



Volunteer Policy and Procedures Updated August 2015

The policies contained herein were adopted by the Board of Directors of Girl Scouts San Diego on Aug. 26, 2015 and supersede all previous policies.

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INTRODUCTORY STATEMENT

Welcome, and thank you for your interest in volunteering with Girl Scouts San Diego. We are happy that you have joined our team. As a Girl Scouts San Diego volunteer, you are an important member of a team effort. Our success depends upon the dedication of our volunteers. We look to you and the other volunteers to contribute to the success of our organization.

The volunteer policies contained herein were adopted by the Board of Directors of Girl Scouts, San Diego-Imperial Council, Inc. (referred to in this document hereafter, and in general usage, as Girl Scouts San Diego, GSSD or the Organization) in August 2015. This handbook supersedes all previously issued handbooks and any policy or memoranda that are inconsistent with the policies described. Policy excerpts are provided throughout this document. Policies in their entirety are in the Appendix section at the end of this document. The Chief Executive Officer (“CEO”) is accountable to implement the policies, in accordance with applicable federal, state and local laws.

The policies are reviewed periodically, in part or as a whole to reflect current thinking in the field of volunteer management and to be consistent with current trends and legislative requirements. They are designed to ensure the health, safety and wellbeing of members, volunteers and staff, as well as to support other policies and standards set by Girl Scouts San Diego, Girl Scouts of the USA and state (California) and federal laws.

RIGHT TO REVISE

The volunteer handbook contains the volunteer policies and procedures of Girl Scouts San Diego in effect at the time of publication.

Girl Scouts San Diego reserves the right to revise, modify, delete or add to any and all policies, procedures, work rules or benefits stated in this handbook. However, any such changes must be in writing and must be signed by the CEO of Girl Scouts San Diego.

Any written changes to this handbook will be distributed and/or made available to members. No oral statements or representations will in any way alter the provisions of this handbook.

DEFINITIONS

The following definitions will assist in understanding the Volunteer Policies and Procedures.

Policy: An established course of action which can be monitored and enforced. GSUSA National policies are printed in the Leader's Digest: Blue Book of Basic Documents. Girl Scouts San Diego policies, are adopted by the Board of Directors.

Responsibilities: An act or a manner of proceeding in any action or process and procedure.

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

Member: Individual — an adult or girl who pays the \$15 annual (or other applicable) membership dues, except those adults who are lifetime members or who are working in a temporary advisory consultative capacity.

RIGHT TO REFUSE

Girl Scouts San Diego reserves the right to refuse appointment or reappointment, dismiss or exclude affiliation with GSSD or any member or volunteer who refuses to conduct herself or himself in a manner that is consistent with the principals of the Girl Scout movement, or who violates any policies of the Girl Scouts of the USA or Girl Scouts San Diego.

THE HISTORY OF GIRL SCOUTS OF THE UNITED STATES OF AMERICA (GSUSA)



Juliette Gordon Low, founder of Girl Scouts of the USA (GSUSA), was born Oct. 31, 1860, in Savannah, Georgia. A sensitive and talented youngster, Daisy, as she was known to family and friends, developed what was to become a lifetime interest in the arts. She wrote poems and plays, sketched, acted, and later became a skilled painter and sculptor. Full of inspiration herself, it was her destiny to inspire others. On March 12, 1912, in Savannah, Juliette Low gathered 18 girls together to organize the first two American Girl Guide troops. Daisy Gordon, her niece, was the first registered member. The name of the rapidly growing organization was changed to Girl Scouts the following year. Within months, girl members were hiking through the woods in their ankle-length blue uniforms, playing basketball in a curtained-off court and going on camping trips. The following year saw the opening of a national headquarters in Washington, D.C., and the publication of the first Girl Scout handbook, *How Girls Can Help Their Country*, which featured knot-tying, first-aid and outdoor cooking instructions.

In developing the Girl Scout Movement in the United States, Juliette brought girls of all backgrounds into the outdoors, giving them the opportunity to learn about nature and develop self-reliance and resourcefulness. She encouraged girls to prepare themselves not only for traditional homemaking roles, but also for possible future roles in the arts, sciences, business, and for active citizenship outside the home.

At the organization's founding in 1912, Juliette Gordon Low originated the practice of defying stereotypes. She was a visionary who blazed the way for girls and women to embrace everything life offers. She not only offered girls the opportunities that until then only boys were granted, she opened up those possibilities to girls of all ethnic, racial, socioeconomic, ability and geographic groups. Just as it was for Juliette almost 100 years ago, so it is with us today: Ensuring all girls in America have access to Girl Scouting is vital. We are the place where more than 2.4 million girls go to explore and discover their world, connect with others, and become leaders who take action to make their world a better place.

Now headquartered in New York City, Girl Scouts of the USA is the world's largest organization for girls. To date, GSUSA has positively influenced the lives of more than 50 million girls and adult women.

Our Council: Girl Scouts San Diego

The area's first Girl Scout troop was founded in Coronado in 1917. Now Girl Scouts San Diego (GSSD) provides activities and events for 27,500 girls and 12,600 adult members, trains volunteers and maintains five camps and program facilities.

