl Membership Financial Assistance**

Financial aid is available to assist with the cost of membership dues only. Financial aid must be requested by the parent/guardian and can only be requested via online Girl Scout registration. Financial aid is limited and awarded on a first come, first served basis until available funds are expended. In the event that Girl Scouts – Diamonds acquires grant funds or donations, financial assistance may be offered to adult members.

**Policy**

**Girl Scout Membership Levels**

- Kindergarten-1 Girl Scout Daisy
- Grade 2-3 Girl Scout Brownie
- Grade 4-5 Girl Scout Junior
- Grade 6-8 Girl Scout Cadette
- Grade 9-10 Girl Scout Senior
- Grade 11-12 Girl Scout Ambassador

**Standard**

*All girl members shall agree to abide by the policies and principles of GSUSA and Girl Scouts - Diamonds. Girl Scouts - Diamonds will not sanction inappropriate conduct. Girls abide by the Girl Scout Promise and Law. We encourage each girl to agree to abide by the following:*

- Remember that she represents Girl Scouts – Diamonds and GSUSA; and that behavior appropriate to the Girl Scout Promise and Law is expected at all times.
- Be sensitive to needs of each event participant by performing assigned duties including, but not limited to kapers, clean-up, program planning, etc.
- Respect the places and people with whom she comes in contact.
- Not make inappropriate remarks or gestures in regard to others.
- Not use profane/abusive language toward any Girl Scout member, volunteer or parent including exchanges via social media, telephone (including text messages) or online forums
- Be responsible for her personal belongings and equipment and will not hold the event/trip sponsor responsible for her loss or damage.
- Use any safety equipment furnished by the event/trip sponsor or leader for her safety.



- Observe safety precautions for all activities including meetings, trips or other activities. Such observation will include staying with her buddy at all times, being supervised by an adult volunteer or staff at all times, and utilizing all other safety precautions discussed prior to the meeting, event or trip.
- Understand that if she is sent home early due to any serious misconduct, it is at her parent or guardian's expense. She should further understand that her parents or guardian is responsible for reimbursement of any fees that were paid on her behalf to take part in the event/trip.

### **TROOP/GROUP/SERVICE UNIT POLICIES**

GIRL SCOUTS - DIAMONDS views Safety Activity Checkpoints and Volunteer Essentials as the minimum safety and program standards by which Girl Scouting will operate in the Girl Scouts - Diamonds.

**Policy**

**Girl Membership Pathways**

GIRL SCOUTS - DIAMONDS provides Girl Scout membership opportunities based on the GSLE utilizing a variety of pathways always adhering to GSUSA policies and program standards

A troop/group shall be defined as comprising a minimum of five girls and two unrelated adults, one of which must be female. (Unrelated is defined as not related by blood, marriage or household.)

**Standard**

*Troop/groups with less than five girls, but at least three girls (from more than one family), must be actively recruiting for more girls or be open to accepting more girls.*

**Standard**

*At any sanctioned Girl Scout activity, Girl to Adult Ratios as described in Volunteer Essentials and/ or Safety Activity Checkpoints must be maintained at all times.*

**Policy**

**Service Unit**

A Service Unit is a group of volunteers representing a minimum of five troops within a defined geographic area, a minimum of three service team members who are non-related and not registered or sharing in the responsibilities of the same troop and the resources needed to provide opportunities for girls based on the Girl Scout Leadership Experience (GSLE).

**Standard**

*Service Units are integral parts to the development, facilitation and implementation of the Girl Scout Leadership Experience. Service Units provide resources for groups and troops at a local level and are accessible to volunteers in their own communities. It is for this reason that the Diamonds Girl Scouts - Diamonds aims to assess the status of each Service Unit every membership year.*

*The Diamonds' Service Unit Evaluation, also referred to as Year in Review, is an annual assessment of the overall performance of the Service Unit. It offers volunteers and Diamonds Girl Scouts - Diamonds staff members an opportunity to review the Service Unit's performance. The evaluation includes a written questionnaire and an internal audit. Analysis of the results of this review provide Service Team volunteers and Diamonds Girl Scouts - Diamonds staff members the opportunity to determine how to better support existing volunteer services, programming offered to girls, and efforts to engage the community.*

*At the completion of the evaluation, each Service Unit will be provided a status report (including findings from the questionnaire and internal audit) indicating its current state.*

*The status will go into effect from June 1 of the current calendar year to May 31 of the next calendar year. A Service Unit's Status cannot be changed during the year. The change will take place after the evaluation of the current Membership Year has been completed (May).*

Service Units are expected to meet all items listed below.

