



Girl Scouts®
Where Girls Grow Strong™

USA GIRL SCOUTS OVERSEAS - NORTH ATLANTIC

VOLUNTEER PERSONNEL POLICIES AND PRACTICES

Adult volunteers, 18 years of age and older, are welcome to participate in service to all girls within the jurisdiction of USA Girl Scouts Overseas- North Atlantic (USAGSO-NA). To ensure the job satisfaction of volunteers and to employ the talents of volunteers effectively, USA Girl Scouts Overseas is committed to a work environment in which relationships are characterized by dignity, courtesy, respect and equitable treatment.

1. AFFIRMATIVE ACTION POLICY FOR VOLUNTEERS

In keeping with the Girl Scouts of the U.S.A.'s Affirmative Action policy and philosophy, USA Girl Scouts Overseas- North Atlantic seeks to offer equal volunteer opportunities to all people no regardless of race, color, sex, national origin, disability, age, religion or socioeconomic status.

2. APPLICATION PROCESS

Each candidate for a volunteer position is required to complete an application. Those individuals having responsibility for children Girl Scout funds and Overseas Committee Management Team (OCMT) are required to supply three references. The OCMT may, at its discretion, require other temporary or consultative volunteers to provide references. requirement

3. SELECTION

Adult volunteers are selected based on the ability to perform the job, willingness and availability to participate in training for the position and acceptance of the principles and beliefs of Girl Scouting.

4. MEMBERSHIP

Girl Scouting is a membership organization. Girls join the Movement to take part in Girl Scout program; adults join in order to make program available to girls. Adults participating in the Movement will register as members of the Girl Scout Movement. Exceptions are made for adults working on short term projects or a temporary advisor and consultant.

5. APPOINTMENT

A written agreement will typically be completed at the time of appointment to a volunteer

position. It will include a term of appointment, specific expectations for job performance, and signatures of the volunteer and her/his supervisor. The appointment process will usually include a position description. An interview may be used to determine placement.

6. REQUIRED TRAININGS

Volunteers are expected to complete orientation and training for the position as soon as possible, generally within 30 days after appointment.

7. UNIFORMS

Girl Scouts of the U.S.A. is a uniformed organization in which the authorized uniforms for women and the blazer for men are symbols and marks of distinction. A uniform is not required for participation in Girl Scout activities. Members of the Girl Scout Movement are readily identified by the Girl Scout pin.

8. FINANCIAL ASSISTANCE

Financial assistance may be available from the Overseas Committee or/and USAGSO-NA to help selected adults defray the cost of attending Girl Scout training courses. Volunteers must be registered adults to receive financial assistance.

9. POSITION RELATED EXPENSES

Operational volunteers may be reimbursed for some position related expenses as determined by the OCMT. Prior approval is required and all receipts must accompany the request. The OCMT determines what expenses are reimbursable. Volunteers will be advised of reimbursable expenses during initial orientation.

10. SMOKE-FREE ENVIRONMENT

Smoking is prohibited in all facilities occupied by Department of Defense personnel. Smoking is prohibited anytime when girls are present. Volunteers are expected to adhere to the provisions of the smoke-free environment policy and supervisors are expected to ensure its implementation. Violations should be reported to the appropriate supervisory level. Violators of the smoking policy are subject to disciplinary action. Smoking breaks can be taken outside building in areas designated as smoking areas, if specified.

11. SUPERVISION AND PERFORMANCE APPRAISAL

Volunteers are supervised by another volunteer or employed staff member who provides assistance in learning the job and support in accomplishing performance goals. Volunteers need and are entitled to ongoing feedback concerning job performance that is based on mutual agreement of desired goals and objectives. A performance appraisal is an

educational process and, as a result, behavior and confidence improve as the individual grows.

The volunteer and the supervisor may use the process of evaluation to discuss future goal setting, such as reappointment or recommendations for other Girl Scout positions.

Weakness, strengths, problems, and obstacles should be identified and discussed objectively and honestly. Recommendations and suggestions should be made by both the volunteer and the supervisor.