Council Relationship to GSUSA Headquarters

Girl Scout councils have a "charter" relationship with GSUSA; council employees are not employed by GSUSA. This charter relationship designates each council as a separate, independent legal entity with its own board of directors and staff. Each Girl Scout council is a separate 501(c)(3) organization and has the (independent) authority and accountability for developing Girl Scout membership and for administering and supervising the Girl Scout program within its jurisdiction. The National Board of Directors of Girl Scouts of the USA is accountable to the National Council*, from which it receives its authority, for the sound management of Girl Scouting throughout the USA.

**The National Council meets every three years to elect the National Board of Directors and members of the National Board Development Committee. It has the power to make and amend the constitution and bylaws. The number, qualifications and terms of office of members of the National Council are prescribed by the constitution.*

GENERAL VOLUNTEER POLICIES

All policies in their entirety are located in the Appendix section of this volunteer policy and procedure handbook.

VOLUNTEER WHISTELBLOWER POLICY

Girl Scouts San Diego requires its volunteers, directors, officers and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. The purpose of this policy is to encourage and enable employees and volunteers of GSSD to report any action or suspected action taken within the organization that is illegal, fraudulent or in violation of any adopted policy of GSSD, to a source within the organization before turning to outside parties for resolution.

VOLUNTEER ANTI-BULLYING POLICY

The purpose of this policy is to communicate to all volunteers, employees, including supervisors, managers and executives, that Girl Scouts San Diego will not tolerate bullying behavior. Such behavior violates the GSSD Volunteer Code of Conduct Policy, which clearly states that all volunteers will be treated with dignity and respect.

VOLUNTEER ANTI-HARASSMENT POLICY

Girl Scouts San Diego is committed to an environment in which relationships are characterized by dignity, respect, courtesy and equitable treatment. It is the policy of GSSD to provide all members with an environment free from all forms of unlawful or unwelcome harassment. GSSD policy prohibits conduct that is disrespectful or unprofessional as well as harassment based on sex (including pregnancy, childbirth, breastfeeding or related medical conditions), race, religion (including religious dress and grooming practices), color, gender (including gender identity and gender expression), national origin or ancestry, physical or mental disability, medical condition, genetic information, marital status, registered domestic partner status, age, sexual orientation, military and veteran status or any other basis protected by federal, state or local law or ordinance or regulation. **All such conduct violates organization policy.**

VOLUNTEER SCREENING POLICY

Girl Scouts San Diego is committed to the safety and wellbeing of girl and adult members through a uniform screening process.

All prospective applicants/volunteers must authorize GSSD or its agents to conduct a criminal background search. The criminal background search is one component of the process, the goal of which is to screen prospective volunteers and place capable and qualified adults in all volunteer positions.

GSSD will conduct criminal background checks on 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.

Criminal background checks will be conducted in accordance with the federal Fair Credit Reporting Act (FCRA) at a minimum every three years or more frequently as outlined below.

VOLUNTEER ANTI-CHILD-ABUSE POLICY

Girl Scouts San Diego supports and maintains an environment that is free of child abuse and neglect.

GSSD is committed to a zero-tolerance standard toward any violation of the following anti-child-abuse policy and will neither condone nor tolerate:

- Infliction of physically abusive behavior or bodily injury upon girl members.
- Physical neglect of girl members, including failure to provide adequate safety measures, care and supervision in relation to Girl Scout activities.
- Emotional maltreatment of girl members, including verbal abuse and/or verbal attacks.

VOLUNTEER CODE OF CONDUCT POLICY

Girl Scouts San Diego supports adults who prepare girls to seek and meet the challenges of an ever-changing society. GSSD strives to treat volunteers with respect and dignity, to protect confidential information, and to provide a position description for standardized positions. Adults are supported through volunteer orientation, on-going learning opportunities and support from professional staff as needed.

GSSD is committed to the highest ethical standards, and all volunteers are expected to act in the best interest of the organization and its mission. We, as stewards, will act in an ethical manner to uphold the public trust and values of responsibility, integrity, openness, honesty, accountability and respect in all we do in the name of Girl Scouts.

The Volunteer Code of Conduct is based on the Girl Scout Promise and Law and the GSSD Pluralism Statement, which are as follows:

The 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.*

The 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 respect myself and others, respect authority,
Use resources wisely, make the world a better place,
And be a sister to every Girl Scout.*

The GSSD Pluralism Statement

GSSD is a pluralistic movement, committed to understanding our similarities and differences, building relationships and promoting a dialogue of acceptance and respect. Each individual involved must uphold the tenet that Girl Scouting is for all girls.

VOLUNTEER ENGAGEMENT AND MANAGEMENT POLICY

Girl Scouting is possible because of volunteers. Volunteers, the heart of the Girl Scout program, since its founding in 1912, are the organization's most valuable resource. It is the goal of Girl Scouts San Diego to attract and retain the highest qualified individuals in all volunteer positions throughout the council. Volunteers advise girls, organize and coach other volunteers, develop program activities for girls and set the strategic direction for the council. It is essential that volunteer positions provide satisfaction, a sense of purpose, and clear-cut responsibilities to ensure each volunteer has the greatest positive impact on girls and the organization.

