



*Girl Scouts of the Chesapeake Bay Council, Inc.*

## Service Team Meeting Guidelines

2009-2010

*Revised July 2009*

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Revised 6/05, 6/07, 7/08, 7/09







*Girl Scouts of the Chesapeake Bay Council, Inc.*

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These guidelines have been developed to assist Service Team members in planning monthly meetings. Included in this resource are checklists for specific positions and suggested agendas for Service Team and Service Unit Leader meetings. Special attention should be given to items in bold print.

Utilizing these resources in partnership with your Community Development Manager will ensure a consistent level of service to girls and adults throughout our Council. Your feedback is encouraged!

Your Council staff extends best wishes to all Service Units for a successful year in Girl Scouting!

All Service Team forms mentioned in these guidelines are available on disc, in paper form, and can be downloaded from our website, [GSCB.org](http://GSCB.org). Both disc and paper forms can be ordered by filling out the order form in the back of this packet (600-MM).





# Girl Scouts®

*Girl Scouts of the Chesapeake Bay Council, Inc.*

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# Section I: Services Girls and Adults Are Entitled to Receive

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## **Mission Statement:**

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

As a member of the Service Team, it is important to make everyone feel welcome into the Girl Scout Family. You have a responsibility to provide a primary service in your community by carrying out the mission statement. The basic services are described below:

## **Organizing Groups of Girls**

Every Leader can expect:

- Help in recruitment and placement of all girls and adult Leaders.
- Help with membership registration.
- Help in finding suitable meeting places.
- Help in securing and orienting committee members and other supporting adults.
- Help in obtaining parental support.
- Help in identifying under-represented populations or communities.

## **Program Opportunities**

Every Leader can expect:

- Help in structuring progressive learning experiences for all girls.
- Opportunities for girls to grow in their understanding of the Promise and Law.
- Ideas for community service projects.
- Ideas for outdoor activities and for places that groups can visit.
- Ideas for money-earning projects, including guidelines and restrictions.
- Ideas for large Troop or inter-Troop activities.
- Council-Sponsored activities and projects.
- Education and support for Fall Product Sales and Cookie Programs.
- Guidelines and procedures for sound management of funds.
- Camping opportunities - Troop, Day, and Resident.
- Information on national and international opportunities.
- Help in delivering culturally sensitive programs.

## **Adult Support**

Every Leader can expect:

- Person-to-person help from the day she/he is appointed (*mentor system*).
- Opportunities to learn in many ways from many sources (*facilitate and encourage education for position.*)
- Access to books, films, camping equipment, and additional resources.
- Opportunities to express needs and make suggestions (*feedback*).
- Interpretation and clarification of GSUSA and Council policies, standards, and procedures.



## Section II: Checklists

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### Service Unit Manager

#### June/July

- Appoint and re-appoint Leaders and Service Team members (*send letters*).
- Discuss with Community Development Manager (CDM) volunteers who will not be re-appointed. Ensure there is documentation supporting the decision. This is a sensitive issue that must be handled with discretion and confidentiality.
- Submit to CDM the number of flyers your Service Unit needs to promote fall recruitments.
- Revise Service Team Roster and send to the CDM.
- Plan for recruitment nights and flyer distribution with organizers.
- Order Service Team forms from CDM.
- Make plans for coming program year with CDM (*set unit goals*).
- Send a list of Fall Product Sale and Cookie Program Team Members to the Council Product Sales Department.
- Go through files. Discard outdated information.
- Recruit for unfilled Service Unit Service Team positions.
- Plan with your Service Team to attend the Service Team Kick-Off and register by deadline.
- Have a great summer!

#### August

- Identify someone to create a newsletter.
- Revise Service Team Roster and send to CDM.
- Set Service Unit goals for next Program year (*discuss having a day, holiday, or twilight camp*).
- Distribute information given at the Service Team Kick-Off to Troops.
- Service Team Members receive position descriptions.
- Service Team Members receive orientation.
- Plan with organizers for recruitment night and flyer distribution.
- Assess Service Team with CDM.
  - Are all positions filled?
  - Is assistance needed for any task?
  - Are they scheduled to be educated?
- Attend Fall Product Sales Program educational sessions.
- Request from CDM the number of *Welcome to Girl Scouting* packets (*001-VM Volunteer Application or 002-VM Volunteer Renewal*).

## Section II: Checklists

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### Service Unit Manager

#### September

- Ensure all Leaders receive and complete the *Welcome to Scouting* packet (001-VM Volunteer Application or 002-VM Volunteer Renewal).
- Send Leader appointment letters.
- Plan Service Unit meeting.
- Plan with organizers for recruitment night and flyer distribution.
- Assess Service Team with CDM.
  - Are all positions filled?
  - Is assistance needed for any task?
  - Are they scheduled to be educated?
- Promote Board approved awards. Ask for nominations.
- Distribute new girl/adult referrals to appropriate organizers, as received each month.
- Follow up with girl/adult referrals.
- Promote Chesapeake Challenge.
- Promote October Service Team education to newly recruited team members.
- Promote and registrar for Fall School.
- Help facilitate and/or attend Service Unit Fall Product Sales education sessions.

#### October

- Thank Service Team members and other volunteers who helped in August and September. Mention their role at October's meeting.
- Plan Service Unit meeting.
- Follow up with volunteers who agreed to help at the September meeting.
- Check with Organizer to determine the status of the recruitment efforts.
- Provide Leader Orientation to new Leaders.
- Encourage Service Unit volunteers to attend fall Association Meetings.
- Promote Fall Product Sales Program to Troops and encourage newly registered Troops to participate.
- Work closely with Recognition Chair on the recognition process for Board-approved awards to be submitted by deadline.
- Attend Fall School.
- Attend Council Cookie Program Conference with Service Unit.

#### November

- Plan Service Unit meeting.
- Recognize people who have been helpful.
- Plan with Organizers and CDM to identify communities that are under represented for recruitment.
- Review Service Unit goals. Make any adjustments.
- Contact PR Representative about highlighting Troop activities (*in local media, Council website, etc.*).
- Ask volunteers which talents they have and would like to share with the Service Unit.
- Promote Family Partnership.

## Section II: Checklists

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### Service Unit Manager

#### December

- Help facilitate and/or attend Service Unit Cookie Program educational sessions.
- Plan winter celebration for volunteers.
- Plan Service Unit meeting.
- Monitor Chesapeake Challenge - work closely with CDM on this process.
- Check with Recognition Chair regarding plans for end of year recognition event.
  - Do they need help, suggestions, interpretations?
- Check with Teen Program Coach regarding plans for Girl Scout Bronze, Silver, and Gold Award Recognitions Ceremony and Bridging Ceremony to Adults.
- Register for winter Volunteer Conference held each January.

#### January

- Call the Coaches to see how Leaders are progressing.
- Are Service Team members functioning effectively in their positions?  
Does someone need assistance, redirection, and replacement?
- Plan Service Unit meeting.
- Distribute a special thank you to Service Team members.
- Promote Cookie Program to Troops and ensure access of program materials to newly registered Troops.
- Update Chesapeake Challenge.
- Check with Outdoor Program Coach about promotion of Day and Resident Camp.

#### February

- Phone Service Team members who have not attended Service Team meetings to tell them they are missed and offer assistance in getting to meetings.
- Make or buy silly Valentines for Service Team and Leaders (*thanks and recognition*).
- Plan Service Unit meeting.
- Consider holding a Thinking Day event.
- Determine which Service Team positions will need to be filled for next year.
- Begin to consider what talents Service Unit volunteers may want to share with the Service Unit next year.
- Encourage Service Unit volunteers to attend spring Association meetings (*if necessary*).

#### March

- Celebrate Girl Scout Birthday at your meetings.
- Ask Troops to set up a display at local schools or libraries.
- Order Troop Projection Sheet (409-AM) from Council, for Leaders to complete at next meeting.
- Check the Service Team forms - *Are there other forms that need to be ordered for the Service Unit? (replenish)*
- Register for Annual Council Meeting and encourage Service Unit attendance.
- Hold Family Partnership event.
- Make your annual gift. Encourage support of volunteers.

## Section II: Checklists

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### Service Unit Manager

#### April

- Remind Service Team about the Annual Council Meeting.
- Order supplies from Service Team forms packet (600-MM).
- Plan Service Unit meeting.
- Evaluate Service Team.
  - Who will return?
  - Who needs a different challenge?
  - Who should be recruited?
  - Who has too many duties?
- If a new Service Unit Manager has been identified, begin to work with that person (*mentor*).
- Assist Recognition Committee by inviting community people who have been very helpful - school secretaries, custodians, principals, religious leaders to a recognition event/dinner.

#### May

- Thank and recognize your Service Team members.
- Plan Service Unit meeting.
  - Are there people who will not be reappointed?
  - How will this be handled?
- Work with CDM on any problems or replacements.
- Attend bridging ceremonies and other end of the year festivities. Use these to recruit new people for Service Team and short-term jobs.
- Confer with an Organizer on Leader and girl placement. Review Troop Projection Summary Sheet (410-AM).
  - Where are Leaders needed?
  - How and when will recruitment take place - could a retiring Leader find a replacement?
- Encourage summer education attendance.
- Plan for transition of personnel changes in Service Team positions.
- Update Chesapeake Challenge with CDM.
- Meet with CDM to evaluate Service Unit goals.
- Reminder that all remaining cookie share money must be redeemed by July 31, 2010.

## Section II: Checklists

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### Organizer

#### August

- Plan for fall recruitments and meeting places.
- Identify new Leaders.
- Discuss with Service Unit Manager the status of Leader appointments.
  - Identify how many new Leaders are needed for existing Troops.
- Review Service Unit bridging plans with the Service Unit Manager and CDM.
- Plan with membership staff and Service Unit Manager the best type of recruitment activities for your Service Unit.
- Identify which populations of girls are not being served.
- Go through the girl referral listing. Have these girls been placed?
- Identify potential sources of adult recruitment.
- Place adult recruitment information in the community.
- Procedures for girl placement - Girls are to be placed in Troops in the following order:
  1. Returning Leaders/girls.
  2. Girls flying up are placed in openings in existing or new Troop.
  3. Girls transferring from another Council.
  4. Girls on the referral list and girls registered during summer program activities.
  5. New girls (*including Juliettes as appropriate*).

