girl scouts
san diego

Volunteer Policies, Procedures and Standards

Girl Scouts San Diego Council
Volunteer Policies, Procedures and Standards

January 2013

Table of Contents

Policies, procedures and standards……..4
Why do policies, procedures and standards exist……..4
How are they established? Where are they found? ……..4
Board of Directors statement …….....4
Volunteer philosophy..... 5
Volunteer wellness..... 5
Advantages to volunteering with Girl Scouts….....6

Volunteer Policies and Procedures

VP 1: Affirmative Action for Volunteers 7
VP 2: Membership Registration 7
VP 3: Recruitment 8
VP 4: Selection 8
VP 5: Criminal Background Checks 9
VP 6: Grounds for Disqualification 9
VP 7: Placement 10
VP 8: Appointment and Agreement 11
VP 9: Orientation 12
VP 10: Training.....12
VP 11: Supervision and Assessment…….....13
VP 12: Succession Planning and Reappointment 13
VP 13: Recognition 14
VP 14: Release .....…….....15
VP 15: Resignation 16
VP 16: Conflict of Interest ….....17
VP 17: Role Models ……..... 18
VP 18: Uniforms .....……..... 18
VP 19: Grievance/Conflict Resolution 19
VP 20: Information Technology and Individual privacy 21
VP 21: Harassment 23
VP 22: Sexual Harassment 23
VP 23: Child Abuse 24
VP 24: Possession/Personal Use of Firearms 25
VP 25: Substance Abuse 26
VP 26: Smoke Free Environment/Smoking 26

Girl Scout policies, procedures and standards

Policies are firm rules that must be followed without exception. **Procedures** are particular courses of action intended to achieve a result.

Standards are established models or examples. The council emphasizes health and safety measures because they affect the well-being of the girls.

Why do policies, procedures and standards exist?

They exist for the protection of all Girl Scout members. Adherence to policies, procedures and standards ensures a consistent and safe quality volunteer experience, and outcomes-based program delivery for girls.

How are they established? Where are they found?

Most policies and standards have been set by the National Board of the Girl Scouts of the USA and are detailed in *Leadership Essentials Chapter 4: Safety Wise* and the *Blue Book of Basic Documents,* both of which are available on the Girl Scouts San Diego website, *at* www.sdgirlscouts.org. Procedures and some policies and standards are set by individual councils based on the needs of the adults and girls in that area. All volunteer policies, procedure and standards in this document are approved by the Board of Directors of Girl Scouts San Diego-Imperial Council (referred to in this document as Girl Scouts San Diego).

Board of Directors statement

This *Volunteer Policies, Procedures and Standards* document was approved by the Board of Directors of Girl Scouts, San Diego-Imperial Council in January 2010. All content is subject to ongoing review and revision by the Board of Directors.

Girl Scouts San Diego Council (GSSD) reserves the right to refuse reappointment, dismiss or exclude affiliation with GSSD any volunteer who refuses to conduct herself/himself in a manner that is consistent

with the principles of the Girl Scout movement, or who violates any policies of Girl Scouts of the USA or GSSD.

Volunteer philosophy

All volunteers are expected to support and promote the Girl Scout Promise, Law, ideals and principles, and the policies and standards of Girl Scouts of the USA and GSSD. We maintain that the strength of the Girl Scout movement rests in the voluntary leadership of its adult members who strive to build girls of courage, confidence, and character, who make the world a better place. It is through voluntary leadership that the Girl Scout movement serves girls. To ensure volunteer satisfaction and to utilize the skills and talents of volunteers effectively, it is essential that the following policies be established and maintained for all volunteers.

A volunteer is defined as: Any person who willingly gives one's service without concern for monetary compensation. **No policy or provision in this handbook is intended to create an employment relationship.**

All volunteers are expected to maintain high standards of productivity, cooperation, attendance, efficiency and economy in their volunteer role for the council.