Girl Scouts San Diego engages volunteers who support and promote the Girl Scout Promise, Law, ideals and principles, and the policies and standards of Girl Scouts of the USA and GSSD. Volunteers will be recruited in a variety of ways, selected based on qualifications for the role and placed and appointed in volunteer positions that meet both their needs and the needs of the council. They will be provided with the necessary position descriptions, guidance, training, support and recognition to create a positive and successful volunteer experience. Through our Customer Engagement Standard, GSSD will strive to fully support each position and to recognize the impact of each volunteer.

APPENDIX

VOLUNTEER WHISTLEBLOWER POLICY

PURPOSE

Girl Scouts San Diego requires its volunteers, directors, officers and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. The purpose of this policy is to encourage and enable employees and volunteers of GSSD to report any action or suspected action taken within the organization that is illegal, fraudulent or in violation of any adopted policy of GSSD, to a source within the organization before turning to outside parties for resolution.

SCOPE

This policy applies to all volunteers, members, directors, officers and employees of Girl Scouts San Diego.

STATEMENT

This policy encompasses any matter which is related to GSSD business and does not relate to private acts of an individual not connected to the business of the organization. This policy is intended to supplement but not replace the organization's unlawful harassment and discrimination policy, any other grievance procedure, and any state and federal laws governing whistleblowing applicable to nonprofit and charitable organizations.

RESPONSIBILITIES

All volunteers and employees of GSSD are encouraged to report any action or suspected action taken within the organization that is illegal, fraudulent or in violation of an adopted policy of GSSD. Anyone reporting a violation must act in good faith, without malice to the organization or any individual involved with GSSD, and have reasonable grounds for believing that the information shared in the report indicates that a violation has occurred. Any report which the complainant has made maliciously or any report which the complainant has good reason to believe is false will be viewed as a serious disciplinary offense.

Reporting Process

If an individual reasonably believes that a violation has occurred, the individual is encouraged to share his or her questions, concerns, suggestions or complaints with any person within the organization who may be able to address them properly.

In most cases, a service unit support or troop support specialist will be best suited to address a concern. However, if an individual is not comfortable speaking with his or her support specialist or if or he/she is not satisfied with the specialist's response, the individual is encouraged to contact our third-party hotline: **InTouch (1-877-767-7781)**.

No Retaliation

A volunteer or employee, who in good faith reports a violation or cooperates in the investigation of a violation, shall not undergo harassment, retaliation or adverse consequences. Any individual within the Organization who retaliates against another individual who in good faith has reported a violation or has cooperated in the investigation of a violation is subject to discipline, up to and including termination of employment or volunteer status.

If an individual believes that someone who has made a report of a violation or who has cooperated in the investigation of a violation is suffering from harassment, retaliation or other adverse volunteer or employment consequences, the individual should contact our third-party hotline: **InTouch (1-877-767-7781)**.

Confidentiality

GSSD encourages anyone reporting a violation to identify himself or herself when making a report in order to facilitate the investigation of the violation. However, reports may be submitted on a confidential basis or may be submitted anonymously by the complainant. The individual should contact our third-party hotline: **InTouch (1-877-767-7781)**.

Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation, to comply with all applicable laws, and to cooperate with law enforcement authorities. Furthermore, GSSD will explore anonymous allegations to the extent possible, but will weigh the prudence of continuing such investigations against the likelihood of confirming the alleged facts or circumstances from attributed sources.

Handling of Reported Violations

The supervisor, manager, support specialist, volunteer or third-party hotline (In Touch), who receives a report of a violation from a complainant, is required to notify individuals in the following roles, based on the nature of the complaint:

- **Accounting/financial, internal controls or auditing related issues will be routed to the finance support specialist or his/her manager.**
- **Non-accounting/financial or audit related issues will be routed to the director of membership or his/her manager.**
- **Issues that are directly related to either the finance support specialist or the membership director will be routed to the chief operating officer.**

Each notified individual is responsible for promptly investigating all reported violations and for causing appropriate corrective action to be taken if warranted by the investigation. The complainant may be notified about what actions will be taken, to the extent reasonably possible and consistent with any privacy or confidentiality limitations. If no further action or investigation is to follow, an explanation for the decision will be given to the complainant, if the complainant's identity or contact information is disclosed or a return address/means of contact is provided.

DEFINITIONS

Whistleblowing involves the act of reporting wrongdoing within a corporation to internal or external parties.

QUESTIONS

Questions about this policy should be brought to the Director of Membership.

REFERENCES

2010 Public Counsel, "Form of Whistleblower Policy for a California Public Benefit Nonprofit Corporation;" Internal Revenue Service Form 990; Sarbanes-Oxley Act; California Law, Labor Code Section 1102.5

EFFECTIVE DATE

Jan. 1, 2015

REVIEW DATE

December 2014

APPROVAL

The Board of Directors approved January 2010 and August 2015.

