

# Adult/Volunteer Screening Process

## Council Policy

Before any volunteer can work with girls OR DRIVE with Girl Scouts in their vehicles, they must be 18 years of age or older and must have on file at the council office the following paperwork:

## Volunteer Checklist

- ❑ **Completed 257x Volunteer Application Form** (updated version 08/06).
- ❑ **A photocopy** of your current **California driver's license** and verification of current **auto insurance** *if you will be driving for Girl Scouts.* (no faxes, please!)
- ❑ **Three completed 565x Volunteer Reference Inquiries.** References must be over 18 and not related to you (updated version 08/06). Have your references send this form directly to the Council Office.

### Please Mail To:

#### Adult Screening Specialist

Girl Scouts of San Francisco Bay Area  
PO Box 2249  
Oakland, CA 94621-0149

**Fax:** (510) 562-3194

**Please DO NOT send to the registration department.**

## Instructions for Completing This Packet:

Due to the volume of applicants, completeness and consistency are needed to ensure efficient processing of your volunteer paperwork. Using the following information will help speed up the process:

- ① **Each volunteer must complete and submit all required forms and photocopies** on an individual basis (do not combine two people on one set of paperwork). Each volunteer must have their own complete set of paperwork to ensure privacy of information.
- ② If you plan to drive girls, **attach a photocopy of your California driver's license and proof of auto insurance** to the application. Keep each individual's paperwork together.
- ③ **Unless you have verified with the appropriate association personnel, do not assume that your paperwork is complete!** It is the responsibility of each volunteer to make certain all paperwork is completed and returned to the council office. Check with your troop leader or the Adult Screening Specialist at the council office, [carole@girlscoutsbayarea.org](mailto:carole@girlscoutsbayarea.org)
- ④ **Any volunteer who has not registered and/or participated for two (2) years may be removed from the volunteer database at the council's discretion.** If the volunteer returns, the adult screening process must be completed again.
- ⑤ **Return to your troop leader the 567x Driver's Information Form. Not required for completion of the packet, only required if you will drive girls.** Troop leaders must keep this form on file and verify that the information remains current and accurate. The Driver's Information Form is **NOT kept on file with the council** and cannot be returned if inadvertently sent to the council.
- ⑥ **Name and/or address changes:** Please notify the council registrar and/or the adult development director of any changes so that your file can be updated. This also means that, should you begin using a hyphenated last name or go back to a single last name, it is necessary to notify the council. All paperwork turned in should reflect exactly the same first and last names and addresses.
- ⑦ **All Troop Leaders, Assistant or Co-Leaders and the Association Coordination Team** (including Treasurers, Bank Administrators) **MUST REGISTER** to participate as a GSSFBA active member. The registration fee is only \$10.00 annually and automatically covers you with the Girl Scouts Activity Accident Insurance. It is not mandatory for other volunteers to register, however it is recommended. Registered adult members are automatically covered with Activity Insurance for the entire year.

Adult/Volunteer Screening Packet and forms are also available at [www.GirlScoutsBayArea.org/screening](http://www.GirlScoutsBayArea.org/screening)



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 P.O. Box 2249  
 Oakland, CA 94621  
 T (800) 447-4475 (510) 562-8470  
 F (510) 562-3194  
 www.girlscoutsbayarea.org  
 info@girlscoutsbayarea.org

**FORM NO.**  
257x

**Please check the type of job you are applying for:**  
 Leader  Assistant/Co-Leader  Volunteer

**FORM NAME**

Girl Scouts of San Francisco Bay Area  
 Adult Screening Application — Confidential

Last Name \_\_\_\_\_ First Name \_\_\_\_\_ Middle Initial \_\_\_\_\_ Nickname, If Any \_\_\_\_\_

Have you gone by any other names?  Yes  No If yes, what other name(s) \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Telephone \_\_\_\_\_ Work Telephone \_\_\_\_\_ E-mail \_\_\_\_\_

Volunteer Position Desired \_\_\_\_\_

**What is/are your:**

Education/ Training \_\_\_\_\_

Occupation \_\_\_\_\_

Other Job Experience \_\_\_\_\_

Volunteer or Youth Group Experience \_\_\_\_\_

Service Organization and Club Affiliations \_\_\_\_\_

**Three References**

Your references should be adults over 18 and not related to you but who know your work and character. Please mail or give the self-mailer reference form to your references and have them mail them directly to the council office.