Abbreviations used in this document

Girl Scouts San Diego Council – **GSSD**
(also referred to as Girl Scouts San Diego-Imperial Council)
Girl Scouts of the USA – **GSUSA**
Volunteer Policies – **VP**

Volunteer wellness

Volunteer service can involve multiple commitments. Enthusiasm, energy and positive attitudes are essential to providing girls and adults with worthwhile and enjoyable leadership experiences. To this end, it is vital that adult volunteers not overextend themselves by volunteering for too many overlapping roles. Building a broader base of adult support by encouraging others to participate increases and

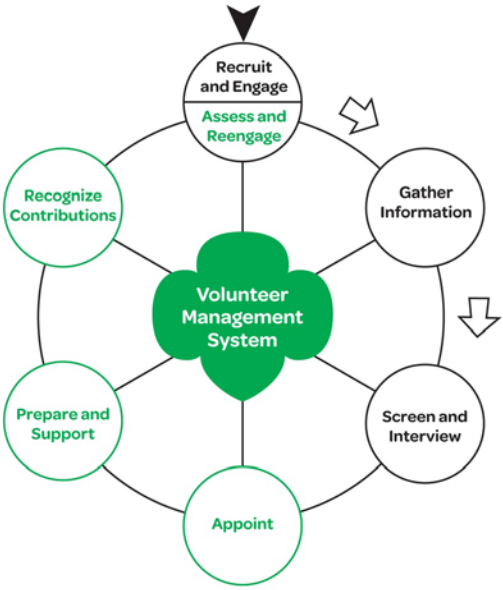
expands the opportunities for everyone to grow and share. Girl Scouts San Diego Council is committed to providing enriching quality experiences to both girls and adults.

Advantages of volunteering with Girl Scouts

Volunteers receive:

- Resources and support to be successful in their position
- Training and other learning opportunities
- Opportunities to contribute to the community through Girl Scout service
- The chance to gain marketable skills and experience
- Social contacts and peer recognition
- Accident and liability insurance coverage during Girl Scout activities

Volunteers are encouraged to enhance and develop their skills while serving with the council. When appropriate, the council will help volunteers broaden their skills through assignment to new volunteer positions involving additional and/or greater responsibilities.



Goal: More volunteers guiding girls to make the world a better place

Volunteer policies and procedures

VP 1: Affirmative Action for Volunteers

Policy – There shall be no discrimination against an otherwise qualified adult volunteer on the basis of disability, age, race, color, ethnicity, gender, creed, national origin, sexual orientation, religion, citizenship, ancestry, marital status, veteran status, socioeconomic status, or other characteristics protected by federal, state or local law.

Procedure – To ensure that the membership and staff of GSSD reflect the diversity of the population groups within its jurisdiction, GSSD is committed to affirmative action in:

- The recruitment, selection, placement, development and recognition of volunteers and members
- The recruitment, hiring, training and promotion of employed staff
- The extension of Girl Scouting to girls and adults in all communities within our jurisdiction

GSSD shall place special emphasis on securing representation of persons from underrepresented minority groups throughout the entire organization, at the girl, volunteer and staff levels.

VP 2: Membership Registration

Policy – "All girls and adults participating in the Girl Scout Movement shall be registered as members with Girl Scouts of the United States of America and individually pay the annual membership dues, except those adults who are lifetime members or who are working in a temporary advisory or consultative capacity."—*Blue Book of Basic Documents 2009,* pp. 19

The Girl Scout membership year is October 1 through September 30.

Procedure – All girls and adults must register before they can participate in Girl Scout activities as Girl Scouts. Any adult handling money, driving girls to/on Girl Scout outings or participating with the

troop on a regular basis must register with Girl Scouts of the USA. Accident insurance is provided for every **registered** girl and adult member while engaged in Girl Scout activities. The cost of insurance is covered by membership dues paid to Girl Scouts of the USA. The Basic Accident Insurance is secondary medical coverage to each family's primary medical insurance carrier. Lifetime membership is available in Girl Scouting for members 18 years of age and older. Reduced lifetime membership fees are offered to graduating Girl Scout Ambassadors.

VP 3: Recruitment

Policy – The recruitment process consists of a number of methods to attract qualified volunteers, who will be matched to appropriate open or newly created positions.

Procedure – Written position descriptions that define specific responsibilities and expectations will be used in the search to identify the best candidate. Prospective volunteers will be provided with position descriptions for each position for which they are being considered or that matches their interests.