#### September

- Place recruitment flyers in schools. Make arrangements to pick up flyers returned to school.
- Assist Leaders as needed with meeting places, sponsors, and Troop committees.
- Place adult recruitment information in strategic places.
- Assist new Leaders in securing information from former Leaders.
- Obtain volunteer applications and agreements from all volunteers.
- Place girls/adults from referrals and place newly recruited girls and adults.
- Give new Leaders the names of the Program Coaches.
- Invite new Leaders to go with you to their first Service Unit meeting.
- Check on fly-ups.
  - Have all Leaders called their Fly-Ups?
  - Do any girls need to be placed? Follow-up.
- Update Organizer Worksheet (408-AM) and submit a copy to your CDM and Service Unit Manager.
- Promote Leadership Essentials to new Leaders. Encourage new Leaders to register for educational sessions.

## Section II: Checklists

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### Organizer

#### October

- Confer with Registrar to see that all Troops are registered.
- Provide registrar with names and phone numbers of new Leaders.
- Obtain preprinted registration forms for girls who have not reregistered. Determine follow up and execute.
- Contact lapsed girls and place.
- Follow up on girl referrals from Council office - place them in a Troop, notify Leader, notify girl, and CDM.
- Follow up on adult referrals. If you cannot place them, tell the CDM so another Service Unit can place that volunteer.
- Contact adults who helped previous year but are not currently active. Would they help on a short-term project?
- Organize a Troop waiting list.
- Promote Fall Product Sales Program to Troops and ensure access of Fall Product Sale Program materials for newly registered Troops.
- Are Daisy Troops organized? Hold targeted recruitment where necessary.

#### November

- Develop sister Troop chart for use in planning inter-Troop activities.
- Ensure that there are Girl Scout Daisy Troops in each school/community in the Service Unit.
- Analyze girl membership by grade/school/community with CDM.
- Plan with the CDM ways in which to extend membership in grades/schools/communities with low market share.
- Are there girls who could not be placed in a Troop? Hold a parent meeting.
- Analyze girl/adult membership by race/ethnicity (*CDM can provide reports*).

#### December

- Submit Troop Projection Summary Sheet (410-AM) for September-December.

#### January

- Check with Registrar to see which girl referrals have been registered.
- Follow up on girls that have not registered.
- Check girls on the waiting list. Is there room in any Troops?
- Discuss with the CDM ways in which girls on the waiting list may be served.
  - Could a *Sampler Group* be coordinated that may also involve parents?
  - What about a Teen Girl Scout Troop running a *Sampler Group*?
  - Invite girls on waiting list to Service Unit events.
- Promote Cookie Program to Troops and ensure access of program materials for newly registered Troops.
- Optional: Coordinate *Daisy Blitz*. Place flyers in kindergarten and day care centers with kindergarten for additional Daisy recruitment.

## **Section II: Checklists**

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### Organizer

#### **February**

- Review size of Troops with the Registrar.
- Implement or assist in the implementation of activities for referral list girls.
- Review referral list with CDM. Plans need to be developed to include these girls in Girl Scout activities.
- Follow up on placement of spring flyers.
- Place Girl Scout Daisy recruitment materials in schools for kindergarten registrations.
- Ensure access of Cookie Program materials to newly registered Troops.

#### **March**

- Celebrate the Girl Scout Birthday.
- Attend a Service Unit activity to celebrate the birthday.
- Promote clean-up cookie sales to Troops.
- Ask Service Unit Manager to order Projection Sheets (409-AM and 410-AM) from the NRC.
- Follow up on placement of spring flyers and girl referrals.

#### **April**

- Put numbers on Projection Sheets (409-AM and 410-AM) and place in their folders.
- Attend school fairs, community events, and programs to recruit adults.
- Follow up on placement of girl referrals and spring flyers.
- Organize Troops for fall from spring flyers. Encourage new volunteers to attend Leadership Essentials educational sessions in August.

#### **May**

- Place fly-up and bridging girls for following year.
- Notify girls of their placement for fall - give them information about new placement.
- Place girls from spring recruitment flyers.
- If new Troops need to be started, hold parent/family meeting.
- Attend school fairs or programs to recruit adults.
- Place girls from referral list for September.

## Section II: Checklists

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### Recognition Chair

#### September

- Become familiar with recognitions awarded during the previous Girl Scout year. Recruit a task group to identify people who might receive recognition.
- Review *Adult Recognitions in Girl Scouting* booklet (054-VM).
- Begin applications for Board-approved recognitions to be awarded at the Annual Council Meeting. Deadline is December 1. Compile list of nominees from Service Team member suggestions.

#### October

- Recruit a committee for planning recognitions.
- Introduce Leader recognitions that can be earned (*Council, educational patches, GSUSA Leadership Development pin, and leaves, etc.*) at Service Unit monthly meetings.
- Solicit nominations for awards requiring Board of Director's approval. Deadline is December 1.
- Complete applications and acquire necessary letters of endorsement for recognitions to be awarded at the Annual Council Meeting. Deadline is December 1.

#### November

- Request forms on stock order form (600-MM).
- Gather all awards requiring Board-approval.
- Verify that all letters of endorsement have been received.
- Submit awards requiring Board-approval. Deadline is December 1.

#### January

- Collect names for Years of Service pins for the Annual Council Meeting. People will be recognized even if they cannot attend the meeting. Solicit nominations for awards to be awarded at year end recognition event.

#### February

- Begin planning the spring recognitions event/ceremony. Continue to solicit awards for recognitions event.

#### March

- Contact committee members and suggest they thank their Leaders on Leader's Day, April 22.
- Work with PR Representative to get publicity about Leader's Day.
- Submit applications for end of the year recognitions to the Volunteer Services Manager. Please note position education is a requirement for all appointed positions. Please allow at least ten working days to process.

#### April/May

- Continue making plans for spring recognitions.
- Encourage volunteers who are receiving awards to attend the Annual Council Meeting.
- Attend the Annual Council Meeting with volunteers from your Service Unit receiving recognitions and Service Unit delegates.
- Thank all your Leaders on April 22.
- Submit applications for recognitions to the Volunteer Services Manager. Please note position education is a requirement for all appointed positions. Please allow at least ten working days to process.
- Order recognition items from the Volunteer Services Department.
- Hold recognition event.
- Keep records of all recognitions.
- Invite families and community Leaders to recognition event.

## Section II: Checklists

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### Troop Registrar

#### Over the summer

- Plan registration for fall.
- Check *"Spring Into Fall"* registrations and send to Council Registrar. Registrations must be in the NRC by July 1.

#### June

- Encourage Leaders to turn in *"Spring Into Fall"* registrations packets to you by the Service Unit deadline.

#### July

Follow-up on *"Spring Into Fall"* with late Leaders to encourage on-time registrations by early fall.

#### September

- Receive registration packets for all Troops.
- Make up registration packets for Troops that do not have them.
- Place registration forms of girls who have changed Troops into their new Troops.
- Plan registration time for Leaders.
- Notify Leaders of registration time.
- Provide the Fall Product Sales SU Manager a list of Troops and girls who are eligible to participate in the Fall Product Sales Program.

#### October

- Check all registrations for accuracy. Make corrections as needed. Initial registrations after checking.
- Compile list of all Troops registered, number of girls, grade level, and adults registered.
- Send all registrations to NRC or PRC office by October 15 (on-time).
- Set up filing system to file Service Team copy of membership dues summary.
- Develop a Leader roster and send to the Membership Services Assistant at the NRC to be typed.
- Ensure access of Fall Product Sales Program materials for newly registered Troops.

#### November

- Follow up on Troops that are meeting but not registered - call Leader - go to meeting to collect registrations.
- Turn registrations into Council Registrar and file Service Team copy of registration.
- Update list of Troops and number registered.

#### December

- File Service Team copy of registration form.
- Provide the SU Cookie Manager a list of the Troops and girls who are eligible to participate in the Cookie Program.

#### January

- Are there any Troops meeting and not registered? Confer with CDM to determine appropriate action.
- Ensure access of Cookie Program materials for newly registered Troops.

## Section II: Checklists

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### Troop Registrar

#### **February**

- Update list of Troops registered and number of girls and adults.
- Ensure access of Cookie Program materials for newly registered Troops.

#### **March**

- Update list of Troops registered, number of girls and adults. Provide updated list to CDM for update at Council level.
- Compare number of girls participating in Cookie Program with number of girls registered.

#### **April**

- Update list of Troops registered and number of girls and adults.
- Receive materials for “*Spring Into Fall*” registrations.
- Promote “*Spring Into Fall*” and distribute to Troop Leaders.

#### **May**

- Update list of Troops registered and number of girls and adults.
- Distribute “*Spring Into Fall*” packets to interested Leaders.

## Section II: Checklists

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### Program Coach

#### September

- Contact Leaders of Troops to see if they need any help in getting started.
- Assist Leaders in planning initial meetings if needed.
- Remind Leaders to conduct parent meetings and assist where necessary.
- Promote Teen Leadership weekend to Teen Leaders.
- Promote Teen Leadership educational sessions.
- Help Leaders recruit committee members and sponsors.
- Promote *destinations* to Teen Leaders.
- Promote Patch Programs.
- Remind Leaders to carefully read and follow registration guidelines.
- Distribute Council Program handouts.
- Encourage Troops to practice girl planning and goal setting as they begin the new program year.
- Remind Troops of upcoming Council events listed in *Council Calendar*.
- Begin recruiting a committee to plan Girl Scout Bronze, Silver, and Gold Award Ceremony.
- Have Teen Program Coach to remind Troop Leaders to have Girl Scout Gold Award application candidates schedule an appointment with the Girl Scout Gold Award Review Committee.

#### October

- Visit or telephone Leaders to check on their progress and offer any other assistance.
- Encourage Leaders, especially new Leaders, to obtain education for their position.
- Encourage Leaders to plan an investiture or rededication ceremony and invite parents.
- Promote Council Service Project.
- Remind Teen Leaders about November deadline for *destinations* applications.
- Promote Council events to Leaders.
- Introduce resources within the *Council Calendar*.
- Remind Troops of upcoming Council events listed in the *Council Calendar*.
- Promote Fall Product Sales Program to Troops and ensure access to Fall Product Sales Program materials for newly registered Troops.
- Encourage Girl Scout Cadette, Senior, and Ambassador Troops to sign up for Teen Leadership Weekend.
- Evaluate if your unit needs specific teen educational sessions. Contact Teen Program Manager to schedule for groups six or larger, 302-456-7150 ext. 7186.
- Have Teen Program Coach to remind Troop Leaders to have Girl Scout Gold Award application candidates schedule an appointment with the Girl Scout Gold Award Review Committee.