Unsatisfactory performance will be investigated, documented and if necessary, be referred to the next supervisory level. Suspension or release may occur if the steps of review, counseling and redirection do not improve performance to acceptable levels. USA Girl Scouts Overseas-North Atlantic also reserves the right to release any volunteer from service if, in the sole discretion of USAGSO-NA, the volunteer's actions are inconsistent with Girl Scout policies or principles.

12. RECOGNITION AND APPRECIATION

Volunteers serve Girl Scouting because they believe in the philosophy of the Movement, receive satisfaction from giving service to others, and achieve personal growth and development. There are, however, times and circumstances that call for a special expression of appreciation.

The most frequent and meaningful recognitions come from those close to a volunteer, those able to see the effort that has been put into the position. For the vast majority of volunteers, it is this recognition that counts, and the supervisor should see that the recognition happens. The supervisor has a key role in initiating either a USAGSO-North Atlantic or GSUSA recognition for exceptional performance.

For additional information regarding recognitions, refer to GSUSA publication, *Adult Recognitions in Girl Scouting*, USAGSO-NA *Adult Award Booklet* or contact the Overseas Committee Chair for information about the USAGSO-North Atlantic Service Award.

Tokens of appreciation may range from a brief note of thanks to a lasting memento. Giving should be motivated by a sincere desire to express thanks rather than tradition or custom. Special expressions of appreciation should be given because of performance.

13. CONFLICT RESOLUTION (*Grievance Procedures for Volunteers*)

Volunteers should feel free to bring to the attention of those with whom they work any problem or grievance they might have. A grievance arises when a volunteer feels that Overseas Committee's procedures as related to a special position are not being properly administered. The most effective way of adjusting grievances is by calm, open discussion between the persons involved.

If, for any reason, a seemingly unresolved conflict arises between individuals, the circumstances surrounding the conflict may be discussed with the immediate supervisor and all parties involved. The number of steps in the procedure available to the individual depends upon her/his position with the organizational structure.

Step 1

The person prepares the grievance in writing, citing the policy or procedure that has allegedly been misinterpreted, misapplied, or violated. The signed and dated statement is sent to the person against whom the grievance is registered, with the copy to the next level of supervisor. Within five (5) days after the copy of the written statement is received, the immediate supervisor meets with the person or contacts the person by telephone to discuss the person's concerns. A written summary of the meeting or telephone conference, with an explanation of the decision, is to be distributed to the parties involved, with copies sent to the assigned USAGSO-North Atlantic Director of Membership and Marketing.

If the person does not receive a response or if the person is not satisfied with the response, the person may proceed to Step 2.

Step 2

If a solution is not rendered by this group, the unresolved conflict may be taken to the next level of supervision within five (5) days after the initial conference. The person will send a written notice to the next level of supervision. The notice will indicate the desire to continue the formal problem resolution procedure and will include documentation from Step 1. If this step is necessary, the USAGSO-North Atlantic assigned Director of Membership and Marketing (DMM) or Chief Executive Officer (CEO) must be informed immediately.

Step 3

If despite the preceding steps, there is still a problem, or the problem involves the supervisor, the person may request a closed hearing before a special task group of the OCMT. If the Overseas Committee Chair (OCC) is involved in the problem, the chair of the task group will be appointed by the USAGSO-North Atlantic DMM. The task group will consist of not less than three registered operational volunteers.

The duties of the special task group will be to:

- A. Receive complaint and notify the appropriate persons if they are not aware of the problem.
- B. Investigate complaint or problem thoroughly, discreetly, and promptly; gather facts

from all involved; provide a written account of the problem; meet and discuss possible solutions.

C. Report progress and conclusion to appropriate persons and to the involved parties within 30 days.

The decision of the special task group will be final.

Volunteers with valid complaints regarding employed staff report their complaints to the USAGSO-North Atlantic CEO.

14. PERSONNEL RECORDS

Organizational acumen and limited storage space prohibits maintenance of lengthy personnel records for volunteers.

Adult registration forms are kept for the current year plus two years. Records of training courses are the responsibility of the volunteer.