VOLUNTEER ANTI-BULLYING POLICY

PURPOSE

The purpose of this policy is to communicate to all volunteers, employees, including supervisors, managers and executives, that Girl Scouts San Diego will not tolerate bullying behavior. Such behavior violates GSSD Volunteer Code of Conduct Policy, which clearly states that all volunteers will be treated with dignity and respect.

SCOPE

This policy applies to all volunteers, members and employees of Girl Scouts San Diego.

STATEMENT

Bullying may be intentional or unintentional. However, it must be noted that where an allegation of bullying is made, the intention of the alleged bully is irrelevant. As in sexual harassment, it is the effect of the behavior upon the individual that is important. Girl Scouts San Diego considers the following types of behavior examples of bullying:

- Verbal bullying: slandering, ridiculing or maligning a person or his/her family; persistent name calling that is hurtful, insulting, or humiliating; using a person as the butt of jokes; abusive and offensive remarks.
- Physical bullying: pushing, shoving, kicking, poking, tripping, assault or threat of physical assault; damage to a person's property.
- Gesture bullying: nonverbal threatening gestures or glances that convey threatening messages.
- Exclusion: Socially or physically excluding or disregarding a person in Girl Scout related activities.

In addition, the following examples may constitute or contribute to evidence of bullying:

- Persistent singling out of one person
- Shouting or raising voice at an individual in public or in private
- Using verbal or obscene gestures
- Not allowing the person to speak or express himself or herself (i.e., ignoring or interrupting)
- Personal insults and use of offensive nicknames
- Public humiliation in any form
- Constant criticism on matters unrelated or minimally related to the person's performance in their role or description
- Ignoring or interrupting an individual at meetings
- Public reprimands
- Repeatedly accusing someone of errors that cannot be documented
- Deliberately interfering with mail and other forms of communication
- Spreading rumors and gossip regarding individuals
- Manipulating the ability of someone to do his or her work (e.g., overloading, under-loading, withholding information, assigning meaningless tasks, setting deadlines that cannot be met and/or giving deliberately ambiguous instructions)
- Inflicting menial tasks not in keeping with the normal responsibilities of the role.
- Taking credit for another person's ideas
- Deliberately excluding an individual or isolating him or her from volunteer-related activities, such as meetings and events
- Unwanted physical contact, physical abuse or threats of abuse to an individual or an individual's property (defacing or marking up property)

Volunteers and employees found in violation of this policy will be subject to disciplinary action up to and including release or termination from appointment.

RESPONSIBILITIES

Reporting Process

If an individual reasonably believes that bullying has occurred, the individual is encouraged to share his or her questions, concerns, suggestions or complaints with any person within GSSD who may be able to address them properly. In most cases, the direct supervisor for volunteers will be your troop support or service unit support specialist. However, if an individual is not comfortable speaking with his or her supervisor or if he/she is not satisfied with the supervisor's response, the individual is encouraged to contact our third-party hotline: **InTouch (1-877-767-7781)**.

No Retaliation

No volunteer or employee who in good faith reports bullying or cooperates in the investigation of a bullying allegation shall suffer harassment, retaliation or adverse volunteer appointment. Any individual within GSSD who retaliates against another individual who in good faith has reported alleged bullying or has cooperated in the investigation of alleged bullying is subject to discipline, up to and including release or termination from appointment.

If an individual believes that someone who has made a report of alleged bullying or who has cooperated in the investigation of alleged bullying is suffering from harassment, retaliation or other adverse volunteer or employment consequences, the individual should contact our third-party hotline: **InTouch (1-877-767-7781)**.

Confidentiality

GSSD encourages anyone reporting alleged bullying to identify himself or herself when making a report in order to facilitate the investigation of bullying. However, reports may be submitted on a confidential basis or may be submitted anonymously by the complainant. The individual should contact our third-party hotline: **InTouch (1-877-767-7781)**.

Reports of bullying or suspected bullying will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation, to comply with all applicable laws, and to cooperate with law enforcement authorities. Furthermore, GSSD will explore anonymous allegations to the extent possible, but will weigh the prudence of continuing such investigations against the likelihood of confirming the alleged facts or circumstances from attributed sources.

Handling of Reported Violations

The supervisor, manager, volunteer or third-party hotline (InTouch) who receives a report of alleged bullying from a complainant is required to notify individuals in the following roles, based on the nature of the complaint:

- **Accounting/financial, internal controls or auditing related issues will be routed to the finance support specialist or his/her manager.**
- **Non-accounting/financial or audit related issues will be routed to the director of membership or his/her manager.**
- **Issues that are directly related to either the finance support specialist or the membership director will be routed to the chief operating officer.**

Each notified individual is responsible for promptly investigating all reported bullying and for causing appropriate corrective action to be taken if warranted by the investigation. The complainant may be notified about what actions will be taken, to the extent reasonably possible and consistent with any privacy or confidentiality limitations. If no further action or investigation is to follow, an explanation for the decision will be given to the complainant, if the complainant's identity or contact information is disclosed or a return address/means of contact is provided.

DEFINITIONS

Girl Scouts San Diego defines bullying as “repeated inappropriate behavior, either direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at Girl Scout events, meetings or activities and/or in the course of volunteer or member engagement.”