## Section II: Checklists

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### Program Coach

#### November

- Visit or telephone Leaders to check on their Troops progress.
- Assist Leaders in problem solving.
- Encourage Leaders to work with their Troop to carry out a community service project.
- Help Leaders to plan a well-balanced program (*use Program Coach Checklist*).
- Distribute Council Program handouts.
- Help Leaders to encourage Troop programs including families.
- Start promoting bridging. Do not forget graduating Ambassadors to Adult Bridging Ceremony. Assign sister Troops.
- Stress importance of girl/adult planning for quality programming.
- Are Leaders attending Service Unit meetings? Why not? Evaluate.
- Promote the new History Discovery Room.
- Remind Troops of upcoming Council events listed in the *Council Calendar*.
- Have Teen Program Coach to remind Troop Leaders to have Girl Scout Gold Award application candidates schedule an appointment with the Girl Scout Gold Award Review Committee.
- Begin meeting with Girl Scout Bronze, Silver, and Gold Award Ceremony Committee.

#### December

- Prepare a sampling of diverse December holiday program ideas.
- Remind Troop of upcoming Council events listed in the *Council Calendar*.
- Encourage participation in the upcoming Cookie Program (*remember, girls and Troop must be registered to participate*).
- Have Teen Program Coach to remind Troop Leaders to have Girl Scout Gold Award application candidates schedule an appointment with the Girl Scout Gold Award Review Committee.

#### January

- Provide winter program tips to Leaders. Assist Leaders in evaluating progress.
- Remind Leaders to begin planning a Thinking Day program.
- Remind Leaders to help girls plan bridging activities (*see Leader's Guide*).
- Encourage Leaders to plan a Court of Awards.
- Encourage Teens to return Women of Distinction applications.
- Distribute Council Program handouts.
- Remind Leaders to turn in Individual Record Sheets (062-VM) for award ceremony.
- Ask an experienced Leader to plan a Thinking Day Ceremony to be held at the February Service Unit meeting.
- Discuss Juliette Low World Friendship Fund.
- Promote current Council events.
- Remind Troop of upcoming Council events listed in the *Council Calendar*.
- Promote Cookie Program to Troops and ensure access of program materials to newly registered Troops.
- Have Teen Program Coach to remind Troop Leaders to have Girl Scout Gold Award application candidates schedule an appointment with the Girl Scout Gold Award Review Committee.
- Remind Teen Advisors about the March 1 deadline for Girl Scout Gold Award paperwork to be received at the NRC in order for presentation in April.

## Section II: Checklists

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### Program Coach

#### February

- Encourage Leaders to carry out a Thinking Day program and/or ceremony.
- Encourage donations to the Juliette Low World Friendship Fund and provide guidance if necessary.
- Remind Leaders about Girl Scout Week in March.
- Initiate conversations with your Troop Leader. Assist as needed.
- Encourage Leaders to include families in activities.
- Encourage Leaders to visit the new History Discovery Room.
- Remind Troops of upcoming Council events listed in the *Council Calendar*.
- Ensure access to Cookie Program materials for newly registered Troops.
- Teen Program Coach to remind Troop Leaders to have Girl Scout Gold Award application candidates schedule an appointment with the Girl Scout Gold Award Review Committee.

#### March

- Telephone Leaders to check on progress with bridging activities, provide assistance as necessary.
- Encourage Leaders to participate in highly visible activities during Girl Scout Week, such as participation in religious services or Girl Scout Sunday or Sabbath in uniform.
- Encourage Leaders to start thinking about places to go or things to do as an end-of-the-year activity. Provide Leaders with suggested activities such as trips, family picnic, banquet, service project, or special celebration.
- Remind Leaders to encourage family participation in programs.
- Distribute Council Program handouts.
- Remind Troops of upcoming Council events listed in the *Council Calendar*.
- Teen Program Coach to remind Troop Leaders to have Girl Scout Gold Award application candidates schedule an appointment with the Girl Scout Gold Award Review Committee.
- Begin promoting Girl Scout Bronze, Silver, and Gold Award Ceremony.

#### April

- Visit meetings to present a small token to Leaders for Leader Recognition Day. It may be a “keep up the good work” pat on the back.
- Encourage Leaders to begin planning Bridging Ceremony with girls. Remind them to bridge graduating Ambassadors to adults.
- Encourage Troops to plan and carry out a community service project.
- Solicit Girl Scout stories to highlight at Service Unit recognition.
- Promote adult volunteer recruitment.
- Remind Troops of upcoming Council events listed in the *Council Calendar*.
- Hold Girl Scout Bronze, Silver, and Gold Award Recognitions Ceremony.
- Have Teen Program Coach to remind Troop Leaders to have Girl Scout Gold Award application candidates schedule an appointment with the Girl Scout Gold Award Review Committee.

## Section II: Checklists

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### Program Coach

#### May

- Encourage bridging activities and ceremonies.
- Check with Leaders to see that girls flying-up or bridging have been notified of their placement for fall.
- Encourage Leaders to do a few activities during the summer to promote girl retention.
- Encourage Troops to enjoy an end-of-the-year trip or event.
- Promote summer activities and camps.
- Collect United Way reports.
- Remind Troops of upcoming Council events listed in the *Council Calendar*.
- Have Teen Program Coach to remind Troop Leaders to have Girl Scout Gold Award application candidates schedule an appointment with the Girl Scout Gold Award Review Committee.

## Section II: Checklists

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### Outdoor Program Coach

#### September

- Review and approve all Field Trip, Encampment, and Camping Applications. Submit to the NRC in a timely manner those applications that require additional insurance or utilize Council property.
- Remind Troop, when a Field Trip or Camping application form is required.
- Remind Troops of when additional insurance is needed.
- Have an Outdoor Program Specialist attend a Service Unit Meeting to promote fall programs.
- Remind Troops of upcoming Council events listed in the *Council Calendar*.
- Thank Day Camp volunteers.
- Fall School Promotion.
- Promote sponsoring a Volunteer Day Camp.
- Remind Leaders to sign up for Outdoor educational sessions.

#### October

- Make plans for outdoor activities, fall Service Unit Encampments.
- Recruit a Volunteer Camp Director and staff.
- Review and approve all Field Trip, Encampment, and Camping Applications. Submit to the NRC in a timely manner those applications that require additional insurance or utilize Council property.
- Remind Troops of upcoming Council events listed in the *Council Calendar*.
- Remind Leaders to sign up for Outdoor educational sessions.

#### November

- Review and approve Field Trip and Camping applications (*if applicable*).
- Recruit a Service Unit Encampment Director (*if applicable*).
- Remind Troops of upcoming Council events listed in the *Council Calendar*.
- Remind Leaders to sign up for Outdoor educational sessions.

#### December

- Review and approve Field Trip and Camping Applications.
- Recruit Service Unit Encampment and/or Volunteer Camp volunteers (*if applicable*).
- Remind Troops of upcoming Council events listed in the *Council Calendar*.
- Register Volunteer Camp Director for Day Camp educational sessions.
- Resident Camp Promo kit will be automatically shipped to you this month.
- Remind Leaders to sign up for Outdoor educational sessions.

## Section II: Checklists

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### Outdoor Program Coach

#### January

- Plan a demonstration for Service Unit meeting, i.e., propane stove, lanterns, making a bedroll, dressing for the weather, etc.
- Review and approve all Field Trip, Encampment, and Camping Applications.
- Remind Troops of upcoming Council events listed in the *Council Calendar*.
- Remind Leaders to sign up for Outdoor educational sessions.
- Send copies of all news coverage to the Council Communications Department.
- Utilize your Resident Camp Promo Kit to hold a presentation this month.

#### February

- Make reservation for Service Unit Encampment.
- Review and approve Field Trip and Camping applications.
- Service Unit Encampment and/or Volunteer Camp planning (*if applicable*).
- Remind Troops of upcoming Council events listed in the *Council Calendar*.
- Remind Leaders to sign up for Outdoor educational sessions.
- Utilize your Resident Camp Promo Kit to hold a presentation this month.

#### March

- Contact Troops camping in April to see if they need any assistance.
- Promote Service Unit Encampment and/or Volunteer Camp (*if applicable*).
- Plan Resident Camp and summer Day Camp promotions for Service Unit meeting.
- Remind Troops of upcoming Council events listed in the *Council Calendar*.
- Promote Camp Open Houses.
- Remind Troops of Earth Day in April.
- Remind Leaders to sign up for Outdoor educational sessions.
- Utilize your Resident Camp Promo Kit to hold a presentation this month.

#### April

- Review and approve Field Trip and Camping Applications.
- Contact Troops camping in May and offer any assistance.
- Service Unit Encampment and Day Camp plans (*if applicable*).
- Promote Resident Camp and summer Day Camp within your Service Unit.
- Remind Troops of upcoming Council events listed in the *Council Calendar*.
- Remind Leaders to sign up for Outdoor educational sessions.
- Utilize your Resident Camp Promo Kit to hold a presentation this month.

#### May

- Promote fall camping.
- Promote Resident Camp and summer Volunteer Camp within your Service Unit.
- Promote individual, family, and resident Troop camping.
- Remind Troops of upcoming Council events listed in the *Council Calendar*.
- Remind Leaders to sign up for Outdoor educational sessions.
- Utilize your Resident Camp Promo Kit to hold a presentation this month.

## Section II: Checklists

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### Public Relations Representative

#### September

- Promote recruitment event and fall recruitment activities.
- Touch base with the Council Communications Department.
- Send copies of all news coverage to the Council Communications Department.
- Send biographical information to local newspaper on Service Unit girls honored with Teen Awards.

#### October

- Collect information on your Service Unit fall activities. Send the information to your local newspaper. Share with the Communications Department.
- Take pictures of Service Unit events.
- Send copies of all news coverage to the Council Communications Department.
- Send photos with captions to the Communications Department or post on the “Forum” on the GSCB.org website.
- Send biographical information to local newspaper on Service Unit girls honored with Teen Awards.

#### November

- Send in pictures and information for Council promotional purposes to the Communications Department.
- Publicize local Girl Scout activities and upcoming events.
- Send copies of all news coverage to the Council Communications Department.
- Send biographical information to local newspaper on Service Unit girls honored with Teen Awards.
- Attend Council Cookie Conference with Service Unit.

#### December

- Publicize local Girl Scout activities, upcoming events, and service projects.
- Send copies of all news coverage to the Council Communications Department.
- Send biographical information to local newspaper on Service Unit girls honored with Teen Awards.

#### January

- Send Girl Scout success stories to local media.
- Send copies of all news coverage to the Council Communications Department.
- Coordinate local PR efforts to promote Cookie Program with the Communications Department.
- Send biographical information to local newspaper on Service Unit girls honored with Teen Awards.