- All Service Team Positions filled: Director, Product Sales Manager, Treasurer
- Holds regular meetings
- Creates and implements a calendar of events and recruitments
- Participates in the recruitment of girls and volunteers to the Girl Scout Movement
- Turns in financial reports on time and financial accounts in good standing
- Communicates regularly with Girl Scouts - Diamonds staff and service unit volunteers
- Attends Girl Scouts - Diamonds sponsored adult development trainings, workshops or conferences
- Has proper troop ratios
- Members of Service Team have up to date background checks

Each Service Unit will be categorized using the Status Indicators: Red, Yellow or Green.

**Indicated Status-Green**

Standing: High functioning; Excellent  
*Meets all items listed above.*

**Indicated Status- Yellow**

Standing: Needs Improvement; Good  
*Missing 0-3 of the items listed above.*

**Indicated Status- Red**

Standing: Non-functioning; Poor  
*Missing four or more items listed above.*

Service Units may not be designated as red in consecutive years. Service Units classified as red will be given one provisional year to improve their status. At the conclusion of the provisional year the Service Unit will be reevaluated. Failure to improve the status of the Service Unit during the provisional year may result in the Diamonds Girl Scouts - Diamonds taking the following actions:

- Dismissal of service team volunteers
- Disbanding of service unit (Including the closing of bank accounts)
- Merging of service unit with a neighboring service unit

Service units with a red or yellow status are **required** to complete a Corrective Action Plan. The Corrective Action Plan provides an easy-to-follow road map that outlines the steps to improve the status of the service unit. A staff member of the Diamonds Girl Scouts - Diamonds will work with each service unit to complete its plan prior to the next membership year.

## **Policy**

### **Disbanding Troop or Service Unit**

A disbanding troop is a troop that has decided to discontinue meeting. Disbanding troops may choose to discontinue for a number of reasons including, but not limited to:

- Girls aging out of the Girl Scout program
- Troop leader and/or co-leader is stepping down and there is no identified replacement
- Troop does not have the required number of girls or leaders (troops must have at least 5 registered members, and 2 registered leaders)
- Involuntary disbandment (initiated by Girl Scouts - Diamonds Girl Scouts - Diamonds) due to a violation of financial policy, volunteer dismissal, or troop conflict

In the event that a troop disbands, the Girl Scouts - Diamonds staff will:

- Connect with the troop leader(s) of the disbanding troop
- Connect with the registered parents, girls and volunteers of the troop and provide them with the necessary information for membership registration, product sales, troop finances, transfers, and registration as an individually registered girl member

A disbanding service unit is a service unit that has decided to discontinue meeting as a unit. Disbanding service units may disband for a number of reasons including:

- No longer meets the criteria for a functioning service unit
- Missing volunteer(s) on the service team (director, treasurer, or product sales manager) and there is no identified replacement
- Service unit does not meet regularly
- Out of ratio compliance with troop status (must have at least 5 troops; each troop must have at least 5 girls and two volunteers)
- Service unit financials are not in good standing
- May separate from the organization by choice
- Involuntary disbandment (at the recommendation of the Girl Scouts - Diamonds staff)

In the event that a service unit disbands, Girl Scouts – Diamonds staff will:

- Connect with troop leaders and service team members to discuss the next steps in the disbandment process
- Ensure that the service team has connected with the parents, girls and volunteers in the remaining troops and has adequately provided them with the necessary information for membership registration, transfers, service unit finances, products sales and information on registration as an individually registered girl member

## **Policy**

### **Girl Scout Travel**

Trips and travel plans in a group setting will be executed according to national Girl Scout program standards and Girl Scouts - Diamonds policies and procedures and must be pre-approved by appropriate persons, i.e., Troop/Group Leader, Service Unit Director, or Staff.

## **Policy**

### **Adults Traveling with Girl Scouts (Personal Vehicle/Rentals)**

Any adult traveling with girls must be a registered Girl Scout member and consent to a criminal background check.

At least one registered volunteer accompanying the troop/group must have completed the required Girl Scouts - Diamonds training.

Girl Scout troops/groups traveling by car must adhere to state laws and safe driving practices at all times.