QUESTIONS

Questions regarding this policy should be brought to the director of membership.

REFERENCES

Title VII of the Civil Rights Act of 1964; California Healthy Workplace Law of 2014, AB2053.
Workplace Bullying Policy, Board approved 2015

EFFECTIVE DATE

January 2015

REVIEW DATE

Annually in December

APPROVAL

The Board of Directors approved January 2010 and August 2015.

VOLUNTEER ANTI-HARASSMENT POLICY

PURPOSE

Girl Scouts San Diego is committed to an environment in which relationships are characterized by dignity, respect, courtesy and equitable treatment. It is the policy of GSSD to provide all members with an environment free from all forms of unlawful or unwelcome harassment. GSSD policy prohibits conduct that is disrespectful or unprofessional as well as harassment based on sex (including pregnancy, childbirth, breastfeeding or related medical conditions), race, religion (including religious dress and grooming practices), color, gender (including gender identity and gender expression), national origin or ancestry, physical or mental disability, medical condition, genetic information, marital status, registered domestic partner status, age, sexual orientation, military and veteran status or any other basis protected by federal, state or local law or ordinance or regulation. **All such conduct violates organization policy.**

SCOPE

GSSD anti-harassment policy applies to all persons involved in the operation of the organization and prohibits harassment, including sexual harassment, disrespectful or unprofessional conduct by any employee, volunteer, or member of the organization, vendors, customers, independent contractors and any other persons. It also prohibits harassment, disrespectful, discriminatory or unprofessional conduct based on the perception that anyone has any of the above characteristics, or is associated with a person who has or is perceived as having any of those characteristics.

STATEMENT

Harassment is behavior that is not welcomed by an individual and/or is humiliating, demeaning or offensive. Behavior is considered harassment when such conduct has the purpose or effect of unreasonably creating an intimidating, hostile or offensive environment for Girl Scout adult members or families/guardians, or interfering with a volunteer's performance. Harassment can be physical, written or verbal behavior and can include stereotypical statements, derogatory statements, abusive language, and discriminatory remarks that are offensive or objectionable to the recipient, cause the recipient humiliation, or interfere with the recipient's Girl Scout experience. Harassment can also be electronic, especially when emails and social media posts become intimidating, hostile or offensive.

Prohibited harassment, disrespectful or unprofessional conduct includes, but is not limited to, the following behavior:

- Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations or comments;
- Visual displays such as derogatory and/or sexually-oriented posters, photography, cartoons, drawings or gestures;
- Physical conduct including assault, unwanted touching, intentionally blocking normal movement or interfering with work because of sex, race or any other protected basis;
- Threats and demands to submit to sexual requests as a condition of continued volunteerism, or to avoid some other loss and offers of employment benefits in return for sexual favors;
- Retaliation for reporting or threatening to report harassment; and
- Communication via electronic media of any type that includes any conduct that is prohibited by state and/or federal law, or by organization policy.

Sexual harassment does not need to be motivated by sexual desire to be unlawful or to violate this policy and may involve individuals of the same or different gender. For example, hostile acts toward an a volunteer or member, or employee because of his/her gender can amount to sexual harassment, regardless of whether the treatment is motivated by any sexual desire.

RESPONSIBILITIES

All volunteers, members and employees regardless of their position are covered by and are expected to comply with this policy and to take appropriate measures to ensure that prohibited conduct does not occur. Appropriate disciplinary action will be taken if a volunteer or member violates this policy up to and including release or termination from appointment.

All employees and volunteers of the organization are encouraged to report any action or suspected action taken within the organization that is harassment, illegal, fraudulent or in violation of any adopted policy of the organization. Anyone reporting a violation must act in good faith, without malice to the organization or any individual in the organization, and have reasonable grounds for believing that the information shared in the report is accurate. Any report which the complainant has made maliciously or any report which the complainant has good reason to believe is false will be viewed as a serious disciplinary offense.

Reporting Process

If an individual reasonably believes that a violation has occurred, the individual is encouraged to share his or her questions, concerns, suggestions or complaints with any person within the organization who may be able to address them properly. In most cases, the direct supervisor for volunteers will be your troop support or service unit support representative. However, if an individual is not comfortable speaking with his or her supervisor or if or he/she is not satisfied with the supervisor's response, the individual is encouraged to contact our third-party hotline: **InTouch (1-877-767-7781)**.

No Retaliation

No volunteer, member or employee who, in good faith reports a violation, or cooperates in the investigation of a violation shall suffer harassment, retaliation or adverse employment or volunteer consequences. Any individual within the organization who retaliates against another individual who in good faith has reported a violation or has cooperated in the investigation of a violation is subject to discipline, up to and including termination of employment or volunteer appointment status. If an individual believes that someone who has made a report of a violation or who has cooperated in the investigation of a violation is suffering from harassment, retaliation or other adverse employment or volunteer consequences, the individual should contact our third-party hotline: **InTouch (1-877-767-7781)**.