**I certify that all the information on this application is true and complete.**

I acknowledge that I have received and read a copy of the GSSFBA Volunteer Management Policies and agree to abide by the policies. I understand that violation of any of the policies may result in termination of my volunteer services. I agree to release GSSFBA to use the application and reference information to evaluate my ability to conduct volunteer activities. I understand that falsification or significant omissions on the application may be justification for disallowing my participation with the Girl Scouts.

Signature \_\_\_\_\_ Date \_\_\_\_\_

All information received in the application will be treated confidentially. However, the GSSFBA may use any appropriate information from the application referencing process when refusing to allow a volunteer to work in, or when releasing a volunteer from, a position involving fiscal responsibility or direct contact with girls.

**If you have a daughter in Girl Scouts, please fill out the following.**

Daughter's Last Name \_\_\_\_\_ First Name \_\_\_\_\_

Leader's Name \_\_\_\_\_ City Where Troop Meets \_\_\_\_\_ Troop No. \_\_\_\_\_

**Are you willing to transport girls?**

Yes  No

If yes, you must attach photocopies of California driver's license and auto insurance cards or information. Until this is received you will be entered as unauthorized to drive. Faxed copies of driver's licenses will not be accepted.

Driver's License Number \_\_\_\_\_

Auto Insurance Company and Policy Number \_\_\_\_\_

**Have you ever been convicted of a crime (other than a traffic violation)?**

Yes  No

If yes, please state the offense and location: \_\_\_\_\_

A conviction will not necessarily be cause for disqualification.

**Application Checklist**

- Volunteer Application Form
- Reference Forms (may come separately)

**Return materials to:**

Adult Screening Specialist  
 Girl Scouts of  
 San Francisco Bay Area  
 P.O. Box 2249  
 Oakland, CA 94621-0149  
 Fax: (510) 562-3194

**If volunteering to transport girls**

- Copy of CA driver's license
- Copy of insurance card or insurance information

**OFFICE USE ONLY**

RECEIVED \_\_\_\_\_

APPROVED \_\_\_\_\_



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**FORM NO.**

565x

**Please check the type of job applied for:**
 Leader  Assistant/Co-Leader  Volunteer
**FORM NAME**

Volunteer Reference Inquiry - CONFIDENTIAL

Volunteer Applicant's Last Name \_\_\_\_\_ First Name \_\_\_\_\_ Nickname, If Any \_\_\_\_\_

Have you gone by any other names?  Yes  No If yes, what other name(s)? \_\_\_\_\_

Volunteer Applicant's Address City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Troop Affiliation \_\_\_\_\_ City in which troop is located \_\_\_\_\_

**To be filled out by personal reference 18 years old or older and not related to volunteer applicant.**

Girl Scouting can only happen when women and men volunteer their time and skills. Volunteers are required to complete the adult screening process. This consists of a volunteer application and three volunteer reference inquiries.

This candidate has chosen you as a personal reference. Your assistance in furnishing the council the information requested below is greatly appreciated. This information will be held in strict confidence; however, the GSSFBA may use any appropriate reference information for documentation purposes when refusing to allow a volunteer to work in, or releasing a volunteer from, a position involving fiscal responsibility or direct contact with girls. **Please return this inquiry within one week.**

This form can be faxed to (510) 633-7925 or mailed to: GSSFBA, P.O. Box 2249, Oakland, CA 94621

**Please use this form. Answer every question,** and if you need more space to answer a question please continue on back of form.

What is your relationship to candidate (work, social, etc.)? \_\_\_\_\_ How long have you known this person? \_\_\_\_\_

Describe the candidate (personality, abilities, talents, etc.):

\_\_\_\_\_  
 \_\_\_\_\_

Do you know of any limitations the candidate has?

\_\_\_\_\_

To your knowledge is she/he responsible, dependable and reliable? If so, please give an example:

\_\_\_\_\_

Are you aware of this person ever being involved in any criminal or abusive activities?  
 (A positive response will not necessarily be cause for disqualification.)

\_\_\_\_\_

Which of the following best describe your perception of this person? (Please check all that apply.)