VP 4: Selection

Policy – Each volunteer is selected on the basis of:

- Ability to perform the volunteer position (experience, knowledge, skills)
- Volunteer and council need
- Ability and willingness to attend training
- Ability to work as a team member with other Girl Scout adults
- Reference and criminal background check outcomes
- Expressed commitment to the Girl Scout Promise and Law and willingness to become a registered member of GSUSA

Procedure – The safety of girl members is a top priority. It is thereby essential that the council take specific steps to ensure the integrity of its adult volunteers. Each volunteer is required to complete an application, provide references, sign position description(s), and undergo a criminal background check prior to being selected.

VP 5: Criminal Background Checks

Policy – Criminal background checks will be conducted for all volunteers prior to appointment without regard to disability, age, race, color, ethnicity, gender, creed, national origin, sexual orientation, religion, citizenship, ancestry, marital status, veteran status, socioeconomic status, or other characteristics protected by federal, state, or local law. The council may request a criminal background check on any volunteer at any time during the volunteer's appointment.

Procedure – Any criminal background check will be conducted in accordance with the Federal Fair Credit Laws. The council may extend an offer of appointment contingent upon the successful completion of a criminal background check.
The Federal Fair Credit Reporting Act (FCRA) promotes the accuracy, fairness, and privacy of information in the files of consumer reporting agencies. Each prospective volunteer will consent to a criminal background check by submitting the Confidential Volunteer Disclosure Authorization and Release form by mail or through the online portal located at www.sdgirlscouts.org. **A consumer report or credit check is not conducted with this form.** The background check is valid for 4 four years.

VP 6: Grounds for disqualification

Policy – *Grounds for disqualification include:*

- Refusal to submit to background screening
- Registered sex offender status*
- Any felony offense
- Crimes against a child
- Crimes involving the use of weapons
- Crimes involving violence
- Crimes involving arson
- Crimes involving public indecency
- Misdemeanors involving DUI, DWI or possession of any controlled substance within the last five years
- Other misdemeanors as the council may determine, including but not limited to theft, fraud, forgery or traffic violations

***Registered sex offenders are not eligible for membership in Girl Scouts of the USA and may not participate in any capacity with Girl Scout programs. Volunteers shall not knowingly hold meetings or associate with Girl Scout members with a registered sex offender present.**

Procedure – If the council learns (via criminal background check or otherwise) that a prospective or current volunteer has been convicted of one of these crimes under California or other U.S. state laws (a volunteer's participation may be denied or limited at any time at the council's discretion).

Limitations on handling money: For misdemeanor crimes involving theft, fraud, forgery or dishonesty of any kind, the applicant may be accepted as a volunteer, but will be restricted from management of Girl Scout money.

Unresolved situations: If there is an open warrant for the arrest of the applicant, or if there is a pending charge with no disposition, the application cannot be approved. The volunteer will not be placed until the situation has been satisfactorily resolved and the criminal background check has been updated. If the volunteer is already serving in a volunteer position, her/his participation will be suspended pending disposition of the case or resolution of the open warrant.

Other circumstances: For all other criminal offenses the council shall review the applicant's situation on a case-by-case basis.

VP 7: Placement

Policy – Every attempt will be made to place volunteers in positions that meet both their needs and the needs of the council. In instances where this is not possible, the needs of the council 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.

Procedure – Adults selected for volunteer positions will be placed, nominated or appointed based on qualifications including but not limited to:

- Willingness to become a Girl Scout member
- Ability to perform the volunteer position
- Availability to participate in training
- Willingness to carry out the responsibilities of the position

Volunteers will be contacted within 30 days of the submission of their application, references and background check authorization.

VP 8: Appointment and Agreement

Policy – Volunteers must sign a position description at the time of appointment. It will include a term of appointment (one year, unless otherwise specified or approved by authorized service unit team member or council staff), specific expectations for position performance, and the signature of the volunteer. Every volunteer must agree to abide by the policies, procedures and principles of GSSD and of Girl Scouts of the USA as described in the *Constitution of the Girl Scouts of the United States of America.*

Procedure – Upon successful completion of the application process, the prospective volunteer will be asked to sign a position description to confirm his/her appointment. The position description will state the responsibilities and seasonal commitment of the position. It will also include a statement that a volunteer may be released at any time due to failure to fulfill the requirements of the position or a change in needs of the council.