#### February

- Promote Thinking Day.
- Take pictures of Thinking Day events.
- Send copies of all news coverage to the Council Communications Department.
- Promote Girl Scout Week and Girl Scout Sabbath and Sunday (*March*).
- Send biographical information to local newspaper on Service Unit girls honored with Teen Awards.
- Coordinate local PR efforts to promote Cookie Program with the Communications Department.

## Section II: Checklists

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### Public Relations Representative

#### **March**

- Promote Leader's Day.
- Send copies of all news coverage to the Council Communications Department.
- Take pictures of Girl Scout Week activities.
- Promote the Annual Council Meeting.
- Send biographical information to local newspaper on Service Unit girls honored with Teen Awards.

#### **April**

- Attend the Annual Council Meeting.
- Send copies of all news coverage to the Council Communications Department.
- Identify community events that promote visibility for Girl Scouts.
- Promote Resident, Day, and Weekend Camp.
- Send biographical information to local newspaper on Service Unit girls honored with Teen Awards.

#### **May**

- Send biographical information to local newspaper on Service Unit girls honored with Teen Awards.
- Send information on any new Board members from your Service Unit.
- Send copies of all news coverage to the Council Communications Department.
- Promote Resident, Day, and Weekend Camp.
- Send information on any girls attending *destinations* or other Leadership opportunities.

#### **June-August**

- Promote local Girl Scout activities to the media.
- Send copies of all news coverage to the Council Communications Department.
- Work with the Service Team to create a PR plan for the upcoming membership year.

## Section II: Checklists

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### Education Coordinator

#### September

- Promote Fall School of Girl Scouting, Adult Enrichment, and Education Weekend at Camp Grove Point.
- Determine who may have taken Leadership Essentials in August and recognize them.
- Find out which Leaders need to take Leadership Essentials. Help new Leaders register for appropriate educational sessions by becoming familiar with education information in the *Council Calendar*.
- Encourage new and experienced Leaders to attend Outdoor education based on the needs of the girls.
- Use an interest indicator to determine what kinds of education could be offered at Service Unit meetings during the coming year. Hint: This could be in the form of a check list with general topics listed or by hanging a sheet of newsprint up and soliciting input by having a group “brainstorming” session.
- Request required number of copies of Service Team form 062-VM, Individual Adult Record. This form should be completed by all Service Unit adult volunteers and serve as a resource for the Education Coordinator and Recognition Chair.
- Contact the Volunteer Services Manager in the NRC to discuss educational needs of the Service Unit.
- Encourage Leaders to check out the Web page, GSCB.org. Remind them to check the cancellation line before going to educational sessions. Please call 1-800-341-4007 extension 8332.

#### October

- Find out who completed education during the month of September and update form 062-VM.
- Present Education certificates to volunteers.
- Compile a list of people who attended Fall School of Girl Scouting and what courses they attended. Hint: These Leaders might be willing to share their new skills and knowledge by doing a “mini” learning opportunity for the Service Unit.
- Arrange a workshop for Leaders based on the needs assessment done during September.

#### November

- Consult the *Council Calendar* for dates of future educational sessions and notify Volunteer Services Manager of needs not addressed.
- Determine and recognize who may have taken education during the month of October.
- Recruit potential facilitators. Send suggestions to Volunteer Services Manager.

#### December

- Identify possible candidates for position of Council Facilitator, Canoe, Kayaking, Orienteering, and Archery Facilitators. Submit names to the Volunteer Services Manager.
- Review educational records to determine who still needs to complete Leadership Essentials or other position specific educational sessions.

#### January

- Review report of Service Unit volunteers who have taken education. Follow up with anyone who still must complete Leadership Essentials.
- Submit names of possible candidates for Council Facilitator to the Volunteer Services Manager at the NRC.
- Plan Service Unit Workshops for the remainder of the year based on needs assessment. Contact the Volunteer Services Manager for suggestions.

## Section II: Checklists

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### Education Coordinator

#### **February**

- Review records and update.
- Promote educational sessions.

#### **March**

- Review Outdoor education needs of Service Unit volunteers.
- Remind Leaders of upcoming Outdoor educational sessions.
- Set up Outdoor Skills session for Leaders who may be attending Service Unit Encampment. *(Hint: This could be done as a “wide game” with different stations set up. Teen Girl Scouts are often willing to share their skills and knowledge with adults).*

#### **April**

- Review all educational records and update as needed. Share these with the Service Unit Recognition Chair for appropriate year end awards.
- Develop a needs assessment for planning Service Unit workshops in the future.
- Consult with Service Team members to determine if there are any newly recruited Leaders who need education and inform the Volunteer Services Manager.

#### **May**

- Collect and review all Individual Adult Record Forms (062-VM). Make sure that all education has been recorded.
- Make educational information available to Recognition Chair for recognition event.
- Review and analyze needs assessment results with the Service Unit Manager and Volunteer Services Manager.
- Contact Resident Camp Director if you have lifeguard educational needs. Candidates may be able to participate in Resident Camp staff educational sessions.

## Section II: Checklists

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### Auditor

#### **Over the summer**

- Forward list of Troops who have not submitted a DCR (*Detailed Cash Report*) to the Council Chief Financial Officer by June 15.

#### **August**

- Forward final list of Troops who have not submitted a DCR to the Council Chief Financial Officer by August 15. Chief Financial Officer and CDM will send a registered letter to Leaders requesting the *DCR*.

#### **September**

- Distribute Detailed Cash Record, 300-FM and 301-FM, to all Troops.
- Explain Service Unit and Council financial reporting procedures to all Leaders. Explain use of Detailed Cash Record.
- Provide assistance to any Leader in setting up a checking account.

#### **October/November**

- Provide 20-minute educational session for Leaders on completion of DCR.
- Remind each Leader where the educational session is and to bring their DCR to the Leader meeting.

#### **December**

- Audit all Troops and Service Unit accounts

#### **January**

- Review DCR for each Troop checking account.
- Check with Cookie Program Manager and ensure all Troops who participate in the Cookie Program have a checking account.

#### **February-March**

- Stress at Service Unit meetings the importance of depositing cookie monies on a regular basis.

#### **May**

- Audit all Troops and Service Unit accounts for end of year finance report to Service Unit Manager and Council.

## **Section II: Checklists**

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### Fall Product Sales Manager

#### **August**

- Attend Fall Product Sales Program educational dinner.
- Schedule educational sessions for Troop Fall Product Sales Program Managers and Leaders.

#### **October**

- Ensure that all eligible Troops receive Fall Product Sales Program education and materials to participate in the Fall Product Sales Program.
- Assist late registering Troops in participating in the Fall Product Sales Program.

#### **November**

- Receive and reconcile Troop paperwork, submit all forms, and appropriate reports to Product Sales Department.

#### **December**

- Complete Fall Product Sales Program Evaluation.
- Distribute Fall Product Sales Program incentives.
- Coordinate nut/candy delivery.

## Section II: Checklists

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### Service Unit Cookie Team

#### **September/October/November**

##### Service Unit Cookie Team

- Present Cookie Program activities and activity links to Troops at Leader's meeting.
- Set and promote Service Unit Cookie goals.
- Review 2009-2010 Cookie Share.
- Attend *Inspired by U* Cookie Conference, October 24, 2009.

#### **December**

##### Service Unit Cookie Team

- Conduct a Service Unit Cookie Program educational session (*SU Cookie Manager takes the lead*).
- Brainstorm on locations for Service Unit Booth Sales.
- Arrange for Service Unit Cookie Delivery Site.

##### Service Unit Booth Sales Coordinator

- Contact merchants for booth sale approval.
- Contact adjacent Service Unit Booth Coordinators and introduce yourself if you have locations that can/should be shared.

#### **January**

##### Service Unit Cookie Team

- Respond to questions regarding Cookie Program.
- Promote sign-up procedures for Service Unit Booth Sales.
- Coordinate cookie delivery; solicit additional volunteers to help.
- Hold a Service Unit Cookie Kick-Off.

#### **February**

##### Service Unit Cookie Program Manager

- Coordinate cookie delivery; solicit additional volunteers to help.
- Promote Neighborhood Tailgating and Booth Sales participation.
- Encourage late registering girls/Troops to participate in Booth Sales.

##### Service Unit Cupboard Coordinator

- Report inventory status to Council Product Sales Department weekly, according to guidelines in SUCC Manual.

## Section II: Checklists

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### Service Unit Cookie Team

#### **March**

##### Service Unit Cookie Manger

- Encourage all Troop Cookie Managers to submit paperwork by deadline date.
- Follow-up with Troop Cookie Managers regarding uncollected cookie funds. Ensure that all procedures are followed and documentation submitted by **deadline**.
- Receive and reconcile Troop paperwork, submit all forms, and appropriate reports to Product Sales Department at the NRC.

##### Service Unit Booth Coordinator

- Send thank-you letters to merchants.

#### **April**

##### Service Unit Cookie Team

- Attend Cookie Evaluation meeting; encourage Troops to submit written evaluation of Cookie Program found in the Troop Cookie Manual.
- Keep Service Unit Manager informed regarding collection problems in Service Unit.

#### **May**

##### Service Unit Cookie Program Manger

- Distribute Cookie Program incentives.
- Recognize top-selling girls in the Service Unit.

#### **June**

- Complete Service Unit Cookie Share and submit to by deadline.

## **Section II: Checklists**

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### Family Partnership Manager

#### **August/September**

- Become familiar with Family Partnership materials.
- Set a Service Unit Family Partnership event goal.
- Plan an event to benefit Family Partnership.
- Schedule time at every Service Unit meeting to discuss Family Partnership.
- Become comfortable talking about the importance of the Family Partnership Campaign and how it benefits every member of GSCBC, Inc. Study the Family Partnership Fact Sheet and Q's & A's About Family Partnership

#### **September/October**

- Obtain a list of leader's names and phone numbers from SU Registrar or SUM.

#### **Ongoing**

- Include Family Partnership information and reminders in Service Unit newsletters and meeting notices.
- Report progress to Fund Development Department and to CDM including successes and concerns.
- Deliver donation envelopes to Council within ten days following your event. **Please do not hold envelopes.** We want to ensure that checks, thank you letters, and incentives are processed in a timely manner.

#### **May**

- Complete Family Partnership Campaign Evaluation and return to Council.



## **Section III: Tips for Running Effective Meetings**

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**Time** — Start on time.

**Value** — Remember that each person attending the meeting should be able to get something of value from it.

**Friend** — Make everyone feel welcome, especially those who are new to Girl Scouting. You might want to consider asking an experienced Leader to sit with each new Leader to answer questions they might have.