- |  |  |  |  |   |
|--|--|--|--|---|
| <input type="checkbox"/> Positive      | <input type="checkbox"/> Outgoing      | <input type="checkbox"/> Tolerant      | <input type="checkbox"/> Negative      | <input type="checkbox"/> Loses interest in projects |
| <input type="checkbox"/> Impatient     | <input type="checkbox"/> Shy           | <input type="checkbox"/> Trustworthy   | <input type="checkbox"/> Assertive     | <input type="checkbox"/> Patient                    |
| <input type="checkbox"/> Good Leader   | <input type="checkbox"/> Good Follower | <input type="checkbox"/> Organized     | <input type="checkbox"/> Enthusiastic  | <input type="checkbox"/> Energetic                  |
| <input type="checkbox"/> Overschedules | <input type="checkbox"/> Aggressive    | <input type="checkbox"/> Even-tempered | <input type="checkbox"/> Easy to anger | <input type="checkbox"/> Gets stressed easily       |

Would you recommend this person to work with children?  Yes  No

Would you recommend this person to work with adults?  Yes  No

Would you recommend this person as a volunteer?  Yes  No

Your Name (Please Print.) \_\_\_\_\_ Telephone \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

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Please fold on the dotted line. Use a small piece of tape to seal form.

PLEASE DO NOT USE STAPLES.



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\_\_\_\_\_  
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Your Name (Please Print.) \_\_\_\_\_ Telephone \_\_\_\_\_

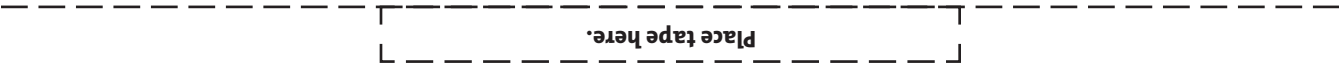
Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

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<input type="checkbox"/> Impatient	<input type="checkbox"/> Shy	<input type="checkbox"/> Trustworthy	<input type="checkbox"/> Assertive	<input type="checkbox"/> Patient
<input type="checkbox"/> Good Leader	<input type="checkbox"/> Good Follower	<input type="checkbox"/> Organized	<input type="checkbox"/> Enthusiastic	<input type="checkbox"/> Energetic
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Would you recommend this person to work with adults?  Yes  No

Would you recommend this person as a volunteer?  Yes  No

Your Name (Please Print.) \_\_\_\_\_ Telephone \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

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 info@girlscoutsbayarea.org

**FORM NO.**

567x

**FORM NAME**

Troop Driver Information  
 (For troop leader use only. **Do not return to council.**)

Driver Name Telephone Date

Driver's License Number Expiration Date

Year & Make of Car Car License Plate No. of Passenger Seatbelts

Name of Insurance Company Policy Number Expiration Date

I understand that my own automobile insurance is primary and the Girl Scouts of San Francisco Bay Area do not provide any additional coverage for my automobile. The council's Business Auto Policy does provide liability protection for me as a Girl Scout volunteer driver on Girl Scout activities. Furthermore, Activity Accident Insurance coverage (Plan 1) provides coverage through GSUSA's group policy with Mutual of Omaha for the registered Girl Scout members.

Signature of Volunteer Driver Date

**FOR TROOP LEADER USE ONLY**

Current	Date	Initials
<input type="checkbox"/>	_____	_____
<input type="checkbox"/>	_____	_____
<input type="checkbox"/>	_____	_____
<input type="checkbox"/>	_____	_____
<input type="checkbox"/>	_____	_____
<input type="checkbox"/>	_____	_____
<input type="checkbox"/>	_____	_____
<input type="checkbox"/>	_____	_____
<input type="checkbox"/>	_____	_____
<input type="checkbox"/>	_____	_____

**Please Note: Everyone who drives with girls must have an application, three references, a photocopy of her/his California driver's license and insurance information on file at the council office.**

**Guidelines for Drivers**

Girl Scouts like to take trips, and adults who drive them should have a good time, too! You'll enjoy your turn at driving, and the parents of the girls will be comfortable about having their girls ride with you, knowing you will follow these guidelines carefully:

1. Be sure your car is in safe condition; with good brakes and tires (including the spare); and that you have enough gasoline. Vehicles should also carry a first aid kit and emergency equipment such as fire extinguisher and reflectors.
2. The leader is ultimately responsible for the safety of the girls. A driver needs to be prepared to show proof of insurance, car registration and driver's license.
3. Everyone (girls and adults) will be transported in vehicles designed by the manufacturer for carrying passengers. Persons will not be transported in campers except in those parts of the vehicle specifically designed to carry passengers. All passengers must wear seat belts at all times. Seat belts should be used as designed, one person per belt.
4. Vans used to carry Girl Scouts should be designed to carry 10 passengers or less. The council does not carry the special permits required for larger vehicles.
5. Arrive at the departure point early enough to allow plenty of time for loading girls and baggage.
6. The leader will provide drivers with:
  - Appropriate permission/medical release forms for all passengers (girls and adults). In case of an accident, these are necessary to insure prompt treatment.
  - The phone number of the troop's emergency contact person. If you are delayed, call that person, who will notify parents.

- Directions and map to destination. Be sure you know exactly where you are going. For long trips there should be pre-arranged meeting places along the route. Caravanning (convoy-type travel) is to be avoided.
7. Before leaving, review or explain safety rules:
    - Seat belts on at all times
    - Hands and arms inside
    - Noise must be kept at a level acceptable to driver
    - Special rules for your car
  8. Observe speed and other traffic laws, not only for safety, but as an example to girls riding with you.
  9. No volunteer may undertake a role as a Girl Scout member while under the influence of or impaired by any illegal drug or alcohol, nor use or possess it while on council business. A volunteer, using a legally prescribed or over-the-counter drug, must not accept volunteer responsibilities if her/his abilities to perform safely are compromised by the use of the prescribed or over-the-counter drug.
  10. The use of tobacco products will not be permitted at any Girl Scout function, except by adults in areas away from children.
  11. If an injury requiring treatment occurs, health history record and trip permission slips should accompany a child or an adult to the doctor or hospital.
  12. All drivers must have a **complete** volunteer screening packet (volunteer application, three references, current photocopies of a California driver's license and proof of auto insurance).
  13. When the trip is over, return permission/medical release forms to the leader.

# Partners in Girl Safety



**Girl Scouts®**

Girl Scouts of  
San Francisco Bay Area  
7700 Edgewater Drive  
Suite 340  
Oakland, CA 94621  
1 510 562-8470  
1 800 447-4475  
[www.girlscoutsbayarea.org](http://www.girlscoutsbayarea.org)

As you know girl safety is our first priority and our commitment to the safety and well-being of girls requires us to acknowledge the realities that children face in today's world.

One of these realities is child abuse. Pages 30 – 31 in the Council Resource Book, 2006 – 2007 edition, speaks at length about child abuse, definitions, terminology, adult responsibilities and how to carry them out. As a volunteer you are not usually a mandated reporter; however, given our commitment to girl safety, should you become aware of a child abuse situation, we ask that you contact your employed supervisor/liaison at the Girl Scouts of San Francisco Bay Area (GSSFBA) administrative offices. This could be the human resources director, outdoor program manager, camp director, community development director or any of the other staff who may be charged with assisting you. Most of the paid council staff are mandatory reporters. A phone report can be done but a written report must be submitted within 36 hours. Don't worry. We will partner with you to comply.

An additional safety reality in today's world is the need to be proactive in minimizing girl contact with registered sex offenders. The new Volunteer Management Policies of the GSSFBA provide that Girl Scout meetings cannot be held where a registered sex offender (RSO) is present or in an RSO's home. They also indicate that an RSO cannot hold a position in Girl Scouting involving direct contact with girls and that an RSO cannot attend or participate in Girl Scout activities or events. In enforcing this policy please be discreet in how you handle a situation. We encourage you to continue to be welcoming to any and ALL girls and be sensitive to the feelings of the girl member and to the feelings of other family members that may have a difficult family situation. You can always contact staff for assistance in handling an anticipated/potential situation.

As you may have heard, the California legislature has created a website at <http://www.meganslaw.ca.gov/homepage.htm> where the public can secure information regarding the location of registered sex offenders in California. The council cannot verify the accuracy or the timeliness of the information provided at this website.

You are the eyes and the ears in our girl safety partnership and from time to time you may need to be the voice. We encourage you to share this handout with other volunteers and with parents.



