



  
**girl scouts**  
of southeastern  
michigan

# Leader's Guide to Success

July 2018



**INSIDE**

|  |  |   |  |  |
|--|--|---|--|--|
| <p style="font-size: 48px; margin: 0;">9</p> <p style="color: white; font-weight: bold; margin-top: 100px;">Keeping<br/>Girls Safe</p> | <p style="font-size: 48px; margin: 0;">12</p> <p style="color: white; font-weight: bold; margin-top: 100px;">Guiding<br/>Your Troop<br/>Experience</p> | <p style="font-size: 48px; margin: 0;">15</p> <p style="color: white; font-weight: bold; margin-top: 100px;">Troop<br/>Finances</p> | <p style="font-size: 48px; margin: 0;">16</p> <p style="color: white; font-weight: bold; margin-top: 100px;">Volunteer<br/>Resources</p> | <p style="font-size: 48px; margin: 0;">17</p> <p style="color: white; font-weight: bold; margin-top: 100px;">Path to<br/>Success</p> |
|--|--|---|--|--|

Top 5 pages to reference

Welcome to Girl Scouts ..... 4

New Leader Checklist ..... 5

Getting Started ..... 6

Girl Scout Levels ..... 7

The Girl Scout Uniform ..... 7

Organizational Structure ..... 7

The Girl Scout Program ..... 8

Keeping Girls Safe ..... 9

Parent Meeting ..... 10

Your Troop Support Team ..... 11

Guiding Your Troop Experience ..... 12

Your First Troop Meeting ..... 13

6 Elements of a Great Troop Meeting ..... 14

Troop Finances ..... 15

Volunteer Resources ..... 16

Path to Success ..... 17

Important Information for New Leaders ..... 18

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

**Our Mission**

Building girls of courage, confidence, and character, who make the world a better place.

*\*Members may substitute for the word God in accordance with their own spiritual beliefs.*

 [www.facebook.com/gsseem](http://www.facebook.com/gsseem)

 [www.twitter.com/gsseem](http://www.twitter.com/gsseem)

 [www.youtube.com/gsseem1](http://www.youtube.com/gsseem1)

 [www.pinterest.com/gsseem](http://www.pinterest.com/gsseem)

Follow us on  
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# WELCOME TO GIRL SCOUTS!

**We're so excited for you to join the Girl Scout movement.**

Girl Scouts empowers girls everywhere to stand up and make a difference. By nurturing innovation and developing leadership skills, we prepare girls to overcome challenges and advocate for their ideas now and later. With an emphasis on self-discovery, character building, and community impact, Girl Scouts helps girls become a powerful force for good in the world.

Girl Scouts of Southeastern Michigan is comprised of over 30,000 girl and adult members across Genesee, Livingston, Macomb, Monroe, Oakland, Sanilac, St. Clair, and Wayne Counties.

No matter where or how you volunteer, you'll make a difference in girls' lives. This go-to guide will prepare you to effectively lead during your first year as a Girl Scout volunteer. Need help along the way? Let us know! We have tools, training resources, and people to help support you through each step.



You're now a part of our team. We can't wait to see the impact you'll make this year!

A handwritten signature in black ink that reads "Denise Dalrymple". The signature is fluid and cursive.

Denise Dalrymple  
CEO



# NEW LEADER CHECKLIST

Please use this checklist to guide you through establishing your troop and building your knowledge of Girl Scouts.

## Prior to First Meeting with Girls

- Complete registration
- Complete background check
- Complete Troop Leader/Co-Leader Training at [gssem.org/training](http://gssem.org/training)
- Receive & save Welcome Emails from your Troop Support Specialist
- Secure additional leader(s)
- Open the troop bank account
- Submit completed Authorized Person to Open Account form to Finance

## Setting Up the Troop

- Hold a Parent Meeting
- Build your Troop Support Team by encouraging adults to register as troop volunteers
- Identify meeting location, date, and times
- Update troop meeting information at [gssem.org/troopupdate](http://gssem.org/troopupdate)
- Explore Volunteer Toolkit and your Member Profile via My GS

## Expand Your Girl Scout Knowledge [gssem.org/learning](http://gssem.org/learning)

- Girl Scouting 101
- Managing Troop Finances
- Troop Dues
- Three Steps to Increase Meaningful Family Involvement
- Four Examples of Team Decision Making
- Five Thoughtful Ways to Welcome New Girls
- Six Memorable Girl Scout Ceremonies
- Fall Sale Training (available in September)
- Cookie Training (available in-person and online in December)
- Outdoor 1: Trip and Camp Readiness (required for camping)
- Outdoor 2: Camping Beyond the Cabin (required for tent camping and outdoor cooking)