An authorized service team member, volunteer supervisor or staff member will review the position description with the volunteer, who will then sign and date it. The volunteer should receive a signed copy. The authorized service team member, volunteer supervisor or staff member will notify volunteer of appointment, at which time the volunteer should receive information regarding orientation for the position.

VP 9: Orientation

Policy – Orientation is completed by all volunteers, regardless of their position. It is an overview of the Girl Scout organization and its purpose, council information, and the support systems available to help them in their volunteer position.

Procedure – All volunteers begin training by completing the Girl Scouting 101. Those without internet access at their homes may use a computer in their community or at their local resource center, obtain a copy on DVD to use at home, or study a printed version of the online module.

VP 10: Training

Policy – All volunteers will receive basic training for their position. They may also be required to complete additional training within a specified time frame, as indicated on the position description, unless council staff determines they are exempt. Training will ensure that each volunteer has the knowledge and skills needed to be successful in her or his work.

Procedure – Volunteers will receive opportunities to participate in self-paced training, online training, training classes and events, conferences and workshops to enhance their performance in their position and to allow further skill development.

All volunteers must complete orientation before performing any of their volunteer duties.

All troop leaders and co-leaders must complete *Girl Scouting 101* and a *Welcome Meeting*. All troop leadership must also complete *Introduction to Girl Scout Program* training within three months of assuming the position. At least one adult leader in each troop must be First Aid/CPR certified within three months of the first troop meeting.

Other required trainings: Additional training may be required for other positions or functions such as camping, cooking, first aid, and

product program. Required training will be outlined in the position descriptions. Trainings will be offered in a variety of ways at a variety of locations. Optional supplementary workshops and other training opportunities are available on many levels and are designed to meet ongoing needs of volunteers as they develop and grow in their position.

VP 11: Supervision and Assessment

Policy Volunteer or staff supervisors will coach and mentor volunteers in each position served. Supervisors will help the volunteer assess whether a position is a satisfactory fit, evaluate changes to be made, and suggest resources or new positions to help the volunteer be successful. Throughout their relationship with GSSD, volunteers will receive coaching on their volunteer development plans, to inspire them as good role models, and to help them build the same leadership qualities inherent in Girl Scout programming for girls.

Procedure – Volunteer or staff supervisors will maintain in-person, phone or email contact with volunteers to proactively resolve concerns and to provide feedback and recommendations. Near the end of each term, or at any time a supervisor or volunteer deems necessary, the supervisor will conduct a performance assessment with the volunteer to discuss merits, field concerns, recommend reappointment and/or explore alternative positions.

VP 12: Succession Planning and Reappointment

Policy – Succession planning is a process whereby GSSD ensures that volunteers are recruited and developed to fill each key role within the organization. GSSD matches and nurtures the skills of volunteers, allowing them to take on new or broader roles within the organization. Reappointment is an integral part of this process.

Reappointment is based on:

- Past council performance
- Adherence to council and GSUSA policies and standards

- Support of the Girl Scout purpose, values and council goals
- Positive relationships with the community, parents, other volunteers and employed staff

Reappointment takes place only after completion of a satisfactory performance assessment. If reappointed, the volunteer and an authorized volunteer or staff supervisor must sign a new position description, confirming mutual acceptance of position accountabilities, expectations, and time commitments.

In some cases, volunteers may not be reappointed to their position. However, they may be appointed to a new or different position. Council may limit or extend the term of any volunteer position on a case-by-case basis.

Procedure – If the volunteer agrees to the reappointment, a new position description must be signed. A volunteer may request reassignment to another position at any time. Volunteers who are not reappointed to their position or disagree with their reassignment have the right to utilize the Grievance/Conflict Resolution Policy and Procedure [VP 19].

In the case of non-reappointment after an unsatisfactory annual performance assessment, volunteers will receive a letter confirming and explaining the reason for their non-reappointment. Volunteers who disagree with their non-reappointment may submit a letter to the membership representative for their area requesting an alternate resolution. The council will then implement the Grievance/conflict resolution policy and procedure [VP 19].