**Appreciate Leaders** — Remember that an appreciated volunteer is more likely to return. Celebrate accomplishments, give people time to share and thank them for their contributions early and often.

**Name Tags** — People are more likely to return to a place where they feel like they belong. Include everyone in the meetings. Be sure to introduce everyone (*you may want to use name tags*).

**Ice breakers** — Are a great way to start a meeting and give people a chance to meet one another. Suggested ice breakers are included on the next few pages.

**Chat** — Try to limit the side conversations. Allow people time either before or after the meeting when they will be able to conduct whatever additional business is needed.

**Time** — Be respectful of everyone's time. End meetings in a timely manner.



## Section IV: Meeting Agendas

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August

### Service Team Meeting

Date: \_\_\_\_\_ Place: \_\_\_\_\_

- Welcome - Express appreciation for all those who have agreed to work on the Service Team.
- Introduce Service Team members.
- Brief review of Service Team duties and expectations of Leaders.
  - Position Descriptions
  - Assignments
- Review Service Unit goal planning and revise if needed:
  - Membership Goals
  - Tentative Service Unit calendar (*girl events and adult enrichment opportunities*)
- Review 2009-2010 Chesapeake Challenge and 2009-2010 Cookie Share.
- Finalize on paper, Service Unit budget for 2009-2010 membership year.
- Service Team member reports, progress, needs, updates – see Checklists.

#### Organizers

- Recognize Troops that have been organized.
- Identify Troops needing leadership.
- Determine the number of recruitment flyers needed. Give this information to the CDM.
- Discuss recruitment plans and assistance needed for recruitment events.

#### Outdoor Program Consultant

- Review Field Trip and Camping application forms with Service Team.
- Explain procedures.
- Encourage Troop participation in Council-sponsored events.

#### Program Coaches

- Discuss possible program-related workshops for all Service meetings. Consider asking CDM for assistance.

#### Registrar

- Plan for a Service Unit registration night.
- Set deadline for registrations to come to you from returning Troops.

#### Service Unit Manager

- Discuss Service Unit events. Plan to solicit ideas from Leaders. Identify Chairs for events (*consider people from the community or former volunteers*).
- Identify Cadette, Senior, and Ambassador girls to serve on Service Unit event committees and/or Service Team.

## Section IV: Meeting Agendas

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August

### **Service Team Meeting** (continued)

#### Education Coordinator

- Encourage Service Team members and Leaders to register for Leadership Essentials, Fall School, First Aid, and CPR as needed. Please contact the Volunteer Services Manger at the NRC, 302-456-7150. Please see the *Council Calendar* or the Council website at: [GSCB.org](http://GSCB.org), for additional information and educational session dates for the rest of the year.

#### Recognition Chair

- Compile list of candidates for Board approved awards; solicit input from Service Team members.

#### Service Unit Fall Product Sales Program Manager

- Discuss information relative to the Fall Product Sales Program. Make plans for Fall Product Sales Program promotion and education within the Service Unit (*set educational session dates*).

#### Family Partnership Manager

- Promote the Family Partnership Campaign and/or event to benefit the Campaign.

## Section IV: Meeting Agendas

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September

### Service Team Meeting

Date: \_\_\_\_\_ Place: \_\_\_\_\_

- Promote Service Team educational sessions. Check the *Council Calendar* for details.
- Facilitate any discussions or concerns shared by Service Team members.
- Briefly review Service Team duties and expectations of Leaders:
- Discuss volunteer management system. All Service Team members, all volunteers listed as 01 and 02, Product Sales Program Managers and volunteers registered as 03 who work consistently with girls must successfully complete the Volunteer Application, Volunteer Agreement, and background check. Refer to the *"Welcome to Girl Scouting"* packets (001-VM or 002-VM.)
- Service Team Members report on the following:

#### Service Unit Cookie Team

- Discuss information relative to the Cookie Program. Make plans for Cookie Program promotions and educational sessions within the Service Unit (*set training dates*).
- Promote Cookie Conference – *Inspired by U*. Cookie Team includes: Service Unit Cookie Manager, Booth Coordinator, Cookie Cupboard Coordinator, PR Representative, and Service Unit Manager.

#### Organizer

- **Recruitments:** Schedule and plan recruitments for October/November.
- Distribution of recruitment flyers.
- Recruitment plans and assistance needed for Service Unit/community recruitment events.

#### Program Coach

- Obtain names and phone numbers of Troops you have been assigned for the upcoming year.
- Seek volunteers to do Girl Scout Bronze, Silver, and Gold Award recognitions.

#### Registrar

- Finalize a *"registration night"* or procedures for registration forms to be submitted.

#### Outdoor Program Coach

- Discuss sponsoring a Volunteer Day Camp.
- Promote Outdoor Program events (*Service Unit, multi-Service Unit or Council-sponsored*).
- Seek volunteers to be Site Liaisons.

#### Family Partnership Manager

- Promote the Family Partnership Campaign and/or event to benefit the campaign.

## Section IV: Meeting Agendas

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September

### Leader Meeting

Date: \_\_\_\_\_ Place: \_\_\_\_\_

- Arrival – *“Buddy-Up”* and station Service Team members near door to welcome everyone and introduce new volunteers to other people. Provide each person with a tent name card. Include any information that is beneficial to your Service Unit, school, and town.
- Introduction - Introduce Service Team and briefly explain each person’s job. Have each Service Team member introduce several Leaders. Assignments for this could be decided beforehand. Make certain *everyone* is introduced, even latecomers.
- Overview of Service Unit - schools, churches, number of Troops at each program level.
- Service Unit plans and goals.
- Distribute *“Welcome to Girl Scouting”* packets to new volunteers.
- Collect Volunteer Application and Volunteer Agreement from volunteers.
- Reports:

#### Service Unit Recognition Chair

- Explain Board approved awards. Describe each one and what the requirements are.
- Discuss who should be nominated for Board approved recognitions for presentation at the Annual Council Meeting. Deadline for application is December 1.

#### Registrar

- Discuss registration process.
- Explain how registration will be done.
- Assist Leaders as needed with registration.
- Explain that all preprinted registration forms should be returned. Identify why girl is not re-registering on the form.
- Stress importance of ethnic/racial reporting. This information is required by United Way and other funders.

#### Organizer

- Greet newly recruited Leaders and introduce to experienced Leaders. Encourage experienced Leaders to *“Buddy Up”* with a new Leader.
- Report on: a) recruitment process and successes; b) leadership needs; c) assistance in identifying program support.

#### Outdoor Program Coach

- Review procedures for reserving a Council-owned camp site and completing the Field Trip and Camping application forms.
- Announce fall Outdoor educational sessions dates, times, and locations.
- Promote Council-sponsored outdoor events (*See Council Calendar*).

#### Family Partnership Manager

- Promote the Family Partnership Campaign and/or event to benefit the Campaign.

## Section IV: Meeting Agendas

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September

### Leader Meeting (*continued*)

#### Program Coach

- Survey volunteers needs.
- *Council Calendar*.
- Recruit help for presentation of sample investiture/rededication ceremony at October's Service Unit meeting. Remember to reinvest the adults too. Especially invite those that bridged to adults last spring.
- Update Leaders regarding:
  - Financial assistance procedures, including start-up funds.
  - Registration for Council-sponsored events.
  - Planning parent meetings.
  - Planning of rededication or investiture ceremony.
  - Promote Teen Leadership Weekend.
  - Distribute Council Program handouts.

#### Service Unit Education Coordinator

- Recognize anyone who completed education during the summer (*you could purchase the yellow leader bar for presentation, with a certificate or simply acknowledge the accomplishment*).
- Find out who needs to take Leadership Essentials, Outdoor education, or First Aid/CPR. Refer them to educational session dates in *Council Calendar*.
- Solicit input from the group concerning education needs which can be offered at Service Unit meetings (*share info with CDM for coordination of services*).
- Encourage Leaders to complete Individual Adult Record form (062-VM). This can serve as a record of education they may have taken. This information should also be shared with the Recognition Chair for future planning and updated as needed.

#### Fall Product Sales Program Service Unit Manager

- Announce Fall Product Sales Program dates.
- Deliver Fall Product Sales Program education for Fall Product Sales Program Troop Managers and Leaders.
- Family Partnership Manager.
- Promote the Family Partnership Campaign and/or Event to benefit the Campaign.

#### Service Unit Auditor

- **Reminder to Troops who have not done this:** Ask Troops to complete an Information form which includes pertinent Troop information, name of bank, and bank account number. Offer assistance to those who have not set up an account. The Council recommends that a Service Team member, excluding the Auditor, should be a signer on a Troop bank account.
- Follow-up on any delinquent Detailed Cash Reports (*DCR*) from the 2008-09 membership year. Seek assistance from your CDM in this process if required.

#### Service Unit Treasurer

- Report on Service Unit Finances (*verbal or written, check with Service Unit Manager*).

#### Service Unit Cookie Manager

- Promote Cookie Program activity links.

## Section IV: Meeting Agendas

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October

### Service Team Meeting

Date: \_\_\_\_\_ Place: \_\_\_\_\_

- Introductions
- Announce dates and locations of fall Association Meetings.
- Report of Service Team members:
  - Registrar
    - Troops that have registered on time.
    - Number of girls and adults registered in Service Unit.
    - Work with organizer to identify girls who have not reregistered and plan follow-up for placement.
  - Organizer
    - New Troops started or Troops reorganized.
    - Girl referrals (*continue to place*).
    - Review forms of girls not reregistered. Are there significant numbers of girls not reregistered from a particular group, grade level, school, and town? Are any patterns visible? Develop and recruit help to implement plans to follow up on girls not reregistered (*ask your CDM for resources as needed*).
  - Program Coaches
    - Report on Troop plans, needs, problems, etc.
    - Begin to develop a resource file of ideas, places to go, etc. ask Service Team members for suggestions.
  - Outdoor Program Coaches
    - Discuss having a Service Unit Encampment and/or Day camp the following program year (*if applicable*).
  - Family Partnership Manager
    - Promote the Family Partnership Campaign and/or event to benefit the Campaign.
  - Service Unit Fall Product Sales Program Manager
    - Promote and encourage participation in Fall Product Sales Program. Offer late registering Troops the opportunity to participate in the magazine portion of the program.
    - Problems? Discuss with Service Team.
  - Service Unit Cookie Team
    - Discuss plans to attend *Inspired by U* Cookie Conference.
    - Plan Service Unit Cookie Kick-Off.
  - Service Unit Recognitions Chair – October-December
    - Begin plans for adult recognitions.
    - Ask who could help with recognitions and form a committee.
    - Introduce Adult Recognitions in Girl Scouting (054-VM) booklet.
    - Solicit suggestions for all awards.
    - Explain earned recognitions such as Council, education patches, and Leadership Development Pin.