## Explore Your Girl Scout Community

- Connect with your Leader Support Coordinator
- Connect with your Troop Support Specialist
- Connect with your District/Community on Facebook
- Attend district meetings
- Attend events with the troop
- Connect with Girl Scouts of Southeastern Michigan on Facebook







## GETTING STARTED

### MyGS

After your background check process is completed and you're approved to serve as a volunteer, you'll receive an email confirmation prompting you to log into MyGS, your Girl Scout Member Community, for the first time. MyGS allows you to manage your member experience online. It can also be accessed from the link in the header of any page at [gssem.org](https://gssem.org).

On the Troop tab in MyGS, you can see any girls and adults who have signed up for your troop and add new girls to your troop. The Troop Opportunity Catalog allows you as the Troop Leader to display available openings in your troop for girls and/or volunteers. You may add your troop to this listing by completing the Troop Information Update form at [gssem.org/troopupdate](https://gssem.org/troopupdate).

### Next Steps

The final step to becoming a Girl Scouts of Southeastern Michigan Troop Leader is to take the Troop Leader/Co-Leader Training. This training will give you all of the information you need to successfully begin your troop's Girl Scout year. This course may be completed in-person, via webinar or online. If you have not signed up for a training, you may view training dates at [gssem.org/calendar](https://gssem.org/calendar), then contact Customer Care to sign up for your selected training. See page 15 for more information about next steps.

# GIRL SCOUT LEVELS



**DAISIES**  
K & 1ST

**Girl Scout Daisies** sparkle with that “first time ever” newness in everything they do. They go on trips, learn about nature and science and explore the arts and their communities – and so much more. Girl Scout Daisies can also earn Learning Petals and receive participation patches.



**BROWNIES**  
2ND & 3RD

**Girl Scout Brownies** work together, earn badges, and explore their community. Friendship, fun, and age-appropriate activities begin at the Girl Scout Brownie meeting and move out to the community and wider world. While earning badges, they build skills, learn hobbies, and have fun!



**JUNIORS**  
4TH & 5TH

**Girl Scout Juniors** are big-idea thinkers. They’re explorers at camp and product designers when they earn their Innovation and Storytelling badges, or even their Bronze Award. Every day, they wake up ready to play a new role.



**CADETTES**  
6TH - 8TH

**Girl Scout Cadettes** chart their own course and let their curiosity and imagination lead the way. They learn about the power of being a good friend, gain confidence mentoring younger girls and can earn the Silver Award.



**SENIORS**  
9TH & 10TH

**Girl Scout Seniors** are ready to take the world by storm, and Girl Scouts gives them millions of ways to do it. Their experiences help to shape their world, while giving them a safe space to be themselves and explore their interests. Girl Scout Seniors can earn their Gold Award (which, by the way, adds something “extra” to college applications).



**AMBASSADORS**  
11TH & 12TH

**Girl Scout Ambassadors** know that small acts create big change. While they get ready for life beyond high school, Girl Scouts helps them take flight. They also earn the Gold Award (which, by the way, adds something “extra” to college applications).

# THE GIRL SCOUT UNIFORM

Uniforms are an important part of the Girl Scout experience, connecting girls to Girl Scout traditions, while displaying their accomplishments. Girls want to look and feel their best when representing Girl Scouts. Girl Scouts at each level wear either a tunic, sash, or vest to display official pins, badges and awards. Troop Leaders may opt to collect money from parents and purchase sashes, vests, and insignia from a council shop, or ask parents to purchase items on their own. Financial assistance for uniform components is available for girls that qualify.

Visit one of our shop locations to purchase uniforms, starter kits, and more. Our shop staff are here to help! Or shop online at [gssem.org](http://gssem.org).

# ORGANIZATIONAL STRUCTURE

## Girl Scouts of the USA (GSUSA)

A national organization supporting the work of more than 100 councils across the U.S. for more than 100 years. Headquartered in New York, New York.

## Girl Scouts of Southeastern Michigan (GSSEM)

Independent 501(c)3 nonprofit chartered by GSUSA operating under the direction of a local board of directors and overseeing all service units and troops within a given geographic area.

### Communities

An area comprised of 3-6 districts. There are 12 communities. Comprised of volunteers who support the work of troop volunteers within a given geographic area.