VP 13: Recognition

Policy – Volunteers serve in Girl Scouting because they believe in the goals of the Movement. Volunteers achieve personal growth and satisfaction from serving others. Recognition awards are available at many levels to express appreciation for volunteer efforts. The

council's formal recognition system is consistent with the Girl Scouts of the USA adult recognition system.

Procedure – Volunteers, staff and parents may nominate any volunteer for a service recognition award. Nomination forms may vary and are available online. All nominations are approved by a team of volunteers at the council or service unit level.

VP 14: Release or Termination

Policy – Situations may arise whereby the council may release or terminate a volunteer from one or all positions prior to the end of the assignment term. Any action to release a volunteer will receive careful and detailed consideration.

The council may release or terminate an individual because of, but not limited to:

- Restriction of positions or elimination of the volunteer's position
- Inability or failure to complete the requirements or meet the competencies and expectations of the position
- Conduct inconsistent with the principles of the Girl Scout Movement as indicated by the Girl Scout Promise and Law
- Misappropriation of funds; co-mingling of council, service unit and/or troop funds with personal funds; or debt incurred to the council, service unit or troop
- Refusal to comply with council or Girl Scouts of the USA policies
- Failure to support the council's policies, activities and/or goals
- Refusal or failure to adhere to financial guidelines of GSSD

Release or termination from the position does not cancel membership with Girl Scouts of the USA unless it is determined that the volunteer is no longer able to meet the membership requirement.

Procedure –
Step 1: When the possibility of release or termination is indicated, a team of representatives will be designated to gather and evaluate the facts. The representatives must act only on the basis of substantiated

information and involve as few people as possible in the fact-gathering and decision-making process.

Step 2: A designated council representative will discuss the situation with the individual concerned and explain why there is concern about the volunteer's performance. There will be one other responsible person present during the discussion to help avoid the possibility of misunderstanding or misquoting.
The council representative will indicate in writing the outcome of the meeting and of any further action necessary, if any.

Step 3: When the facts indicate that release or termination is necessary, the individual will be given the opportunity to resign or withdraw voluntarily by submitting their resignation in writing. Unless otherwise indicated, the discussion should be followed with a written summary, one copy of which goes to the individual and one copy of which remains in the volunteer's file.

All release and termination proceedings shall remain strictly confidential. The council reserves the right to notify relevant GSSD persons. A current record of terminated volunteers will be kept on file at all times for reference during volunteer selection and appointment.

VP 15: Resignation

Policy – Volunteers may choose to resign or request change of positions at any time. Volunteers are encouraged to give as much notice as possible when resigning, or a minimum of two weeks. Volunteers should submit resignations to their supervisor in writing. Resignation from a position does not cancel membership with Girl Scouts of the USA.

Procedure – Volunteers choosing to resign from their position should provide documentation of:

Discussion/written notification: Reason(s) for resignation should be discussed with or submitted in writing to the immediate supervisor. Some volunteer positions may require the return of paperwork or supplies; these items will be identified by the supervisor.

Acknowledgement: The immediate supervisor will acknowledge any resignation submitted either verbally or in writing. At that time, the supervisor will request any additional paperwork or supplies that are required from the volunteer. The resignation letter will be kept in the volunteer file.

VP 16: Conflict of Interest

Policy – A conflict of interest exists when the interests or concerns of any volunteer (or any member of her/his family or any party, group or organization in which the volunteer is actively involved) may be seen as competing with the interests or concerns of GSSD. Volunteers and their family members cannot utilize their connection to GSSD for personal, professional, political or monetary gain. They may not act on behalf of any group, organization or business to which they have allegiance or obligation.

Volunteers cannot use, for personal advantage or for the advantage of any private business or other organization, confidential information or material acquired in the discharge of their duties (such as rosters, mailing lists, telephone directories, email distribution and Girl Scout gatherings). Neither volunteers nor any member of their families may accept any gift, entertainment, services, loans or promises of future benefits from any person who personally or whose employer might benefit or appear to benefit because of the operational volunteer's connection to GSSD.