## **Volunteer Management Policies**

### **WELCOME**

Girl Scouts of San Francisco Bay Area is a not-for-profit youth development organization chartered by GSUSA and incorporated in the state of California to provide programs within the five Bay Area counties – Alameda, Contra Costa, Marin, San Francisco, and San Mateo.

The strength of the Girl Scout Movement (as defined in GSUSA *Blue Book of Basic Documents*) and the ultimate responsibility for the success of its program rests in the volunteer leadership of its adult members. The Girl Scouts of San Francisco Bay Area (GSSFBA/the council) values the thousands of adult volunteers who commit their time, talent, skills, and resources to the Girl Scout movement.

In order to promote job satisfaction for volunteers, to effectively employ their talents, to enhance the safety of the girls and to minimize the potential for volunteers' liability as council agents, the GSSFBA maintains personnel policies for all GSSFBA volunteers.

The policies are ongoing and are reviewed by the GSSFBA Board of Directors every three years, with portions to be revised more frequently as needed. The procedures used to implement the Board approved policies are found in the *Council Resource Book* distributed annually, to Association Coordinators and to Troop Leaders. *Council Resource Books* are available from your council staff liaison.

### **PURPOSE OF GSUSA**

Girl Scouting builds girls of courage, confidence, and character, who make the world a better place.

### **VISION STATEMENT OF GSSFBA**

The best place to fulfill the Promise of dynamic girls, in partnership with our communities building a future together.

#### **I. Affirmative Action**

The GSUSA affirmative action policy for volunteers, as stated in the 2000 *Blue Book of Basic Documents* is:

“There shall be no discrimination against an otherwise qualified adult volunteer by reason of disability or on the basis of age. Furthermore, there shall be no

discrimination on the basis of race, color, ethnicity, sex, creed, national origin, or socio-economic status. In addition, to ensure full equality of opportunity in all operations and activities of the organization, affirmative action policies and procedures shall be utilized in the recruitment, selection, training, placement, and recognition of volunteers. Special emphasis shall be placed upon securing representation of underutilized racial minorities.”

Girl Scouts of San Francisco Bay Area supports the following position:

“Girl Scouts of San Francisco Bay Area recognizes that the effective application of a policy involves more than a policy statement. We expect to have an annual review of our affirmative action program to monitor progress toward our council goal. A reaffirmation of our commitment should be made annually and signed by the council president and the chief executive officer.

Girl Scouts of San Francisco Bay Area is committed to ensuring equal opportunity and participation of all girls, volunteers and employees. The board of directors commits the resources of this agency toward efforts to encourage affirmative action on all levels of operations and policymaking.

We reaffirm our goal to maintain a staff and serve a girl and adult membership reflective of the diversity of the Bay Area as reported in the most current published census.”

## **II. Volunteer Application and Selection**

All volunteers must complete a volunteer application form. Each volunteer who has direct responsibility for a girl or girls or for finances/money management must provide the council with both a completed volunteer application form, three (3) personal references and the signed Acknowledgement Sheet, Form 846x. All information provided in the application process will be treated as confidential; however, the GSSFBA may use any application or reference information for documentation purposes when refusing to allow a volunteer to work in, or releasing a volunteer from, a position involving direct contact with girls or fiscal responsibility. Volunteers’ applications and references will be maintained in the council office only by the adult screening specialist.

Every volunteer is selected on the basis of:

- Understanding and accepting Girl Scout principles and beliefs
- Willingness to comply with the application and referencing process
- Willingness to perform the job
- Willingness to participate in orientation/training/certification
- Willingness to abide by safety standards as set forth in the GSUSA publications *Safety-Wise, Safety Management at Girl Scout Sites and Facilities* and other national and council guidelines.

Federal, state, local and/or GSUSA regulations may require us to expand the extent of our background checking and/or to implement fingerprinting or another form of identification checking. The council will implement whatever is necessary

to be in compliance and/or to protect the health and safety of the girls and adults in Girl Scouting.

### **III. Orientation/Required Training/Certification**

All volunteers will receive an orientation that includes an explanation of Girl Scouting and may include such additional topics as structure, programs, practices, policies and objectives of the council. Additional job-related orientation may be held. Some volunteer positions require, in addition, training or certification. Training may be of an informal nature; it may be on-the-job or it may require participation in a formal process. All volunteers who carry primary responsibility for working with girls are required to be trained for the position they will assume or have assumed.