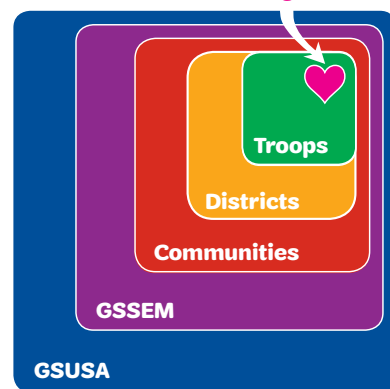
### Districts

An area comprised of 1-6 school districts.

### Troops

Volunteer-supervised groups of girls who participate in the Girl Scout Leadership Experience.

Girls are the heart of our organization!



# THE GIRL SCOUT PROGRAM

At Girl Scouts, girls have tons of fun, make new friends, and go on fantastic new adventures. Our program centers on the Girl Scout Leadership Experience—a collection of activities and experiences girls have as they complete Journeys, earn badges, sell cookies, go on exciting trips, explore the outdoors, and do Take Action Projects that make a difference.

In Girl Scouts, girls will:



## Discover

Find out who they are, what they care about, and what their talents are.



## Connect

Collaborate with other people, locally and globally, to make a difference in the world.



## Take Action

Do something to make the world a better place.



## Journeys



Identify a problem, come up with a creative solution, create a team plan to make the solution a reality, put a plan into action, and talk about what they have learned. As girls go on Journeys, they'll earn awards to put on their uniforms.

View Journey award requirements in the Volunteer Toolkit or Journey books.



## Badges

What have your girls always wanted to do?

Make their own movie, go geocaching, plant a garden? Great news! They can learn to do all these things and more while earning Girl Scout badges. Badges are worn on the front of the vest or sash.

View badge requirements and meeting ideas in the Girl's Guide to Girl Scouting or Volunteer Toolkit.



## Events & Camp

Take Girl Scouts beyond the troop. Girls may attend camps and events either as a troop or as individuals. Check the Girl Scouts of Southeastern Michigan calendar of events to see what is happening around you.

## Highest Awards



### Bronze. Silver. Gold.

These represent the highest awards a Girl Scout can earn.

All three awards give girls the chance to do big things while working on an issue they care about. Whether they want to plant a community garden and inspire others to eat healthy for their Bronze, advocate for animal rights for their Silver, or build a career network that encourages girls to become scientists and engineers for their Gold, they'll inspire others (and you!).

# KEEPING GIRLS SAFE

While working with girls and learning new skills is fun and rewarding, assuming responsibility for other people’s children means that some level of risk management and due diligence is involved. There are several resources we use to help you keep girls safe.

## Understanding How Many Volunteers You Need

Girl Scout groups are large enough to provide a cooperative learning environment and small enough to allow development of individual girls. Girl Scouts’ volunteer-to-girl ratios show the minimum number of volunteers needed to supervise a specific number of girls. These supervision ratios were devised to ensure the safety and health of girls.

Your group must have at least two unrelated, background-checked volunteers present at all times, plus additional volunteers as necessary, depending on the size of the group and the ages and abilities of girls. Any adult that is supervising girls must be an approved volunteer. Adult volunteers must be at least 18 years old and must have an approved background check on file before volunteering. One Troop Leader in every group must be female. Please refer to the ratio chart below.

| Volunteer-to-Girl-Ratio Chart         | Troop Meetings  |  | Events, Travel and Camping  |  |
|---------------------------------------|---|--|---|--|
|                                       | Two unrelated Volunteers (at least one of whom is female) for this number of girls: | Plus one additional Volunteer for each additional number of this many girls: | Two unrelated Volunteers (at least one of whom is female) for this number of girls: | Plus one additional Volunteer for each additional number of this many girls: |
| Girl Scout Daisies (grades K-1)       | 12  | 1-6  | 6   | 1-4  |
| Girl Scout Brownies (grades 2-3)      | 20  | 1-8  | 12  | 1-6  |
| Girl Scout Juniors (grades 4-5)       | 25  | 1-10   | 16  | 1-8  |
| Girl Scout Cadettes (grades 6-8)      | 25  | 1-12   | 20  | 1-10   |
| Girl Scout Seniors (grades 9-10)      | 30  | 1-15   | 24  | 1-12   |
| Girl Scout Ambassadors (grades 11-12) | 30  | 1-15   | 24  | 1-12   |

## Planning Safe Activities

When preparing for any activity with girls, please refer to these documents:

- **Volunteer Essentials:** This is Girl Scouts of Southeastern Michigan’s policy manual. All safety policies may be found in Chapter 4, Safety-Wise. Volunteer Essentials may be found at [gssem.org/ve](http://gssem.org/ve) and is both downloadable and searchable.
- **Safety Activity Checkpoints:** This document contains activity-specific safety guidelines for a multitude of activities. The Safety Activity Checkpoints may be found at [gssem.org/safety](http://gssem.org/safety).