Procedure – Any matter of question or interpretation that arises relating to this policy should be brought to the volunteer's supervisor for consideration. Each volunteer must promptly and fully disclose to a supervisor when engaging in a potential conflict of interest situation. The volunteer will be asked to ameliorate or cease any conflicting activity. Further corrective or disciplinary action may be taken.

VP 17: Role Models

Policy – Girl Scouts exists for girls. The female role model is essential to fulfilling the purpose of Girl Scouting. Interaction with women in leadership positions is of particular importance in developing the self-image of young girls. Therefore, Girl Scouts of the USA and GSSD require that men serving in group leadership roles do so as co-leaders with women. At least one member of the leadership team must be an adult female, 18 years of age or older, who is unrelated to the male leader. An unrelated female adult must be present at all group gatherings/events for the duration of the gathering/event.

Procedure – Group leadership teams shall be made up of at least two unrelated adults, one of which must be a female 18 years of age or older.

VP 18: Uniforms

Policy – The Girl Scout uniform is a symbol and mark of distinction in the organization. While a uniform is not required for participation in Girl Scouting, it may be required for some official functions (e.g., national convention, flag ceremonies, community events). Volunteers are encouraged to purchase a uniform and/or components. Wearing the Girl Scout uniform is suitable for almost all Girl Scout functions. Wearing a Girl Scout pin is always appropriate.

Procedure – Official Girl Scout uniforms are appropriate at most Girl Scout activities and functions. Volunteers are encouraged to wear items associated with Girl Scouting to group meetings and council or community events. The individual and collective appearance directly reflects on the organization's image. Volunteers should be careful about what they wear, and consider whether the attire is appropriate for the function. Behavior while in uniform should honor the organization. GSSD reserves the right to discuss inappropriate attire choices with individuals when they arise.

The official Girl Scout adult uniform consists of a membership pin worn with a scarf for women, or a tie for men. The dress/business

uniform includes the addition of navy blue business attire. All pieces, including casual adult Girl Scout attire, are available at the council stores.

VP 19: Grievance/Conflict Resolution

Policy – All volunteers shall have the opportunity to present concerns and resolve issues. The council recognizes the importance of resolving conflicts/grievances promptly and efficiently. The grievance/conflict resolution process is based on the fundamental values of fairness and respect for the individual. A distinct procedure is in place for each of the two classes of disagreement. The initiation of these procedures will not restrict the council from taking immediate and appropriate action with respect to the volunteer, when necessary.

Definitions:

** A "conflict" is any kind of disagreement between two or more people.*

** A "grievance" is a dispute over the interpretation or application of a council policy, practice or procedure.*

Conflict Resolution for Volunteers

GSSD is committed to providing individuals with a safe, neutral and private process to resolve conflicts. Recognizing that each individual has both a personal interest in and a share of the responsibility for resolving conflicts in which she or he is involved, the council favors a collaborative adult conflict resolution process.

Procedure –

Step 1: Volunteers should discuss concerns directly with the individuals involved, in a problem-solving tone. If this does not resolve the issue, the volunteers should proceed to step two.

Step 2: The parties should jointly discuss the situation with volunteer leadership or staff for support or guidance. If this does not resolve the issue, the volunteers should proceed to step three

Step 3: The volunteers participate in negotiation and dialogue facilitated by a mediating staff member or designee. Mediation enables participants to retain decision making power. If this does not resolve the issue, the volunteers should proceed to step four.

Step 4: The Chief Executive Officer (CEO) or designee will make a final, binding decision.

Grievance appeal procedure for volunteers

Step 1: The volunteer should discuss the grievance with the local volunteer leadership/service unit manager. If this does not resolve the issue, the volunteer should proceed to step two.

Step 2: The person filing the complaint must cite the issue in writing. The signed and dated document must be specifically titled “Grievance Resolution Request,” identify the person with whom the grievance is registered, and cite the policy or procedure that has allegedly been misapplied.

Step 3: The volunteer support coordinator or appropriate staff member will offer direction and request written documentation. If this does not resolve the issue, the volunteer should proceed to step four.