### **IV. Uniforms**

Members of the Girl Scout Movement are readily identified by uniforms worn for official functions. A uniform is not required for participation in Girl Scout activities, but it is suitable for almost all Girl Scout functions. When volunteers wear the Girl Scout pin, full size or miniature, they are in uniform. When uniforms are worn, they should follow the guidelines as stated in the GSUSA publications. Insignia location information is also on the inside back cover of the *Girl Scout Equipment Catalog*.

### **V. Health and Safety**

At all times the primary concern of the GSSFBA is the health and safety of the girls we serve. Part of being an effective and responsible Girl Scout volunteer, includes being a health and safety role model, realizing that girls learn, directly and indirectly, about health and welfare concerns and behaviors from the adult volunteers.

- **Smoking**

Smoking is not permitted on any council site or at any council event when girls are present.

- **Alcohol and Drugs**

The council's policy regarding the use and possession of drugs and alcohol is: The serving and consumption of beverages at official Girl Scout sites and functions is limited to adult events and must be authorized by the CEO.

In the case of duly authorized adult events with minors under the age of 21 in attendance, those minors must be directly supervised by non-drinking (of alcoholic beverages) adult members over the age of 21 in accordance with the GSUSA *Safety-Wise* ratio guidelines.

The use of illegal drugs is prohibited at all Girl Scout functions, and on all Girl Scout owned or leased properties. All known violations will require law enforcement reporting by the council.

- **Harassment, Sexual and Abusive Conduct**

The purpose of this policy is to define the council policy regarding harassment and sexual and abusive conduct. Its scope includes all council employees, volunteers and girl members.

The council believes that council employees, volunteers and girl members are entitled to work in an environment free of harassment and harassment is not tolerated. Council policy and equal opportunity law prohibit harassment on the basis of race, sex, gender identify preference, national origin, religion, age, physical condition, pregnancy, color, marital status, citizenship, disability, ancestry or sexual orientation.

### **Definitions**

Harassment is defined as unwelcome physical, visual, and/or verbal conduct directed toward one employee or volunteer by another employee or by a 3<sup>rd</sup> party with whom an employee or volunteer must interact in conducting the council's business.

In accordance with this policy, the council will not condone nor tolerate:

1. Overt display of sexual activity between and/or among employed staff and volunteers.
2. Any display or demonstration of sexual activity between employed staff and girl members or between volunteers and girl members.
3. Sexual advances or sexual activity of any kind between employed staff or volunteers and girl members.
4. Use of the Girl Scout name, related activities, publications and/or facilities as vehicles for public or private promotion of sexual orientation and/or practice.
5. Infliction of sexually abusive behavior upon girl members, including sexual touching and bodily contact, exhibitionism, voyeurism, and/or involvement of girl members in pornographic activities or materials.
6. Infliction of physically abusive behavior, bodily injury, upon girl members.
7. Physical neglect of girl members, including failure to provide adequate safety measures, care, and supervision in relation to Girl Scout activities.
8. Emotional maltreatment of girl members, including verbal abuse and/or verbal attacks.

### **Harassment exists when:**

- I. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment or volunteering.
- II. Submission to or rejection of such conduct by an individual is used as the basis for decisions affecting such individual's volunteering or employment.
- III. Such conduct has the purpose or effect of interfering with an individual's work performance.
- IV. Such conduct has the purpose or effect of creating an intimidating, hostile, or offensive environment.

## **Guideline**

Any person who feels subjected to such harassment or becomes aware of any harassment should communicate this concern either verbally or in writing to any one of the following individuals:

- I. an immediate supervisor
- II. the department head
- III. the Director of Human Resources
- IV. and/or the COO or CEO

Such communication will be kept confidential to the extent feasible, but it may be disclosed to the extent necessary to conduct an investigation of the alleged harassment. All investigations are conducted by the Director of Human Resources.

The council will investigate all harassment complaints immediately and take appropriate action.

The chief executive officer has the overall responsibility to maintain effective enforcement of non-discrimination and harassment policies. Each manager is responsible for handling any complaints in accordance with the policy. Any manager who observes, is informed of, or receives a complaint, must report it directly to the chief executive officer, chief operating officer and/or human resources. If the complaint involves the chief operating officer or chief executive officer, then the complaint should be reported to human resources and the board president. Each volunteer/employee is responsible for following the procedures explained in this policy to ensure that her/his complaint is handled promptly and appropriately.