## What to do in an Emergency

Although we all hope the worst never happens, it’s important to know and follow Girl Scouts of Southeastern Michigan procedures for handling emergency incidents. At the scene of the incident, safety is your first priority. Provide care for the injured person or obtain medical assistance. Report the emergency to Girl Scouts of Southeastern Michigan by filling out the Accident or Unusual Incident form as soon as possible after the incident has occurred. This form may be found at [gssem.org/forms](http://gssem.org/forms) and should be on-hand at all times.

Make sure a general first aid kit is available at your meeting place and accompanies girls on any activity. You may need to provide the kit if one is not already available at your meeting location. You must always have on hand the names and telephone numbers of Girl Scouts of Southeastern Michigan, parents/guardians, and emergency services such as the police, fire department, or hospital.



# THE PARENT MEETING

Girl Scouting provides the best opportunities for girls when families step up and play an active part in the troop. Without meaningful support from parents, it's difficult for a troop to be all it can be. Parent meetings help set up your troop up for success by engaging adults on troop activities. Successful troops hold a parent meeting every year to set expectations and ask for assistance.

For your very first year, your Recruitment Specialist will help start your troop and will lead your first parent meeting, called the Troop Organization meeting with you and the parent in the troop. Each year after, you should plan to host your own parent meeting at the beginning of each troop year.

**100% of troops with the most satisfied parents and troop leaders report they hold a Parent Meeting**

So what is a parent meeting? It's the first meeting you have to start each troop year - whether you are a new or returning troop. It is valuable for *all* troops.

Why hold a parent meeting?

- Parents understand what Girl Scouting can do for their girl
- Parents and leaders identify ways they will work as a team to support the troop
- Parents and leaders agree on what the troop pays for and what families pay for individually
- Fill key troop positions—you never know which parent will make an awesome assistant leader, troop cookie manager, etc.
- Parents know how the troop will communicate things like upcoming events, schedule changes, etc.
- Parents learn about uniforms, books, and other important basics
- Set expectations for girl and adult involvement.

Outlining clear expectations, building a team, and engaging parents in the Girl Scout experience is a great way to start off on the right foot. When parents are involved, leaders have support, and the troop has a plan, girls benefit and ways to help the troop.

The best news? We've made it easy for you. Check out our step-by-step guide and Parent Meeting Overview at [gssem.org/forms](https://gssem.org/forms).

Recommended Supplies

- Parent Meeting Overview, found on [gssem.org/forms](https://gssem.org/forms)
- Sign-in sheet
- Packet for each parent including:
  - Meeting Agenda
  - Parent/Guardian Agreement
  - Girl Health Information Form
  - Ways to Help the Troop Form
  - Girl Membership Form
  - Adult Membership Form
  - Financial Assistance Form
  - List of meeting dates if known



# YOUR TROOP SUPPORT TEAM

## On my honor, I will ... not do this alone!

Your parent meeting is a great platform to discuss the support and resources you'll need throughout the year. Parents, friends, family, and other members of the community can provide time, experience, and ideas to a troop, so get them involved from the very beginning as part of your Troop Support Team.

All adult volunteers must be registered and background checked to contribute to the adult to girl safety ratio. They commit to a role based on the amount of time the volunteer has to give and interest in specific areas on the team. Interested individuals should be guided to the "Join" or "Volunteer" buttons at [gssem.org](http://gssem.org).



The Troop Support Team plays a big role in making your troop run smoothly and in supporting the girls' plans. They're an extra set of eyes, ears and hands whose skill sets are leveraged to help the troop safely explore the world around them. Ideally, your Troop Support Team will have Troop Support Volunteers, a Troop Product Sales Manager, and a Troop Treasurer. Volunteers from this group may agree to take on other tasks, depending on what your troop needs are. For instance, they may be a chaperone for events that require more adult volunteers to meet the volunteer-to-girl ratio requirements, or agree to be a driver for an upcoming trip.

Some adults in your troop may not be able to volunteer on a regular basis but are ready to help out when you need an extra set of hands to manage an activity station, provide a snack, lead songs, or keep the activity on track and fun. Often parents start in the Troop Family and Friends role if they aren't sure they can commit to a committee or leader role. Once they see how fun it is, they may sign up for a new role!