Step 4: The appropriate department head will become involved to offer direction and resolution. If this does not resolve the issue, the volunteer should proceed to step five.

Step 5: The CEO or designee will assist in resolving the grievance and reaching a final decision, and will document the outcome in writing.

It is the responsibility of the CEO or designee to implement the decision in either procedure. The council reserves the right to deviate from these steps when circumstances warrant.

VP 20: Information Technology and Individual Privacy

Policy – GSSD encourages the use of electronic communications for legitimate and authorized Girl Scout program purposes. An electronic communication is defined as any communication that is broadcasted, created, sent, forwarded, replied to, transmitted, stored, held, copied, downloaded, displayed, viewed, read or printed by any electronic communications service, including e-mail and telephone.

Contents of all electronic communications shall conform to laws and GSSD policies regarding protection of intellectual property, copyright, patents and trademarks. The Girl Scouts brand is the sole property of GSSD and GSUSA, and its use must be pre-approved in writing by a member of the GSSD Marketing Department.

The misuse of electronic communications in any of the following manners is prohibited and may lead to punitive action:

- Using electronic communications resources for any purpose restricted or prohibited by laws, regulations or GSSD policies
- Accessing and displaying any type of sexually explicit images or documents
- Using electronic communications resources for personal purposes, including monetary gain, or for commercial purposes that are not directly related to GSSD business or otherwise authorized by appropriate GSSD authority Using electronic communication in such a way that directly or indirectly causes strain on the electronic communications resources

- Capturing, opening, intercepting or obtaining access to electronic communications, except as otherwise permitted by the appropriate GSSD authority
- Using electronic communications to harass or intimidate others or to interfere with the ability of others to conduct GSSD business
- Representing, giving opinions or otherwise making statements on behalf of GSSD unless authorized to do so
- Employing a false identity (the name or electronic identification of another), directly or by implication
- Forging e-mail headers or content (i.e., constructing an e-mail so it appears to be from someone else)
- Unauthorized access to electronic communications or breach of any security measure
- Unauthorized distribution of any members' personal information
- Interfering with the availability of electronic communications resources, including but not limited to:
    - Sending or forwarding e-mail chain letters or their equivalents in other electronic communications services
    - "Spamming," i.e., sending electronic junk mail or junk newsgroup postings
    - "Letter-bombing," i.e., sending an extremely large message or sending multiple messages to one or more recipients to interfere with the recipient's use of electronic communications resources
    - Intentionally engaging in other practices such as "denial of service attacks," i.e., flooding the network with traffic

GSSD strives to maintain an environment that is free of harassment and sensitive to the diversity of its membership. Therefore, GSSD prohibits the use of computers and e-mail systems in ways that are disruptive, offensive to others or harmful to morale. No volunteer of GSSD should expect any privacy in the sending or the receipt of electronic mail communications. Online communication is available for Girl Scout business only on council computers.

Procedure – GSSD will enforce disciplinary action up to and including termination for violation of Information Technology and Individual Privacy policies. Any illegal activity will be reported to the appropriate authorities. If an inappropriate usage is detected, the volunteer's immediate supervisor will contact the volunteer to ensure that the volunteer understands the situation and will enforce disciplinary action if necessary.

VP 21: Harassment

Policy – GSSD supports an environment in which relationships are characterized by the Girl Scout Promise and Law. The organization is committed to providing all volunteers with an environment free from all forms of unlawful or unwelcome harassment, including implied or expressed forms of sexual harassment. The council expressly prohibits any form of harassment on the basis of disability, age, race, color, ethnicity, gender, creed, national origin, sexual orientation, religion, citizenship, ancestry, marital status, veteran status, socioeconomic status, or other characteristics protected by federal, state or local law.

Harassment refers to a wide spectrum of offensive behavior. The term commonly refers to behavior intended to disturb or upset, and, when the term is used in a legal sense, it refers to behaviors which are found threatening or disturbing.

Procedure – Any volunteer who feels that she or he has been subjected to or witness to harassment of any type, whether by another volunteer, council staff member or any agent of the organization, should promptly report the incident to a supervisor or to the chief executive officer. The supervisor, upon receiving such a complaint, must report the matter to the CEO, who will conduct an investigation and, depending on the findings, report to authorities.