Confidentiality

The organization encourages anyone reporting a violation to identify him or herself when making a report in order to facilitate the investigation of the violation. However, reports may be submitted on a confidential basis or may be submitted anonymously by the complainant. The individual should contact our third-party hotline: **InTouch (1-877-767-7781)**.

Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation, to comply with all applicable laws, and to cooperate with law enforcement authorities. Furthermore, the organization will explore anonymous allegations to the extent possible, but will weigh the prudence of continuing such investigations against the likelihood of confirming the alleged facts or circumstances from attributed sources.

Handling of Reported Violations

The supervisor, manager, board member or third-party hotline (In Touch) who receives a report of a violation from a complainant, is required to notify the following roles, based on the nature of the complaint:

- **Accounting/financial, internal controls or auditing related issues will be routed to the finance support specialist or his/her manager.**

- **Non-accounting/financial or audit related issues will be routed to the director of membership or his/her manager.**
- **Issues that are directly related to either the finance support specialist or the membership director will be routed to the chief operating officer.**

Each notified individual is responsible for promptly investigating any reported violation and for causing appropriate corrective action to be taken if warranted by the investigation. The complainant may be notified about what actions will be taken, to the extent reasonably possible and consistent with any privacy or confidentiality limitations. If no further action or investigation is to follow, an explanation for the decision will be given to the complainant, if the complainant's identity or contact information is disclosed or a return address/means of contact is provided.

DEFINITIONS

For purposes of this policy, harassment is any verbal or physical conduct designed to threaten, intimidate or coerce a volunteer, employee or any person working for or on behalf of Girl Scouts San Diego. Included in the definition of harassment is verbal taunting (including ethnic and racial slurs) that, in the volunteer's or complainant's opinion, impairs his or her ability to perform his or her role.

QUESTIONS

Questions about this policy should be brought to the Director of Membership.

REFERENCES

The *Volunteer Policies, Procedures and Standards* document was approved by the Board of Directors of Girl Scouts, San Diego-Imperial Council in January 2010.

EFFECTIVE DATE

January 2010

REVIEW DATE

Annually in December

APPROVAL

The Board of Directors approved January 2010 and August 2015.

VOLUNTEER SCREENING POLICY

PURPOSE

Girl Scouts San Diego is committed to the safety and well-being of girl and adult members through a uniform screening process.

All prospective applicants/volunteers must authorize GSSD or its agents to conduct a criminal background search. The criminal background search is one component of the process, the goal of which is to screen prospective volunteers and place capable and qualified adults in all volunteer positions.

GSSD will conduct criminal background checks on 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.

Criminal background checks will be conducted in accordance with the federal Fair Credit Reporting Act (FCRA) at a minimum every three years or more frequently as outlined below.

SCOPE

This policy applies to all applicants/volunteers with Girl Scouts San Diego.

GSSD reserves the right to disqualify, suspend or restrict the duties of any person who has been convicted of certain crimes; who has pled guilty or no contest to certain crimes; who has been placed on probation or deferred adjudication for certain crimes; who is under investigation or has been charged with certain crimes; and/or who resides on the same premises as a registered sex offender.

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

Limitations on handling money

For applicants or volunteers convicted of misdemeanor crimes involving theft, fraud, forgery or dishonesty of any kind, the applicant/volunteer may be accepted/renewed 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/volunteer, or if there is a pending charge with no disposition, the application/renewal will not be approved. The volunteer will not be appointed until the situation has been satisfactorily resolved and the criminal background check has been updated. If the applicant/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.

Motor Vehicle Infractions/Violations

Girl Scouts San Diego may conduct a motor vehicle report if an applicant/volunteer shows multiple speeding tickets, infractions, or multiple stops by the police on their screening report. The applicant/volunteer may be accepted as a volunteer but will be restricted from driving girls to and from Girl Scout events.

STATEMENT

GSSD reserves the right to re-run a criminal background check on current volunteers based on state requirements or at its discretion. GSSD may only 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.

RESPONSIBILITIES

Each perspective applicant/ volunteer will consent to a criminal background check. The frequency with which a volunteer will need to renew their clearance depends on the volunteer role:

- General volunteer clearance is valid for three years.
- Camp staff and volunteers are screened annually based on American Camp Association guidelines.

DEFINITIONS

A *volunteer* is defined as: Any person who willingly gives one's service without concern for monetary compensation. No policy or provision creates, intends to create or implies an employment relationship.

QUESTIONS

Questions regarding this policy should be brought to the Volunteer Services Manager.

REFERENCES

The Volunteer Policies, Procedures and Standards document

EFFECTIVE DATE

January 2010

REVIEW DATE

Annually in December

APPROVAL

The Board of Directors approved January 2010 and August 2015.

VOLUNTEER ANTI-CHILD-ABUSE POLICY

PURPOSE

Girl Scouts San Diego supports and maintains an environment that is free of child abuse and neglect.

GSSD is committed to a zero-tolerance standard toward any violation of the following anti-child-abuse policy and will neither condone nor tolerate:

- Infliction of physically abusive behavior or bodily injury upon girl members.
- Physical neglect of girl members, including failure to provide adequate safety measures, care and supervision in relation to Girl Scout activities.
- Emotional maltreatment of girl members, including verbal abuse and/or verbal attacks.