As a Troop Leader, you will guide the structure and experiences of your troop — from how and when meetings are held to how the troop communicates, from steering girl-led activities to setting financial expectations. These decisions will be made collaboratively with your Troop Support Team, as well as with input from the girls and their parents/guardians.

### Troop Support Team Roles

- **Troop Leader**
  - Guides the troop's experience
  - Connects regularly with Girl Scouts of Southeastern Michigan staff regarding troop health
  - Contributes to girl to adult safety ratio.
  - Membership, background check and training required.
- **Troop Support Volunteer**
  - Frequent troop volunteers who assist Troop Leaders at meetings and events and drivers
  - Contributes to girl to adult safety ratio.
  - Membership and background check required.
- **Troop Product Sales Manager**
  - Coordinates Fall Sale and Cookie Sale at the troop level.
  - Sets up cookie booths, manages inventory and money, and supports girls and troop leaders throughout the sale.
  - Contributes to girl to adult safety ratio.
  - Membership and background check required.
- **Troop Treasurer**
  - Volunteers who handle money on behalf of the troop.
  - Authorized signers on their troop's bank account.
  - Contributes to girl to adult safety ratio.
  - Membership and background check required.
- **Troop Family and Friends**
  - Occasional volunteers who assist with activity-planning, snacks, and other tasks necessary to keep the troop running smoothly from week to week.
  - Does not contribute to girl to adult safety ratio.

# GUIDING YOUR TROOP EXPERIENCE

The Troop Support Team which you have recruited at your parent meeting can help you make some key decisions to outline your troop's structure. Try to answer these questions prior to your first meeting with girls.

- ✓ **How often, when will we meet, and for how long (length of each meeting and until what part of year)?**
- ✓ **Where will we meet?** Your meeting space should be somewhere safe, clean, and secure that allows all girls to participate. Some great meeting space ideas include:
  - schools
  - places of worship
  - libraries
  - community centers
- ✓ **Which components of the uniform will families need to purchase?**
- ✓ **Will our troop be a single-grade level or facilitated as a multi-level troop with girls of many grade levels combined into one troop?** If multi-level, how will we make sure they each get an age-appropriate experience?
- ✓ **How are we going to work with girls to decide on activities that are what they want to do, age appropriate and help them discover, connect, and take action?** You can utilize the Volunteer Toolkit (VTK) to help you through this process by exploring options for activities and reviewing the meeting plans and resources lists.
- ✓ **How and how often are we going to communicate to parents/guardians?** Keep everyone in the loop to make sure they know when, where, and what the activities will be and that girls are prepared for the activity. Effective communication will help set expectations and clarify parent/guardian responsibilities. You can use the Volunteer Toolkit to send reminder emails to let parents know what girls will be doing at each meeting in the Meeting Plan tab.
- ✓ **How will we fund the fun?** Will our troop charge dues, use product program proceeds, and/or charge per activity? How much money will we need to cover supplies and activities? Outline a financial plan, and then fill in the details once girls determine what they want to do this year.



Remember, Girl Scouts is designed to be **girl-led**. Talk to the girls about what they'd like to get out of Girl Scouts this year and make sure you're having fun!



# YOUR FIRST TROOP MEETING

Your first troop meeting with girls is where you will see the adventure of being a Girl Scout Troop Leader start to unfold. It is a great chance to:

- Get to know the girls.
- Introduce your Troop Support Team.
- Brainstorm the exciting things girls want to do throughout the year.
- Introduce Girl Scout traditions and history.

If you are feeling a little nervous about leading troop meetings and experiences with your girls – that’s OK! Working directly with girls can be challenging at times but it is always rewarding and can be a lot of fun. As a Girl Scout Troop Leader you are encouraged to listen to the girls with an open-mind and lead them with your heart. Many adults feel that, when working with kids, they have to be the expert and have everything perfect. But this is not the case in Girl Scouts. When preparing for your first (or any) troop meeting, remember that it doesn’t need to be perfect. Girls aren’t expecting perfection, as long as they have fun.

As you determine the troop’s year plan with the girls, they may wish to explore a topic that you are unfamiliar with. Don’t let that stop girls from exploring that topic! Giving girls an opportunity to learn alongside you can boost their confidence in their knowledge and skills. Be open with the girls when you don’t know something. Instead, become their partner in figuring out how to learn more.