VP 22: Sexual Harassment

Policy – It is against GSSD's policies for any individual, male or female, to sexually harass another volunteer, employee or Girl Scout

member of the same or opposite sex. The council reserves the right to refuse membership or reappointment, and to release or terminate from affiliation with the council any volunteer who, in conducting or participating in Girl Scout activities, 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, requests for sexual acts or favors, abusing the dignity of another through insulting or 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 of sexual jokes or stories, the presence of sexually explicit photographs or other materials, making sexual comments about another person's body, making sexual comments or innuendoes, asking personal questions about another person's social or sexual life, staring, leering and making sexual gestures.

Procedure – Any volunteer who feels that she or he has been sexually harassed should promptly report such behavior to a supervisor or the chief executive officer. Upon receiving a complaint, a supervisor will report the matter to the chief executive officer. The CEO will conduct an investigation and, depending on the findings, take appropriate corrective action.

VP 23: Child Abuse

Policy – GSSD supports, requires and maintains environments that are free of child abuse and neglect as defined by the Child Abuse Prevention and Treatment Act ("the Act"). The Act defines child abuse and neglect as "the physical or mental injury, sexual abuse or exploitation, negligent treatment or maltreatment:

- of a child under the age of 18, or the age specified by the child protection law of the state in question;
- by a person who is responsible for the child's welfare;
- under circumstances which indicate that the child's health or welfare is harmed or threatened."

The Act also defines sexual abuse as the use, persuasion, or coercion of any child to engage in any sexually explicit conduct (or any simulation of such conduct) for the purpose of producing any visual depiction of such conduct or rape, molestation, prostitution or incest with children. Child abuse and neglect are unlawful acts. It is strictly against the council's policy for any

volunteer, male or female, to physically, sexually, mentally, emotionally or verbally abuse or neglect any girl member. The council reserves the right to refuse membership or reappointment, and to release or terminate from affiliation with the council, any volunteer implementing Girl Scout program who is found guilty of child abuse and neglect or has been convicted of child abuse and/or neglect.

Procedure – California Penal Code 11165.7 defines a "mandated reporter" as an administrator of a public or private day camp, public or private youth center, youth recreation program or youth organization. As an administrator from a youth organization, it is the staff member's duty to report suspected child abuse or neglect to the appropriate authorities. A report made in good faith provides the reporting person immunity from any civil or criminal liability.

To report child abuse, please call Child Protective Services at (858) 560-2191 or (800) 344-6000. The caller must be prepared to give exact name, address and telephone number of parent, guardian or custodian; age of child; description of what was observed or what the child said; and a log of history or behavior that has been of concern. Volunteers must also complete an Accident/Incident Report form and return it to the outdoor education specialist. All information will be kept confidential and in a secure location. Volunteers may contact council staff for assistance.

VP 24: Possession/Personal Use of Weapons or Firearms

Policy – The use or possession of any weapon on GSSD premises, when conducting Girl Scout program or business, or in the presence of girl members is strictly prohibited except as necessary for law enforcement professionals.

Procedure – Violation of the policy regarding possession and use of firearms may results in immediate disciplinary action up to and including release or termination from appointment.

VP 25: Substance Abuse

Policy – Possession or illegal use of drugs, intoxicants or alcohol at any time on GSSD premises, when conducting Girl Scout program or business, or in the presence of girl members is strictly prohibited. Any suspected use or possession of illegal drugs, intoxicants or alcohol will be reported to the appropriate authorities.

Procedure – Violation of the policy regarding illegal use of drugs or intoxicants may result in immediate disciplinary action up to and including release from appointment.

Exception: Alcohol may be served at adult fundraising/donor events or adult-only gatherings with prior authorization from the CEO.

VP 26: Smoke Free Environment/Smoking

Policy – Smoking on GSSD premises, when conducting Girl Scout program or business, or in the presence of girl members is strictly prohibited.

Procedure – Violation of the policy regarding smoking may result in immediate disciplinary action.

Girl Scouts San Diego
1231 Upas Street
San Diego CA 92103
www.sdgirlscouts.org

CS::ham
HRV0082A. 1/17/13*