## Section IV: Meeting Agendas

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October

### Leader Meeting

Date: \_\_\_\_\_ Place: \_\_\_\_\_

- Greeters - place Service Team or experienced Leaders at entry way. Have name tags ready.
- Introductions - have each person introduce the person sitting on their right (*or left*).
- Business from previous meeting.
- Invite all volunteers to attend a fall Association Meeting.
- Reports from Service Team and Committee Chairs:

#### Registrar

- Make plans with Troops not registered to complete their registrations.
- Thank Leaders who have registered on time.
- Thank Leaders for filling out registrations.
- Ask for the return of forms for girls not returning. Do they know why? (*Turn into CDM for updates*).

#### Program Coach

- Introduce yourself to new Leaders.
- Promote Council Patch Programs and service project opportunities.
- Begin building positive relationships with Leaders.
- Promote Council-sponsored and local events.
- Remind Leaders that financial assistance is available for Council-sponsored events on a limited basis.
- Share a craft idea; explain event registration process and financial assistance.
- Promote Girl Scout Bronze, Silver, and Gold application deadlines for Teen girls.
- Promote importance of planning in girl/adult partnership for programming.
- Share sample of investiture/rededication ceremony.

#### Organizer

- Greet and introduce any new Leaders.
- Report on new Troops started.
- Find out from Leaders those Troops with room for more girls and continue to place girls from referral list.

#### Outdoor Program Coach

- Promote outdoor events and registration dates.
- Explain the Outdoor Program Coach position to the Service Unit.
- Announce that tents are down and water is off in all tent units November 1 thru April 1 at Council Camp properties.
- Promote Outdoor Program resources and equipment available for loan from the Council offices or at camp.
- Promote facilities available at camps in fall/winter.

#### Family Partnership Manager

- Promote the Family Partnership Campaign and/or event to benefit the Campaign.

#### Recognitions Chair

- Reminder about December 1 deadline for Board-approved awards.

## Section IV: Meeting Agendas

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October

### Leader Meeting (continued)

#### Service Unit Education Coordinator

- Recognize the people who completed education during the month of September. Don't forget Service Team members who received job-specific education.
- Report on Fall School.
- Present a workshop based on identified needs (*contact the Volunteer Services Manager for assistance*).

#### Service Unit Cookie Program Manager

- Request names, addresses, and telephone numbers of each Troop's Cookie Program Manager to be returned at the November meeting. Ensure that Troop Cookie Program Managers are registered members and complete a Volunteer Application.
- Promote Cookie Program activity links.

#### Service Unit Fall Product Sales Manager

- Promote and encourage participation in Fall Product Sales Program.
- Offer late registering Troops opportunity to participate in the magazine portion of the Program.
- Remind Troops of order submission deadline.

#### Service Unit Meeting Educational Session (*suggestions*)

- Issues for Girl Scouts.
- Community resources.
- Song and game workshop.
- How to manage Girl Scout flow of paper.
- Ceremonies (*Coach, experienced Leader*).
- Promote enrichment workshops listed in the *Council Calendar*.
- Close with friendship circle, taps, and squeeze.

## Section IV: Meeting Agendas

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November

### Service Team Meeting

Date: \_\_\_\_\_ Place: \_\_\_\_\_

- Discuss plans for winter celebration.
- Review progress on Service Unit goals.
- Review Service Unit calendar - does it need additions or deletions?
- Distribute Leader roster lists.
- Review committees that have been formed.
  - Are they functioning?
  - Do any changes need to be made?
- Report from Service Team members:

#### Registrar

- Report on Troops registered and those still needing to register.
- Check with Organizer on new Troops needing to register.

#### Organizer

- Troops that have been started and reorganized.
- Results of analysis by grade, school, community, and race/ethnicity.
- Report on findings concerning girls not reregistered.
- What is being done for girls on referral lists?
- Facilitate activities until future placement and register girls who participate.

#### Program Coaches

- Report on Troop progress, plans, problems, etc.
- Assist in the planning of a Service Unit event.
- Discuss ideas about a workshop on a topic such as service projects, bridging, planning trips, badge work, etc., that you can conduct at the upcoming Service Unit meetings.
- Encourage small Troops to take some girls from referral list.

#### Outdoor Program Coach

- Announce date for Service Unit Encampment and/or Day Camp (*if applicable*).

#### Family Partnership Manager

- Promote the Family Partnership Campaign and/or event to benefit the Campaign.

#### Service Unit Cookie Manager

- Discuss with Service Unit Manager when to have Cookie Program educational sessions for Troop Cookie Program Managers and Leaders.
- Discuss cookie delivery.
- Discuss Service Unit Cookie Kick-Off.

#### Recognition Chair

- Continue and finalize Board-approved awards paperwork for timely submission (*December 1*).

## Section IV: Meeting Agendas

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November

### Leader Meeting

Date: \_\_\_\_\_ Place: \_\_\_\_\_

- Have people make name tags from construction paper in shape of trefoil (*pre-cut*).
- Welcome any people who have never been to a meeting.
- Post a large "*Brag Sheet*." As Leaders come in, each writes down what she has been doing.
- Distribute Leader roster lists to those that don't have them yet.
- Inform Service Unit on progress of goals.
- Discuss the United Way Summary forms (402-AM) with all Troops. Collect in December and in the spring.
- Report of Service Team and committees.

#### Registrar

- Report on Troops registered and those needing to register.

#### Organizer

- Request information as to vacancy in Troops.
- Follow up on referrals.
- Continue to place girls.

#### Program Coach

- Greet and introduce new volunteers.
- Promote the availability of financial assistance.
- Remind Leaders to register for spring events and to follow event registration guidelines.
- Share a program resource available from The Bay Shop, *Council Calendar*, community, or at Council Resource Centers.
- Promote participation in Council-wide Service Project.
- Distribute Council Program handout.

#### Outdoor Program Coach

- Encourage all girls to go camping. Highlight the readiness indicators found in the Troop Camp Manual (*provide hand out*).
- Promote Outdoor educational opportunities.
- Promote Outdoor Program events in the *Council Calendar*.
- Review resources at Council camps or at Council Resource Centers.

#### Family Partnership Manager

- Promote the Family Partnership Campaign and/or event to benefit the Campaign.

#### Service Unit Education Coordinator

- Recognize anyone who took education during the month of October.
- Ask who still needs to complete Leadership Essentials, Outdoor education, or First Aid/CPR. Help Leaders to register if necessary.

#### Service Unit Auditor

- Explain the importance of Detailed Cash Record (*DCR*) form 301-FM.
- Instruct participants on completion of the DCR.
- Provide a completed sample form.
- Set deadline for collection of DCR's.
- Remind Troops to submit DCR's

## Section IV: Meeting Agendas

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November

### **Leader Meeting (continued)**

#### Service Unit Cookie Program Manager

- Announce educational session dates for Troop Cookie Managers and Troop Leaders.
- Ensure that Troop Cookie Program volunteers complete a Volunteer Application and are registered (*located in "Welcome to Girl Scouting" packet.*)

#### Recognitions Chair

- Last call for Board approved awards. Announce December 1 deadline for submission.

#### Fall Product Sales Program Manager

- Clarify delivery procedures and schedule.

#### Service Unit Treasurer

- Report on Service Unit finances (*written or verbal, check with Service Unit Manager*).
- Plan Service Unit meeting.
- Close with friendship circle, taps, and squeeze.

## Section IV: Meeting Agendas

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December

### Service Team Meeting

Date: \_\_\_\_\_ Place: \_\_\_\_\_

- Decide when/if the Service Unit will participate in the "Daisy Blitz." Coordinate with CDM Manager for flyers and events.
  - Register for Volunteer Conference
- Report of Service Team members:
  - Registrar
    - Report on number of Troops, girls, and adults registered.
    - Report on any Troops not registered and collect paperwork.
  - Organizer
    - Report on Troops started and assistance needed.
  - Outdoor Program Coach (*if applicable*)
    - Report on recruitment efforts for Day Camp and/or Service Unit Encampment.
    - Ask for input on Day Camp and/or Service Unit Encampment.
    - Submit Volunteer Camp application.
    - Plan the Service Unit meeting.
    - Remind Troops to look for Camp Brochure in their mail in the first quarter of the year.
  - Family Partnership Manager
    - Promote the Family Partnership Campaign and/or event to benefit the campaign.
  - SU Cookie Manager
    - Plan the cookie delivery.

## Section IV: Meeting Agendas

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December

### Leader Meeting

Date: \_\_\_\_\_ Place: \_\_\_\_\_

- Provide refreshments.
- Business meeting.
- Cookie Program education could take place at this meeting.
- Report of Service Team members:
  - Organizer
    - Reminder that all girls must be registered (*Cookie Program is coming*).
  - Outdoor Program Coach
    - Encourage indoor camping at a Council-owned site. Describe the buildings you have visited.
    - Remind Troops to look for Camp Brochure in their mail in the first quarter of the year.
  - Family Partnership Manager
    - Promote the Family Partnership Campaign and/or event to benefit the Campaign.
  - Service Unit Education Coordinator
    - Recognize people who completed education during the month of November.
    - Do an informal assessment of Outdoor education needs. The winter months are a good time to prepare Leaders and girls for spring outdoor experiences.

## Section IV: Meeting Agendas

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January

### Service Team Meeting

Date: \_\_\_\_\_ Place: \_\_\_\_\_

- Promote Service Team education: See the *Council Calendar* for dates
- Review goals - what needs to happen in order to accomplish goals.
- Any girls on the waiting list? Provide activities or place them in existing Troops.
- Are there Daisy Troops to serve girls in kindergarten? If not, form new Troops.
- Report from Service Team members:

#### Organizer

- Girls who are on referral list.
  - Is there a way to incorporate them into a Girl Scout Service Unit program?
  - Could someone run a short-term activity?
  - Discuss ways to serve them – “*Sampler Group*,” invite girls to Service Unit events.

#### Registrar

- Report on registration.
- Compare with organizer - are there any new Troops not registered?
- Collect paperwork.
- Discuss a way to include all girls in Service Unit events.
- Provide Cookie Program Managers with list of Troops and number of girls registered.

#### Program Coach

- Report on Troops progress, plans, and problems.
- Update file of ideas or places to go and things to do in the area (*share with Leaders.*)
- Plan a mini-workshop on Girl Scout holidays and how to celebrate.