## First Meeting Preparation Checklist

- **Cover the basics.** Review the details about when and where the meeting will take place and make sure that all the parents know that information. You may find it helpful to visit the location beforehand.
- **Get ready.** Use the Volunteer Toolkit to verify your troop roster and email parents to ask them to provide you with any needed items such the Health Information Form, the Parent Permission Form, or troop dues.
- **Know the agenda.** Use the “Six Elements of a Troop Meeting” on the next page and the Volunteer Toolkit meeting agenda to customize your meeting plan.
- **Review and practice your agenda.** This will help you feel calmer and be flexible during the actual meeting.
- **Expect to have fun!** When the girls and parents see that you are prepared for the meeting and ready to have a great time, they will follow your lead!



# 6 ELEMENTS OF A GREAT TROOP MEETING

**Most important – your meetings should be fun!** Girls come to Girl Scouts to learn how to be leaders, make decisions, and have fun in the activities they choose.

- 1 Start Up** – Plan activities for girls as they arrive at the meeting so they have something to do until the meeting begins. It could be as simple as coloring pages, journaling or talking with each other. (5 minutes)
- 2 Opening** – Each troop decides how to open their meeting – most begin with the Girl Scout Promise and Law, a simple flag ceremony, song, game, story, or other activity designed by the girls. (5-10 minutes)
- 3 Activities** – Use the meeting plans found in the Volunteer Toolkit (VTK). Activities are already designed to fit easily into this part of your meeting as you help your troop earn badges and complete Journeys. (30-45 minutes)
- 4 Clean Up** – Girl Scouts should always leave a place cleaner than they found it! (5 minutes)
- 5 Closing** – Just like the opening, each troop can decide how to close – with a song, a game, or a story. (5-10 minutes)
- 6 Business** – Collect dues and make announcements, or plan an upcoming event or trip while parents/guardians are present – this gives you a chance to keep families informed. (5 minutes)



# TROOP FINANCES

**Troop Bank Account** — Two registered and background checked volunteers who are unrelated may establish the troop bank account. Every troop maintains a bank account for collection of troop dues (optional), payment of troop supplies and activities, and product program revenues (Fall Product and Girl Scout Cookie programs). [gssem.org/bankingpackage](http://gssem.org/bankingpackage)

**Financial Assistance** — Girl Scouts of Southeastern Michigan offers financial assistance to help support girls and adults' participation in Girl Scouting. Girls receiving financial assistance are expected to participate in the Cookie Program to earn funds to pay for the next year's expenses. Financial assistance is available for memberships via the online membership form. The Financial Aid Application Form is used to apply for financial assistance for books, uniforms, events, and camps and may be found at [gssem.org/fa](http://gssem.org/fa).

## Funding the Fun!

Girls have big ideas about what they want to do in Girl Scouts. As a Troop Leader, you will guide them to plan, budget, and earn funds for those ideas. How do troops earn funds to bring the girls' vision to life?

**Troop Dues** — Many troops decide to collect troop dues as a way to help provide start-up funds for troop activities and supplies. These could range from \$3-\$5 per meeting to \$30-\$40 for the entire school year paid all at one time. It's completely up to each troop to decide what works best for them to support the activities they want to do.



**Product Programs** — The Fall Product and Girl Scout Cookie Programs are the primary money-earning activities for a troop. You will learn all about these programs and how to manage them when the time is right.

**Money-earning Activities** — Troops participating in the Girl Scout Cookie Program are eligible to organize additional money-earning activities. Please refer to the Requirements for Events, Activities, Money Earning, and Donations form for more information. [gssem.org/moneyearning](http://gssem.org/moneyearning)

## Managing your Troop's Funds

Remember, Girl Scout funds are girl-earned and girl-spent. How the funds are used is a decision made by the entire troop, not just the leaders, parents, or a few select girls from the troop. It is also important to know that troop funds belong to the entire troop and cannot be earmarked for individual girl use. Funds can be used to purchase badges and patches, Journey and guide books, uniform components, pay for celebrations and ceremonies, community service projects, field trips, and more. Let the girls come up with some ideas and then have the troop vote.

As the girls begin to spend their troop's funds, you or the volunteer responsible for the troop finances has a responsibility to keep track of the receipts and expenses. All income and expenses must be reported by June 21 of each Girl Scouting year using the finance tab in the Volunteer Toolkit. Alternatively, troops may use the paper report form at [gssem.org/financereport](http://gssem.org/financereport). Copies of bank statements will be submitted, so be sure to save them throughout the year. Girl Scout Troop Leaders should report out to troop parents about finances at least three times per year.



# GIRL SCOUT VOLUNTEER RESOURCES

## The Volunteer Toolkit

The Volunteer Toolkit is a digital planning tool that gives you resources and program content to get your year started—and keep it going smoothly with organization and communication tools!