Volunteers have a right to know what information is retained in their files, with the following exceptions: reference information obtained with the promise of confidentiality and information that would violate the privacy of others if it were released. A volunteer may review their records upon request at a mutually convenient time for the volunteer and the OCC.

15. SEPARATION (Procedure for Release of a Volunteers)

To maintain a highly effective organization, a person having reason(s) to resign is provided with appropriate channels to follow.

Reason(s) for resignations should be discussed with the immediate supervisor before a final decision is made. Upon reaching a decision, written notification must be given to the immediate supervisor as soon in advance as possible.

Any resignation submitted will be acknowledged by the immediate supervisor.

Conversely, in any organization, situations may arise that make it necessary to consider releasing an individual from an assignment. At such time, considerable emotion can be aroused. Any action to release an adult, therefore, should receive careful and detailed consideration because of the possible implications and consequences for both the individual and the Overseas Committee. Communication between the OCC and the assigned DMM is encouraged prior to the release of an volunteer.

Possible reasons for separation are:

- Inability to perform the job

- Excessive absence or tardiness for required meetings

-- Cause: e.g., violation of GSUSA policies, misconduct, insubordination.

Certain types of misconduct may be so serious as to subject the volunteer to immediate separation without notice. The following are examples of misconduct:

-- Discrimination against anyone associated with the organization because of race, color, age, creed, sex, disability, national origin, or marital status.

Willful damage to the organization's property or the personal property of another Volunteer

-- Possession of alcohol or any controlled substance while on facilities used by the Overseas Committee or participation in Girl Scout activities under the influence of alcohol or any controlled substance, unless as prescribed by a personal physician. The exception to this standard is an Overseas Committee's adult event, when the premises are closed to girl activities with no girls in attendance

-- Soliciting or accepting gratuities for personal gain or benefit

-- Malicious gossip or derogatory attacks concerning anyone associated with the organization

-- Disorderly conduct or fighting on property used by the organization

-- Theft, pilfering, fraud, or other forms of dishonesty, including falsifying of organization's records such as the volunteer application

-- Harassing, threatening or intimidating any person while participating in Girl Scout activities or Girl Scout business, or on the premises of property used by the Overseas Committee, including but not limited to such behavior as sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature, which tends to make the environment intimidating, hostile, offensive or otherwise adverse

-- Insubordination, including refusal to abide by GSUSA policies, refusal to do assigned work, or refusal to perform work in the manner prescribed by a supervisor without proper justification.

As part of the procedure for volunteer positions, the Overseas Committee will:

A. Quickly gather and evaluate the facts. When separation possibilities are indicated, take no action based on unsubstantiated information. Involve as few people as possible in the fact-gathering and decision-making process.

Decisions about the quality of job performance should be reached based on a thorough review of the work, after consultation with the individual in improving performance or, if possible, placement in another position better suited to the volunteer qualifications which will offer job satisfaction.

Individual performance should be evaluated in relation to whether behavior that affects the girls or the Girl Scout image in the community is consistent with the principles of Girl Scouting.

A careful recording will be made of interviews, action recommended, and results. The USAGSO-North Atlantic DMM should always be informed of intentions to release volunteers. The DMM can provide advice on the proper procedures for release of volunteers in the Overseas Committee. If any type of conflict develops, the DMM will also have knowledge of facts and actions taken to properly resolve the situation.

B. Discuss the situation with the individual concerned. Explain why the volunteer is not considered qualified for the assigned position for work in the Overseas Committee. It is recommended to have one other responsible person present during the discussion to help avoid the possibility of misunderstanding or misquoting. Indicate further action, if any, that will be taken.

- Be objective, state facts.
- Be tactful.
- Be honest.
- Be clear and concise.
- Maintain confidentiality.

When the facts indicate the separation is necessary, the individual should be given the opportunity to resign or withdraw voluntarily and with dignity by submitting a written resignation. The individual may be referred to/placed in another job if that is feasible. Unless otherwise indicated, the discussion should be followed up with a written summary, of which one copy goes to the individual, one copy to the personnel files in the Overseas Committee.