#### Outdoor Program Coach

- Report on Encampment and/or volunteer camp (*if applicable*).
- Promote Resident Camp opportunities.

#### Family Partnership Manager

- Promote the Family Partnership Campaign and/or event to benefit the Campaign.

#### SU Cookie Manager

- Plan cookie delivery
- Discuss Girl Scout Sabbath/Sunday activities.
- Implement ways to be visible during March.

## Section IV: Meeting Agendas

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January

### Leader Meeting

Date: \_\_\_\_\_ Place: \_\_\_\_\_

- Welcome activity.
- Reports from Service Team members:
  - Service Unit Cookie Program Manager
    - Follow-up with newly registered Troops – provide information about participating in the Cookie Program.
    - Conduct one-on-one education as needed.
    - Remind Troops about Initial Order deadline and procedures for submitting order.
  - Cookie Program Team members
    - Clarify delivery procedures and schedule.
    - Promote cupboard procedures.
    - Have Troops sign-up for booth locations.
    - Fill in vacancies for Booth Sales.
  - Service Unit Recognition Chair
    - Set a date for end of year recognitions.
    - Solicit suggestions for all awards.
    - Show display of Service Unit Awards (*can be borrowed from the Volunteer Services Manager*).
  - Registrar
    - Provide Leaders with a list of girls registered in their Troop and remind Leaders that all girls selling cookies must be registered.
    - Encourage Leaders to identify those girls not yet registered and register them.
    - Register Cookie Managers and any adult who assists on a regular basis.
  - Organizer
    - Make volunteers feel welcome.
    - Request information on Troops that are able to take girls.
    - Recognize Leaders who have registered committees.
  - Program Coach
    - Share information with Leaders about community resources.
    - Facilitate a roundtable with Leaders with whom you consult.
    - Promote current Council events.
    - Remind Teen Coaches about February deadline for Teen Award Ceremony inventories.
    - Distribute Council Program handouts.
    - Promote Council events.
    - Promote Women of Distinction.
  - Service Unit Auditor
    - Offer assistance to Troops who have not set up a bank account. Collect Information forms from new and delinquent Troops. Any Troop selling cookies must have a bank account.

## Section IV: Meeting Agendas

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January

### Leader Meeting (continued)

#### Outdoor Program Coach

- Announce Outdoor educational session dates, times, and locations.
- Demonstrate a winter Outdoor Program activity for use indoors to Troops.
- Make Service Unit Encampment/Volunteer Camp announcements (*if applicable*).
- Promote Camp Programs (*kits, patch programs, etc.*).
- Promote Resident Troop camping.

#### Family Partnership Manager

- Promote the Family Partnership Campaign and/or event to benefit the Campaign.

#### Service Unit Education Coordinator

- Recognize anyone who may have taken education in December.
- Arrange for presentation of Service Unit workshop to Kick-Off the second half of the Girl Scout year. *Hint:* Thinking Day activities workshop, ceremonies, non-competitive indoor games, bridging activities.
- Determine who still needs education.

#### Service Unit Treasurer

- Report on Service Unit finances (*verbal or written, check with Service Unit Manager*).
- Enrichment opportunities - Girl Scout holidays and how to celebrate Thinking Day, Girl Scout Birthday, Girl Scout Sunday and Sabbath.
- Close with friendship circle, taps, and squeeze.

## Section IV: Meeting Agendas

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February

### Service Team Meeting

Date: \_\_\_\_\_ Place: \_\_\_\_\_

- Plan a way to celebrate the Girl Scout Birthday in March and thank Leaders.
- Reports from Service Team members and committees.
- Review any personnel problems that may need to be handled. Remember that Leaders who receive support come back.
- Plan ways to thank Leaders on Leader's Day (*April 22, see Adult Recognitions in Girl Scouting booklet for ideas*).
- Plan Service Unit meeting.
- Thank the Service Team for their support by giving candy hearts.
- Reports from the Service Team:

#### Organizer

- Brainstorm and implement a plan to serve girls on the referral list (*continue to place girls*).
- Discuss Troops whose small size (*Brownie/Junior 10 or less*) limits program, girl interaction, leadership development.
- What can be done in the future to help these Leaders realize that girls benefit from interaction with a large group of girls?
- Report on progress of spring recruitment (*both for girls and adults*).

#### Registrar

- Report on numbers of Troops, girls and adults registered in Service Unit.
- Report on Troops whose size produces good interaction.

#### Outdoor Program Coach

- Report on monthly activities.

#### Family Partnership Manager

- Promote the Family Partnership Campaign and/or event to benefit the Campaign.

## Section IV: Meeting Agendas

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February

### Leader Meeting

Date: \_\_\_\_\_ Place: \_\_\_\_\_

- Greeters - Greet people at door. Have name tags available.
- Opening - Thinking Day Ceremony.
- Encourage volunteers to attend spring Association Meetings.
- Reports from the Service Team:

#### Service Unit Recognition Chair

- Determine activities for Leader Recognition Day, April 22.
- Recruit help for recognition event.
- Remind people to submit recognitions for Service Unit awards.

#### Registrar

- Report on Troops with largest adult to girl registered ratio.
- Report on sizes of Troops (*for possible placements of girls in referral list*).

#### Organizer

- Give recognition to Leaders who have large Troops or who willingly take more girls.
- Introduce Leaders and give a small token, if possible – “*Largest Heart Award*” - a decorated paper heart.

#### Program Coach

- Encourage donations to Juliette Low World Friendship Fund.
- Encourage visit to the new History Discovery Room.
- Promote inter-Troop activities.
- Remind Leaders about Girl Scout Week in March.
- Remind Leaders of various Patch Programs available.

#### Outdoor Program Coach

- Promote Resident Camp and Camp Open House day(s).
- Announce Outdoor education dates.
- Review “Six Meetings Prior to Camping”.
- Make Service Unit Encampment/Volunteer Camp announcements (*if applicable*).

#### Family Partnership Manager

- Promote the Family Partnership Campaign and/or event to benefit the Campaign.

#### Service Unit Education Coordinator

- Service Unit workshops as needed.
- Recognize Leaders educated in January.
- Remind everyone about Outdoor educational sessions in the spring.

#### Cookie Program Team members

- Promote Cookie Cupboard procedures.
- Fill in vacancies for Booth Sales.

## Section IV: Meeting Agendas

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March

### Service Team Meeting

Date: \_\_\_\_\_ Place: \_\_\_\_\_

- Encourage attendance at the Annual Meeting.
- Review goals.
- Reports: Service Team members and committee.
  - Does anyone need help?
  - Has recognition been planned for Leaders?

#### Program Coach

- Report on Troop plans, progress, problems, etc.
- Recruit help for presentation of sample Fly-Up/Bridging ceremony at April Service Unit meeting.

#### Service Unit Recognition Chair

- Recruit help for recognition events.
- Is every volunteer being recognized?
- Encourage Leaders to recognize committee members/parents.
- Show display of recognitions (*can be borrowed from the Volunteer Services Department*).

#### Registrar

- Report on statistics for Service Unit.

#### Organizer

- Report on status of Troops.
- Report on placement of spring flyers.

#### Outdoor Program Coach

- Report on monthly activities.

#### Family Partnership Manager

- Promote the Family Partnership Campaign and/or event to benefit the Campaign.
- Plan Service Unit Meeting.

## Section IV: Meeting Agendas

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March

### Leader Meeting

Date: \_\_\_\_\_ Place: \_\_\_\_\_

- Introductions.
- Promote the Annual Council Meeting to Service Unit volunteers.
- Sponsor Card/Poster: Provide poster board, construction paper, markers, glue, ribbon, sequins, and other scrap material. Have representatives make a card/poster thanking their sponsors. Those meeting in homes might display their card/poster at a library, post office, or other community location.
- Committee and Service Team member reports:
  - Outdoor Program Coach
    - Promote Camp Open House.
    - Check to make sure all girls and Leaders receive camp brochures. Get name and address of anyone who did not receive a Camp Brochure and forward to the Outdoor Program Manager.
    - Promote Resident Troop Camp.
  - Family Partnership Manager
    - Promote the Family Partnership Campaign and/or event to benefit the campaign.
  - Service Unit Recognition Chair
    - Update plans for Leader Recognition Day.
  - Service Unit Auditor
    - Remind Leaders to maintain DCR forms. Offer assistance.
  - Program Coach
    - Share information on upcoming local events where Girl Scouts can participate.
    - Promote the availability of financial assistance for the Girl Scout Program.
    - Promote Council Patch Programs.
    - Remind Leaders to order patches, badges, and pins early.
    - Distribute Council Program handouts.
  - Service Unit Education Coordinator
    - Recognize any Leaders who have completed education during the month of February.
  - Service Unit Manager
    - Prepare an interactive presentation to Kick-Off Family Partnership campaign.
  - Cookie Team Program members
    - Remind Troops of deadlines for paperwork and deposits.
    - Assist Troops with collection problems.
    - Promote opportunities for Cookie Clean-Up Booth Sales.
  - Service Unit Treasurer
    - Report on Service Unit finances.
  - Recognitions Chair
    - Promote leader recognition event and solicit awards.
- Grade level meeting (*time permitting*).
- Announce Service Team positions available for next year.
- Close with circle, taps, and squeeze.

## Section IV: Meeting Agendas

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April

### Service Team Meeting

Date: \_\_\_\_\_ Place: \_\_\_\_\_

- Reports from Service Team members:

#### Registrar

- Report on statistics for Service Unit.
- Assist in planning the assignment of bridging and Fly-Up girls.

#### Organizer

- Report on status of Troops.
- Discuss and plan placement of Fly-Up and bridging girls.
- Report on progress of spring recruitment.

#### Program Coach

- Report on Troops progress, plans, and problems, etc.
- Discuss where Fly-Ups and bridging girls will be placed.

#### Outdoor Program Coach

- Report on monthly activities.

#### Family Partnership Manager

- Promote the Family Partnership Campaign and/or event to benefit the Campaign.

#### Recognitions Chair

- Update on recognition event.

- Design an evaluation tool to allow the Leaders to give you feedback on their year and services provided to them.
- Review and evaluate goals.
- Review and evaluate what has been done in the Service Unit and what will be done.
- Determine use of earned dollars.