Fully customizable, Troop Leaders can:

- Explore meeting topics and program activities with their girls
- Add local events their girls choose
- Print step-by-step activity guides and shopping lists
- View and edit troop roster
- Update contact information
- Renew members
- Manage girl attendance and track achievements
- Share troop meeting activities with parents/guardians
- Email parents/guardians with a single click
- Track and share financial information



Learn more and access the VTK at [gssem.org/vtk](https://gssem.org/vtk).

## Volunteer Essentials

This resources contains information, policies and procedures to guide our volunteers and staff and to ensure that the Girl Scout program is delivered in a safe, consistent manner for girls across our council. By agreeing to be a Girl Scout volunteer, you're agreeing to follow the items laid out in this resource. The policies and procedures document is updated on a regular basis and the newest version can always be found on our website. Find it at [gssem.org/ve](https://gssem.org/ve).

## Safety Activity Checkpoints

These are online lists containing everything you need to know to be prepared and keep your girls safe during a number of different kinds of activities outside of the normal Girl Scout troop meeting. These can be found in the Forms section at [gssem.org/forms](https://gssem.org/forms).

## Administrative Volunteers

Administrative Volunteers are Girl Scouts of Southeastern Michigan's behind-the-scenes volunteers who help everything to run smoothly at the local level. Your Leader Support Coordinator can answer questions related to troop operations and your Troop Organizer can help you to organize a recruitment event at your school.

## Girl Scouts of Southeastern Michigan Social Media

Find links to our Facebook, Twitter, Pinterest, YouTube and Instagram at [gssem.org](https://gssem.org).

## Customer Care

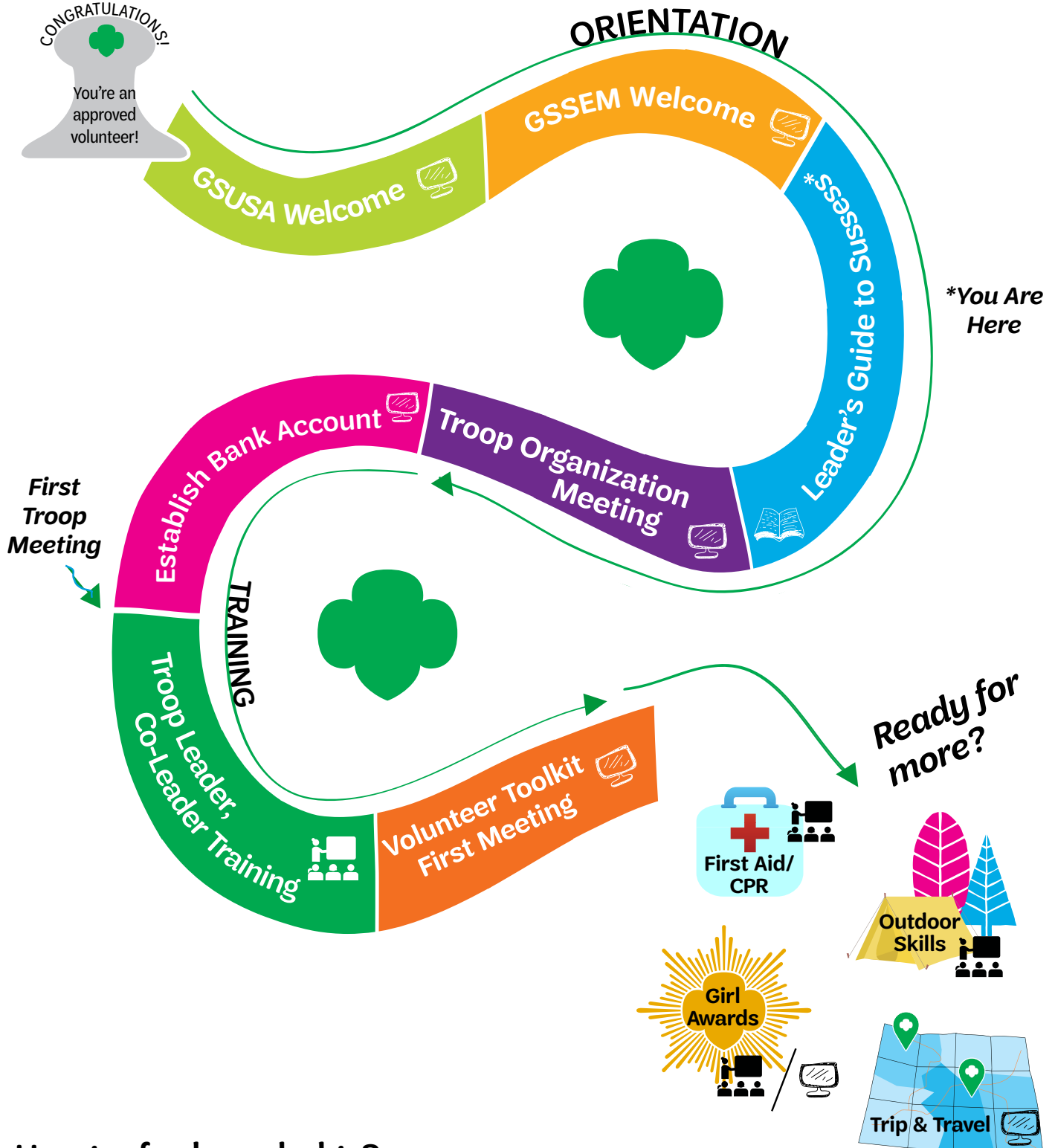
Serving our volunteers is a top priority. Reach out anytime by either clicking on the "Contact Us" form at [gssem.org](https://gssem.org) or [customercare@gssem.org](mailto:customercare@gssem.org). During business hours Monday-Friday 8:30 am-5 pm.), you can reach our Customer Care team by calling 800-482-6734. The team looks forward to resolving your needs and inquiries quickly.