SCOPE

Volunteers directly working with girls will be provided instruction on reporting guidelines under the Child Abuse and Neglect Reporting Act (CANRA). While volunteers are not legally required to do so, GSSD encourages direct reporting of suspected child abuse by volunteers to the appropriate authorities.

STATEMENT

Girl Scouts San Diego reserves the right to refuse membership, and terminate from further appointment and to exclude from affiliation with GSSD any employee, member or volunteer who is found guilty of child abuse or neglect or has been convicted of child abuse or neglect. Local (more stringent) prevailing statutes may supersede Girl Scout policies.

If found in violation of this policy volunteers will be subject to disciplinary action up to and including release or termination from appointment. Girl Scouts San Diego also will bring the matter to the attention of appropriate law enforcement authorities.

RESPONSIBILITIES

If the child is in immediate danger, call 911. After authorities have taken over, call the Girl Scouts San Diego emergency number, (619) 298-8391, and press "2" when prompted for assistance.

If the child is not in immediate danger, the employee, member or volunteer who has a reasonable suspicion that child abuse has occurred will prepare and complete a written report (Accident/Incident form) and submit it to accidentreporting@sdgirlscouts.org or fax to (619) 298-2031 within 24 hours of receiving or witnessing the information. All information will be kept confidential and in a secure location. Volunteers may contact GSSD for assistance.

If you choose to report the incident to the authorities first, your second step would be to prepare and complete a written report (Accident/Incident form) and submit to accidentreporting@sdgirlscouts.org or fax to (619) 298-2031 within 24 hours. Call to report: San Diego: (800) 344-600, Imperial Valley: (760) 337-7750.

All states require certain professionals and institutions to report suspected child abuse to law enforcement authority or child protection agency. Failure to report suspected child abuse can result in criminal and/or civil liability. Reporting to a parent or relative will not satisfy the reporter's legal duty under the statutes.

A professional staff of GSSD, who has knowledge of, or observes, a child whom he/she knows or reasonably suspects has been the victim of child abuse, **must** report the known or suspected child abuse to a child protective agency immediately or as soon as reasonably possible.

In addition, professional staff must do the following steps:

- a. Prepare and send a written report to the child protective agency within 36 hours of receiving the information concerning the suspicion.

- b. Notify their immediate manager/director or human resources of known or suspected child abuse.
- c. Submit written documentation of identified or suspected child abuse to Human Resources for secure storage after reporting to agency.

The identity of the reporting party and the contents of the child abuse report are confidential and may only be disclosed to specified persons and agencies.

DEFINITIONS

All 50 states have passed some form of mandatory child abuse and neglect reporting law in order to qualify for funding under the Child Abuse Prevention and Treatment Act (CAPTA). CAPTA mandates "minimum definitions" for child abuse and sexual abuse. *Child abuse or neglect* is any recent act or failure to act resulting in imminent risk of serious harm, death, serious physical or emotional harm, sexual abuse, or exploitation of a child by a parent or caretaker who is responsible for the child's welfare (the definition of *child* may vary from state to state, but is usually a person under the age of 18).

Sexual abuse is defined as use, persuasion, inducement, enticement or coercion of any child to engage in, or assist any other person 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, and in cases of caretaker or inter-familial relationships, statutory rape, molestation, prostitution, or other form of sexual exploitation of children, or incest with children. Sexual abuse may also include sexual touching and bodily contact, exhibitionism, voyeurism, and/or involvement of children in pornographic material.

QUESTIONS

Questions concerning this policy should be brought to the Director of Membership and/or Director of Human Resources.

REFERENCES

Child Abuse Prevention and Treatment Act (CAPTA); Child Abuse and Neglect Reporting Act ("CANRA")

The *Volunteer Policies, Procedures and Standards* document was approved by the Board of Directors of Girl Scouts, San Diego-Imperial Council in January 2010.

Volunteer Essentials; adapted from GSUSA *Volunteer Essentials* 2014-2015, revised January 2015 for Girl Scouts San Diego.

EFFECTIVE DATE

January 2010

REVIEW DATE

Annually reviewed in December

APPROVAL

The Board of Directors approved January 2010 and August 2015.

VOLUNTEER CODE OF CONDUCT POLICY

PURPOSE

Girl Scouts San Diego supports adults who prepare girls to seek and meet the challenges of an ever-changing society. GSSD strives to treat volunteers with respect and dignity, to protect confidential information, and to provide a position description for standardized positions. Adults are supported through volunteer orientation, on-going learning opportunities and support from professional staff as needed.

GSSD is committed to the highest ethical standards and all volunteers are expected to act in the best interest of the organization and its mission. We, as stewards, will act in an ethical manner to uphold the public trust and values of responsibility, integrity, openness, honesty, accountability and respect in all we do in the name of Girl Scouts.

The Volunteer Code of Conduct is based on the Girl Scout Promise and Law and the GSSD Pluralism Statement, which are as follows:

The 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.*

The 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 respect myself and others, respect authority,
Use resources wisely, make the world a better place,
And be a sister to every Girl Scout.*

The GSSD Pluralism Statement

GSSD is a pluralistic movement, committed to understanding our similarities and differences, building relationships and promoting a dialogue of acceptance and respect. Each individual involved must uphold the tenet that Girl Scouting is for all girls.