**Standard**

*A driver shall:*

- *Be a registered adult Girl Scout and successfully complete the volunteer application process and background check,*
- *Have a first aid kit in the vehicle, including appropriate accident insurance forms*
- *Have in possession a signed parent/guardian permission form for each girl in the vehicle*
- *Not use a cell phone while driving,*
- *Provide proof of a valid driver's license, proof of liability insurance in compliance with state law; and sign the appropriate paperwork,*
- *Be in possession of the Girl Scouts - Diamonds after-hours emergency contact information.*

**Standard**

*Girl Scouts - Diamonds maintains processes and procedures related to Girl Scouts traveling. Based on type of travel, appropriate training and support will be provided to volunteers. Girl Scout troops/groups traveling by other means of transportation, i.e. bus, train, airplane, must adhere to all state/national laws. Volunteer Essentials houses additional travel procedures for drivers, groups and troops.*

**Policy**

**Insurance**

All Girl Scout activities must be covered by the appropriate insurance. Appropriate insurance forms must be kept on file at all Girl Scout sanctioned activities.

**Policy**

**Contracts**

No Girl Scout volunteer shall enter into any agreements (including rental agreements) or contracts that are binding on the Girl Scouts - Diamonds or includes a hold harmless clause.

**SERVICE UNIT, TROOP and GROUP FUNDS**

**Policy**

**Finances**

Adult(s) in charge of troop, group, service unit funds, and/or bank accounts shall be held accountable for those funds at all times. Girl Scout monies at no time become the property of an individual girl or adult member.

**Standard**

*All troops, groups, and service units shall be required to establish a bank account as required by Girl Scouts - Diamonds procedures.*

*Each, troop, group and service unit shall maintain accurate records of income and expenses and shall submit financial reports as required by Girl Scouts - Diamonds procedures.*

*Reimbursements for expenditures from the Girl Scouts - Diamonds budget, service unit or troop accounts must be approved in advance by the appropriate person or persons and original receipts should be included.*

*Troops/groups shall follow the Girl Scouts - Diamonds 's disbanded troop/group procedures in regard to remaining funds.*

*Troop funds may not be earmarked to a girl or follow a girl if she transfers to another troop/group, unless the troop disbands.*

**Standard**      Service Unit Funds

*The Board of Directors recognizes the need for individual Service Units to maintain nominal balances to fund local activities for girls and adults.*

*The Service Unit treasurer must submit an Annual Finance Report along with the Service Unit budget for the next membership year to their Girl Scouts - Diamonds staff liaison by the designated date. A copy of the most recent bank statement and original receipts should be attached to the Finance Report. The budget should be approved by a majority of the Service Unit.*

*The day-to-day custodianship of these funds is the responsibility of the Service Unit treasurer. The Girl Scouts - Diamonds staff liaison shall oversee these funds by an annual review of the Service Unit Finance Report. The Chief Finance Officer may perform financial audits of Service Unit accounts at her discretion.*

*The Service Unit may decide how its money is used for well-balanced program activities. However, Service Unit funds may not be used for any non-Girl Scout purposes. Under no circumstances shall the money be divided among members of the Service Unit for personal use nor may the Service Unit treasurer use the funds for her/his personal use.*

*A Service Unit may possess money, property, and equipment, donated or purchased, but they must be held in the name of Girl Scouts – Diamonds of Arkansas, Oklahoma, and Texas.*

*If a Service Unit is disbanded and merged to another Service Unit, all money, property and equipment will be transferred to the merged Service Unit at the discretion of the Girl Scouts – Diamonds.*

*Disbanded troop or group accounts should be closed within the membership year in which they disbanded and remaining troop/group monies, not used for activities with the girls, distributed in a timely manner as follows below. Remaining monies from disbanded troop or group bank accounts that are over a year old at the time of closing will revert to Girl Scout – Diamonds.*

**Standard**      Troop/Group Funds

*The troop/group leader shall keep a troop finance report up to date.*

- *The Annual Finance Report is due by date designated by Girl Scouts - Diamonds to be turned into the Service Unit Treasurer or Girl Scouts - Diamonds staff liaison with a copy of the most recent bank statement and original receipts attached.*
- *After the Finance Report is audited and approved, a copy of the approved Finance Report with the original receipts will be returned to the troop leader.*
- *A copy of the audited and approved Finance Report and most recent bank statement will be turned in to the Girl Scouts - Diamonds staff liaison for retention*
- *The Chief Finance Officer may perform financial audits of Troop/Group accounts at her discretion. A letter will be sent out asking for financial information to be submitted to be audited.*

## **Policy**

### **Disbanded Group Funds**

When a Troop or group disbands or reorganizes, funds will be dispersed in accordance with GSUSA and Girl Scouts - Diamonds policies. At no time will funds be refunded directly to girls or their families.