The council reserves the right to refuse employment or re-employment, to dismiss or suspend from employment or affiliation with Girl Scouts of San Francisco Bay Area any employee or volunteer who in conducting the Girl Scout program, advocates, solicits or promotes sexuality/homosexuality so as to create substantial risk that such conduct will be detrimental to the proper role model for girl members or to the work environment or encompasses matter outside of the Girl Scout program.

GSSFBA encourages all employees and volunteers to report any incidents of harassment forbidden by this policy immediately so that all complaints can be quickly and fairly resolved. If you think you have been harassed or that you have been retaliated against, you may file a complaint with the appropriate agency. Their nearest offices are listed in the telephone book.

Further, the Girl Scouts of San Francisco Bay Area council will consider violation of any of the above policy stipulations as grounds for reexamination of the responsibilities held by the volunteer. The volunteer may then be released from these responsibilities. This may include dismissal from the volunteer position(s) or separation from the

organization. The Girl Scouts of San Francisco Bay Area does not tolerate retaliation against any person who complains of harassment.

Girl Scout meetings/activities cannot be held in the home of a registered sex offender or where a registered sex offender is present. A registered sex offender may not attend or participate in any Girl Scout activity/event/trip, nor can a registered sex offender be appointed to any position involving direct contact with girls.

## **VI. Conflict Resolution & Grievance**

### **A. Introduction**

The council recognizes the importance of providing a prompt and efficient procedure for the resolution of conflicts and grievances. Two distinct processes are in place to help resolve these different, but related classes of disagreement.

For the purposes of these policies:

- A “conflict” is defined as any kind of disagreement between two or more people.
- A “grievance” is defined as a dispute over the interpretation of application of a council policy, practice or procedure.

### **B. Conflict Resolution for Operational Volunteers**

Girl Scouts of San Francisco Bay Area is committed to providing individuals the right to a safe, neutral process to resolve conflicts. Learning to handle conflict is a very important life skill. 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 uses a progressive conflict resolution process for operational volunteers.

- The volunteer should first attempt to resolve the conflict with the others involved. If this does not resolve the issue, then
- The parties should discuss the situation with a supervisor for support or guidance.
- The parties may choose to participate in the council’s mediation assessment process and agreeing to abide by the mutually agreed upon decision. To begin this process, contact the Director of Human Resources at the council office.

### **C. Grievance Appeal Procedures for Operational Volunteers**

When a grievance arises, the operational volunteer may schedule a meeting to discuss and attempt to resolve the grievance with (and in the order given):

- The volunteer who is the aggrieved party’s immediate supervisor. If resolution is not reached, then
- The employed staff supervisor. If the issue is not resolved, then

- The director of the unit (i.e., “the Program Unit” or “the Community Services Unit”) responsible for the work being performed at the time the grievance arose. If the issue is not resolved, then
- The CEO of the Girl Scouts of San Francisco Bay Area or her or his designee to formally discuss the grievance. The CEO will deliver a written decision to the affected parties within ten (10) working days of the meeting. The CEO’s decision will be final.

**D. Conflict Resolution & Grievance Procedures for Policy-Making Volunteers**

For most policy-making volunteers, the conflict resolution and grievance process is very similar to those described for operational volunteers. Those with a grievance or conflict are encouraged to have an informal discussion with:

- The Board of Directors Field Liaison (whose contact information can be obtained from the council office). If satisfactory resolution is not reached, then
- The President of the council.

**VII. Termination/Release**

A volunteer may initiate termination of services at any time for any reason. The council may initiate termination of a volunteer’s services at any time for any reason with or without the cause prior to the end of the term of appointment.

Volunteers who violate any of the Girl Scouts of San Francisco Bay Area council volunteer management policies are subject to disciplinary action. The council reserves the right to refuse membership endorsement or reappointment and to dismiss or exclude from affiliation with the council, any volunteer who does not comply with them or who has been found guilty of or been convicted of child abuse or neglect. An adult volunteer who is terminated from her or his Girl Scout position may continue her or his adult membership with GSUSA unless it is determined that she or he is not able to meet the membership requirement related to accepting the principles and beliefs of the Movement or to support the mission and values of the organization. When this is the case, her or his membership will not be renewed.