## Newsletter

During the first week of every month, we send volunteers an email called *Leaders*. It lets you know important information as well as new activities and opportunities for you and your Girl Scouts.

# PATH TO SUCCESS

You are well on your way on the Path to Success! Girl Scouts of Southeastern Michigan Staff and Volunteers are here to support you through your first meeting and beyond. If at any point you are uncertain what comes next, feel free to contact us at 800-482-6734 or at [customercare@gssem.org](mailto:customercare@gssem.org).



Hungry for knowledge?  
View additional trainings at [gssem.org/learning](http://gssem.org/learning)

# Important Information for New Leaders

## My Troop

If your troop's meeting information ever changes, be sure to visit [gssem.org/troopupdate](https://gssem.org/troopupdate) to let Girl Scouts of Southeastern Michigan know where, when, and how often the troop meets.

|                  |  |                        |  |
|------------------|--|------------------------|--|
| Troop Number     |  | Meeting Day            |  |
| District Number  |  | Meeting Start/End Time |  |
| Community Number |  | Meeting Frequency      |  |
| Troop Volunteers |  | Meeting Location       |  |

## My Volunteer Support Team

Your local volunteer support team consists of Administrative Volunteers who focus on supporting adult volunteers like you by connecting them to other leaders in their area and helping them practice the skills they need for their roles.

| Position                      | Name | Phone | Email |
|-------------------------------|------|-------|-------|
| Leader Support Coordinator    |      |       |       |
| Troop Organizer               |      |       |       |
| Community Finance Coordinator |      |       |       |
| Community Events Coordinator  |      |       |       |

## My Staff Support Team

Your staff support team consists of staff members who are assigned to assist volunteers with various aspects of the Girl Scout Program within in a specific area. If you are unsure whom to call, you may contact our general line at 800-482-6734.

| Position                 | Name        | Phone        | Email                   |
|--------------------------|-------------|--------------|-------------------------|
| Troop Support Specialist |             |              |                         |
| Recruitment Specialist   |             |              |                         |
| Customer Care            |             | 800-482-6734 | customercare@gssem.org  |
| Finance                  | Dan Greenia | 800-482-6734 | GSSEM-Finance@gssem.org |



# CONNECT WITH US!



## OUR LOCATIONS & SHOP HOURS

### Clinton Township Service Center

42800 Garfield  
Clinton Township, MI 48038  
Monday-Friday – 10-6  
Saturday – 10-2

### Detroit Service Center

1333 Brewery Park Blvd.  
Suite 500  
Detroit, MI 48207  
Monday & Thursday – 10-6  
Saturday – 10-2

### Flint Service Center

111 E. Court Street  
Flint, MI 48502  
See website for the most current  
shop information

### Port Huron Service Center\*

2186 Water Street  
Port Huron, MI 48060

### White Lake Service Center

8545 Highland Road  
White Lake, MI 48386  
Monday & Thursday – 10-6  
Saturday – 10-2

*\*Location does not have a council shop*

  
**girl scouts**  
of southeastern  
michigan

**800-482-6734**

***gssem.org***