Involuntary termination will occur only after careful consideration has been given. The volunteer being terminated will be fully informed of the reasons for the termination in the following manner:

- OCMT volunteer - by the Overseas Committee Chair.
- OCC volunteer - by the assigned DMM or Membership Consultant

C. Continue the person in the position until a decision is reached. Give the individual careful and frequent help during this period. Release from the position does not cancel membership in the Girl Scout Movement. Once granted, membership cannot be canceled until it expires.

D. Answer carefully any questions raised in the community about the situation. Do not, however, disclose confidential information. Absolute confidentiality must be observed always to protect the rights of the volunteer. Legal counsel should also be consulted at the Overseas Committee level. Legal consultation services from Girl Scouts of the U.S.A. are available through USAGSO-North Atlantic and are arranged through the USAGSO-NA CEO.

16. CHILD ABUSE POLICY

Girl Scouts of the U.S.A. and USA Girl Scouts Overseas supports and maintains environments that are free of child abuse and neglect. The Child Abuse Prevention and Treatment Act ("the Act") defines child abuse and neglect as the "physical or mental injury, sexual abuse as exploitation, negligent treatment or maltreatment:

of a child under the age of 18, or the age specified by the child protection regulations of the Department of Defense and other appropriate federal agencies.

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 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 a visual depiction of such conduct or rape, molestation, prostitution, or incest with children.

Child abuse and neglect are unlawful acts. It is against the organization's policy for any volunteer or employed staff, male or female, to physically, sexually, or mentally abuse or neglect any girl member.

In accordance with this policy, Girl Scouts of the U.S.A. and USA Girl Scouts Overseas 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.

Girl Scouts of the U.S.A. and USA Girl Scouts Overseas reserves the right to refuse membership, to dismiss, or to exclude from affiliation with the organization any volunteer or employee implementing Girl Scout program who is found guilty of child abuse or neglect or has been convicted of child abuse or neglect.

Girl Scouts of the U.S.A. and USA Girl Scouts Overseas will consider any of the above-mentioned prohibitions as the basis for progressive disciplinary action that can include dismissal or termination from the organization.

Military regulations and the laws of foreign jurisdictions will be followed for reporting child abuse and neglect.

ACCIDENT AND LIABILITY INSURANCE

Any serious accident or fatality must be reported immediately to the USAGSO-North Atlantic Chief Executive Officer by calling USAGSO-North Atlantic DSN: 375-7025 or Civ: (outside Germany) +49 621 487 7025, (inside Germany) 0621 487 7025 or other emergency telephone numbers as listed in the current emergency procedure information provided by the Overseas Committee Chair.

Any motor vehicle used to transport Girl Scouts must be duly licensed, insured, safety tested, and operated by a responsible person with a valid driver's license. (All applicable military regulations and foreign jurisdiction laws apply.)

In addition, all registered members are protected under Girl Scout Activity Accident Insurance, Basic Coverage. This plan provides secondary coverage for accident medical expenses to members traveling to and from and participating in approved, supervised Girl Scout activities, e.g., day camp, troop camp, weekend trips (of two nights or less), and regular troop meetings. GS Troops are required to obtain prior approval from the OCC.

Additional insurance from GSUSA for all activities lasting more than two nights, three if one is an official USA Holiday or if there are non-registered girls or adults in attendance needs to be applied for.

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CERTIFICATION

By my signature below, I hereby certify that I have received a dated copy of USA Girl Scouts Overseas – North Atlantic Volunteer Personnel Policies and Practices for operational volunteers and agree to familiarize myself with the contents of these policies and practices and to comply with all policies and procedures as set therein. I understand that the policies and procedures contained in this version supersede those found in former versions. In the case of any differences between the current and the former versions, the current policy and procedure will in all instances apply. I further understand that the issuance of these policies and procedures does constitute or imply an agreement of volunteer service.

Name_____

Signature_____

Date_____

USA Girl Scouts Overseas-_____

Date Personnel Policies Approved_____