A final Finance Report should be submitted to the Service Unit Treasurer or Girl Scouts - Diamonds staff liaison showing how all monies were used. If not all money is used for activities with the girls, the remaining troop funds shall be distributed in a timely manner as follows:

- If girls join other troops, the money can be divided proportionately, and put into the new troop's account., it is the parent/guardian's responsibility to notify Girl Scouts - Diamonds in writing to transfer her portion to her new troop. Requests to transfer money from one existing troop to another should occur before the end of the membership year that the troop transfer occurred so as to not disrupt troop budgeting and finances. If a girl does not re-register, all remaining monies shall go to the Service Unit account to be used for recruitment and retention
- If a girl chooses to become an independently registered Girl Scout, her portion of disbanded troop funds will be held by the Service Unit on behalf of that girl. Money for an individual Girl Scout will be held as long as she is an active Girl Scout. This money can be used to help pay or defray the cost of membership fees, registration event fees, camp, uniform, or program books, and Girl Scout earned recognitions.
- If no girls from the troop want to continue, the funds will be transferred to the Service Unit account. The money will be held as temporary restricted funds by the Service Unit for a period of one year. After a period of one year, all remaining monies will revert to the Service Unit general funds for recruitment and retention.
- If there is not a functioning Service Unit, the money will be held as temporary restricted funds by Girl Scouts - Diamonds for a period of one year. After a period of one year, all remaining monies will revert to Girl Scouts – Diamonds.
- Disbanded troop or group accounts should be closed within the membership year in which they disbanded and remaining troop/group monies, not used for activities with the girls, distributed in a timely manner as follows below. Remaining monies from disbanded troop or group bank accounts that are over a year old at the time of closing will revert to Girl Scout – Diamonds.

## **Policy**

### **Service Unit, Troop, or Group Money-Earning**

Girl Scout Service Units and Troops may participate in additional money-earning activities based on the following guidelines and approval from the External Relations Department. The External Relations Department will review all applications and notify the troop leader by email or phone on the status of the application within five business days of receipt of the request.

- Troops must submit the Money-Earning Activity Form for approval to the External Relations Department at least three weeks prior to the activity. This form can be found on the Girl Scouts - Diamonds website and should be sent to [funddevelopment@girlscoutsdiamonds.org](mailto:funddevelopment@girlscoutsdiamonds.org).

- Troops must submit the activity budget with the completed form.
- Troops must submit a copy of the latest bank statement with the completed form.
- Troops must show active participation in the Girl Scouts - Diamonds product sales.

Girls' participation in money-earning projects or Girl Scouts - Diamonds product sales activities is based upon the following:

- Voluntary participation
- Adherence to Girl Scouts - Diamonds guidelines
- An understanding of, and ability to interpret to others, why the funds are needed
- The ability to follow correct business procedures
- Observance of local ordinances related to involvement of children in money-earning activities, as well as, meeting health and safety laws
- Adherence to *Safety Activity Checkpoints*
- Planned arrangements for safeguarding the money

### **Policy**

#### **Grants**

Girl Scout service units and troops may not solicit or apply for grants from foundations, corporations or United Way organizations.

### **Standard**

*Girl Scout service units and troops may receive sponsorships or donations. Service units and troops must submit a Troop or Service Unit Donation/Sponsorship form:*

- *When seeking approval for a donation/sponsorship solicitation or ask of \$75 or more*
- *When you have received a donation/sponsorship of \$75 or more*
- *When a donor has requested a gift acknowledgement letter for their donation. Sponsorships/Donation of any amount that requires letter of acknowledgement must be submitted to Girl Scouts - Diamonds for processing. The sponsorship/donation will be processed and a check will be issued to your Troop or Service Unit for the sponsorship/donation\*.*

*\*GIRL SCOUTS - DIAMONDS may assess administrative and processing fees for troop directed donations*

### **Policy**

#### **Mismanagement of Girl Scouts - Diamonds Resources**

Any volunteer owing a debt to Girl Scouts - Diamonds may be removed from her or his volunteer position and may be subject to legal action.

If any Girl Scout funds and/or property are suspected of being lost, stolen, or misappropriated, then an investigation may be conducted and parties involved are subject to legal action.

If a volunteer involved in investigation is found to be responsible for the mismanagement of Girl Scouts - Diamonds Resources, including; but not limited to Girl Scout property or money, the volunteer will be reviewed and based on the circumstances either restricted, suspended, and or removed from his or her volunteer position.