SCOPE

This policy applies to all volunteers with Girl Scouts San Diego.

STATEMENT

Girl Scouts San Diego expects all volunteers to affirm and uphold the following:

- Adhere to the Girl Scout Promise and Law and the GSSD Pluralism Statement.
- Welcome girls and adults from a variety of backgrounds and include them in Girl Scout activities and leadership opportunities.
- Behave in a manner that models the ideals and values of the Girl Scout Promise and Law. Ensure all verbal or written communications do not contain profanity, condescending or demeaning remarks.
- Refrain from inappropriate displays of anger, aggression or berating of individuals in public or private.
- Respect the leadership of girls and support their decisions and to the best of the volunteer's ability provide settings and activities that encourage girls to grow and thrive.
- Act responsibly when overseeing Girl Scout funds, maintain accurate records and file required reports. Use Girl Scout funds only in direct support of Girl Scout programs and pay Girl Scout expenses appropriately.
- Not use any position, information or resources for personal, political or monetary gain, or to promote

- any political, social, religious preference or sexual lifestyle.
- Not possess or use weapons on GSSD premises, when conducting Girl Scout program or business, or in the presence of girl members.
- Follow rules, made to protect myself and others, and make sure program activities are safe, fun and successful.
- Not use alcohol, illegal drugs, tobacco (or substitutes) while in the presence of, or responsible for girls.
- Comply with all GSSD and GSUSA organization policies, practices or procedures.

CONFLICT RESOLUTION FOR VOLUNTEERS

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

Volunteers should jointly discuss the situation with their leadership volunteers, and/or staff for support and guidance (if necessary).

OFF DUTY VOLUNTEER CONDUCT

While GSSD does not seek to interfere with the lawful off-duty and personal conduct of volunteers, certain types of such conduct may interfere with the GSSD's legitimate business interests and community image; therefore, when promoting Girl Scouts or wearing Girl Scout branded apparel, volunteers are expected to exhibit conduct that does not adversely affect the council's integrity, reputation or credibility. Illegal or immoral off-duty conduct that adversely affects GSSD's legitimate business interests or volunteer's, member's and employees' ability to perform their roles is prohibited.

DEFINITIONS

A *conflict* is any kind of disagreement between two or more people. A *grievance* is a dispute over the interpretation or application of an organizational policy, practice or procedure.

QUESTIONS

Questions about this policy should be brought to the Director of Membership

REFERENCES

The Volunteer Policies, Procedures and Standards document

EFFECTIVE DATE

January 2010

REVIEW DATE

Annually in December

APPROVAL

The Board of Directors approved January 2010 and August 2015.

VOLUNTEER ENGAGEMENT AND MANAGEMENT POLICY

PURPOSE

Girl Scouting is possible because of volunteers. Volunteers, the heart of the Girl Scout program, since its' founding in 1912, are the organization's most valuable resource. It is the goal of Girl Scouts San Diego to attract and retain the highest qualified individuals in all volunteer positions throughout the council. Volunteers advise girls, organize and coach other volunteers, develop program activities for girls and set the strategic direction for the council. It is essential that volunteer positions provide satisfaction, a sense of purpose, and clear-cut responsibilities to ensure each volunteer has the greatest positive impact on girls and the organization.

Girl Scouts San Diego engages volunteers who support and promote the Girl Scout Promise, Law, ideals and principles, and the policies and standards of Girl Scouts of the USA and GSSD. Volunteers will be recruited in a variety of ways, selected based on qualifications for the role and placed and appointed in volunteer positions that meet both their needs and the needs of the council. They will be provided with the necessary position descriptions, guidance, training, support and recognition to create a positive and successful volunteer experience. Through our Customer Engagement Standard, GSSD will strive to fully support each position and to recognize the impact of each volunteer.

SCOPE

This policy applies to all volunteers and members of Girl Scouts of the USA.

STATEMENT

All volunteers accept the Girl Scout Promise and Law, and are expected to model exemplary behavior that is the foundation of Girl Scouting. GSSD reserves the right to refuse reappointment, dismiss or exclude affiliation of any volunteer who does not 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.

RESPONSIBILITIES

Volunteers for positions that have ongoing responsibilities will 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 staff), specific expectations for position performance and training steps.

Recognition of each volunteer is highly valued, and GSSD strives to appropriately recognize volunteer contributions and impact as often as possible. Recognition awards are established at many levels to express appreciation for volunteer efforts. The GSSD formal recognition system is consistent with the Girl Scouts of the USA adult recognition system. Volunteers, staff and parents may nominate any volunteer for a service recognition award. Nomination forms may vary and are to be made available. All nominations are approved by a team of volunteers at the GSSD or service unit level.

DEFINITIONS

A *volunteer* is defined as: Any person who willingly gives one's service without concern for monetary compensation. No policy or provision creates, intends to create or implies an employment relationship.

QUESTIONS

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REFERENCES

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