## Section IV: Meeting Agendas

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April

### Leader Meeting

Date: \_\_\_\_\_ Place: \_\_\_\_\_

- Welcome activity.
- Service Unit Manager: Elect Delegates for following year.
- Reports from the Service Team members and committees.
  - Program Coach
    - Share sample ceremony for Fly-Up or bridging girls.
  - Registrar
    - Explain procedure for "*Spring Into Fall*" registration.
  - Organizer
    - Explain Troop Projection Sheet (409-AM) - and the importance of planning now for fall.
    - Explain that the Service Unit Manager makes the appointments for Leaders. With the help of the Service Team, the Service Unit Manager will make final decision as to the Leader appointments.
  - Outdoor Program Coach
    - Make Service Unit Encampment/Volunteer Camp announcements (*if applicable*).
    - Remind Leaders of Campership deadline.
    - Promote Resident Camp.
  - Family Partnership Manager
    - Promote the Family Partnership Campaign and/or event to benefit the Campaign.
  - Service Unit Auditor
    - Remind Leaders of date to turn in DCR
  - Service Unit Education Coordinator
    - Remind Leaders they MUST take position education to be reappointed a Leader.
    - Recognize anyone who has completed education during the month of March.
    - Complete the needs assessment for future educational sessions. Submit results to Volunteer Services Manager.
    - Promote Council educational sessions, including Fall School.
  - Recognitions Chair
    - Update on recognition event.
  - Service Unit Treasurer
    - Report on Service Unit finances (*verbal or written, check with Service Unit Manager*).
- Educational enrichment opportunity - sample ceremony for Fly-Up/Bridging.
- Close with friendship circle, taps, and squeeze.

## Section IV: Meeting Agendas

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May

### Service Team Meeting

Date: \_\_\_\_\_ Place: \_\_\_\_\_

- If there are new Service Team people coming onto the team, include them.
- Have everyone recap their year.
  - What was their best moment? What brought them the most pleasure?
  - What would they do differently as they look back?
- Do end of the year evaluation - check over Service Unit goals.
  - What has been accomplished?
  - Discuss with your CDM.
- Report of Service Team members and committees:
  - Registrar**
    - Report on the number of girls and adults registered.
  - Organizer**
    - End-of-year status of Troops.
    - Assist with recognition of Leaders if necessary.
    - Status of referral list girls.
    - Spring recruitment update.
  - Program Coach**
    - Report on Troops progress.
    - Discuss bridging activities.
    - Assist with preparation for Leader Recognition dinner/ceremony.
  - Outdoor Program Coach**
    - Report on activities of the month.
  - Family Partnership Manager**
    - Promote the Family Partnership Campaign and/or event to benefit the Campaign.
- Discuss election of delegates.
- Do final evaluation of goals.
- Set tentative goals for next year.
- Set tentative schedule.
- Reflections on the year.

## Section IV: Meeting Agendas

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May

### Leader Meeting

Date: \_\_\_\_\_ Place: \_\_\_\_\_

- Have everyone recap their year.
- Reports from Service Team:
  - Service Unit Manager
    - Express appreciation for everyone's assistance and celebrate successes.
    - To the procrastinating or forgetful people, express that it is never too late to support Family Partnership.
    - Ask non-returning leaders to consider Service Team positions.
  - Service Unit Recognition Chair
    - May-June: Give PR Representative information on recognitions received for the Service Unit.
  - Registrar
    - Assist Leaders with "*Spring Into Fall*" registration.
  - Organizer
    - Collect *Fly-Up* forms.
    - Collect materials from Leaders not returning.
  - Program Coach
    - Share Girl Scout success stories with Leaders.
    - Promote upcoming (*fall*) Council-sponsored event(s) and educational sessions (*if available*).
    - Remind about deadlines for Patch Programs.
    - Encourage meeting during the summer.
  - Outdoor Program Coach
    - Help Leaders to evaluate Outdoor Program opportunities for the year.
    - Solicit Leader and girl input for Outdoor Program suggestions for the next year.
  - Family Partnership Manager
    - Promote the Family Partnership Campaign and/or event to benefit the Campaign.
  - Service Unit Education Coordinator
    - Recognize anyone who has taken specialized education during the month of April.
    - Develop a calendar of Service Unit workshop needs for the coming year with Leaders and Service Team members. (*If you need assistance-please contact the Volunteer Services Manger*).
  - Cookie Program Team
    - Recognize top selling Troops and 500+ girls.
    - Give out patches and incentives.
  - Service Unit Auditor
    - Collect DCR's. Remind all of Service Unit deadline.
  - Service Unit Treasurer
    - Report on Service Unit finances.
- Elect Delegates
- Distribute end-of-year evaluations.
- United Way Reports.
- "*Spring Into Fall*" registration.
- Review goals and calendar for next year - get additional input.
- Announce summer educational sessions schedule.
- Close with friendship circle, taps, squeeze

## Section IV: Meeting Agendas

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Summer

### Service Team Meeting

Date: \_\_\_\_\_ Place: \_\_\_\_\_

- Introductions.
- Review of position descriptions and duties assumed by various members.
- Make plans for coming Girl Scout year:
  - Recruitment plans and status of Troops.
  - Discussion of possible events. Seek Leader input.
  - Budget for 2010-2011. Seek input from Service Team members.
  - Use remaining Chesapeake Challenge Dollars.
  - Use of Service Unit Cookie Share Bucks (*check deadlines*).
- Service Teams reports.

#### Organizer

Status of all Troops. Review Troop Projection Sheets (409-AM and 410-AM) with team.

- Where do new Leaders need to be recruited?
- When will fall recruitment happen?
- Develop fall recruitment plan. Seek assistance from other Service Team members.

#### Service Unit Auditor

- Report on status of percent of DCR returned to-date.
- Create list of delinquent Troops. With Service Team discuss strategies to collect DCRs.

#### Recognitions Chair

- Solicit input for who should be nominated for Board approved awards.

#### Service Unit Education Chair

- Go over list of Leaders still in need of position education.
- Leaders still need to attend educational sessions.

#### Family Partnership Manager

- Promote the Family Partnership Campaign and/or event to benefit the Campaign.

- Plan Service Team summer gathering for Service Unit fall planning.



**Volunteer Management**

_____	001-VM	Welcome to Girl Scouting New Volunteer
_____	002-VM	Welcome to Girl Scouting Volunteer Renewal
_____	003-VM	Volunteer/Parental Counseling/Resolution and Communications Procedures
_____	004-VM	SU Manager Position Description
_____	005-VM	SU Manager Self-Assessment
_____	006-VM	Welcome to Girl Scouts Letter
_____	007-VM	Thanks for Volunteering Letter
_____	008-VM	Volunteer Reference Request Letter
_____	009-VM	Volunteer Reference Form
_____	010-VM	Organizer Position Description
_____	011-VM	Organizer Orientation
_____	012-VM	Organizer Self-Assessment
_____	013-VM	Program Coach Position Description
_____	014-VM	Program Coach Orientation
_____	015-VM	Program Coach Self-Assessment
_____	016-VM	Outdoor Program Coach Position Description
_____	017-VM	Outdoor Program Coach Self-Assessment
_____	018-VM	Site Liaison Position Description
_____	019-VM	Site Liaison Self-Assessment
_____	020-VM	Troop Leader Position Description
_____	021-VM	Troop Leader Self-Assessment
_____	022-VM	Troop Committee Member Position Description
_____	023-VM	Troop Committee Member Self-Assessment
_____	024-VM	SU Registrar Position Description
_____	025-VM	SU Registrar Self-Assessment
_____	026-VM	SU Recognition Chair Position Description
_____	027-VM	SU Recognition Chair Self-Assessment
_____	028-VM	SU Auditor Position Description
_____	029-VM	SU Auditor Self-Assessment
_____	030-VM	SU Treasurer Position Description
_____	031-VM	SU Treasurer Self-Assessment
_____	032-VM	SU Public Relations Representative Position Description
_____	033-VM	SU Public Relations Representative Self-Assessment
_____	034-VM	SU Education Coordinator Position Description
_____	035-VM	SU Education Coordinator Self-Assessment
_____	036-VM	Family Partnership Manager Position Description
_____	037-VM	Family Partnership Manager Self-Assessment
_____	038-VM	Fall Product Sales Program SU Manager Position Description
_____	039-VM	Fall Product Sales Program SU Manager Self-Assessment
_____	040-VM	Fall Product Sales Program Troop Manager Position Description
_____	041-VM	Fall Product Sales Program Troop Manager Self-Assessment
_____	042-VM	SU Cookie Program Manager Position Description
_____	043-VM	SU Cookie Program Manager Self-Assessment
_____	044-VM	SU Cookie Cupboard Coordinator Position Description
_____	045-VM	SU Cookie Cupboard Coordinator Self-Assessment
_____	046-VM	SU Cookie Booth Coordinator Position Description
_____	047-VM	SU Cookie Booth Coordinator Self-Assessment
_____	048-VM	Troop Cookie Program Manager Position Description
_____	049-VM	Troop Cookie Program Manager Self-Assessment
_____	050-VM	Volunteer Facilitator Position Description
_____	051-VM	Volunteer Facilitator Self-Assessment
_____	052-VM	Teen Coach Position Description
_____	053-VM	Teen Coach Self-Assessment
_____	054-VM	Adult Recognitions in Girl Scouting Booklet
_____	055-VM	Application for Outstanding Leader
_____	056-VM	Application for Outstanding Volunteer
_____	057-VM	Years of Service Pin
_____	058-VM	Application for Green Angel Patch
_____	059-VM	Leadership Development Pin
_____	060-VM	Awards Requiring Board Approval
_____	061-VM	Outline for Endorsement Letter
_____	062-VM	Individual Adult Record

*Items 055-VM – 062-VM are included in 054-VM, Adult Recognitions in Girl Scouting Booklet.*

## Program Management

- \_\_\_\_\_ 200-PM *Insurance Claim Form\**
- \_\_\_\_\_ 201-PM *GS Basic Coverage Insurance Pamphlet\**
- \_\_\_\_\_ 202-PM Troop Camping Application
- \_\_\_\_\_ 203-PM Field Trip Application
- \_\_\_\_\_ 204-PM Service Unit Encampment Application
- \_\_\_\_\_ 205-PM Equipment Rental Agreement
- \_\_\_\_\_ 206-PM Service Unit Event Guidelines
- \_\_\_\_\_ 207-PM Service Unit Event Report Form
- \_\_\_\_\_ 208-PM Juliette Low World Friendship Fund Contribution Report
- \_\_\_\_\_ 209-PM Super Troop Application

\* These pamphlets are prepared by Mutual of Omaha and provide detailed information about GSUSA activity insurance for members.

## Financial Management

- \_\_\_\_\_ 300-FM Financial Guidelines for Troop Leaders
- \_\_\_\_\_ 301-FM Detailed Cash Record and Annual Report of the Troop
- \_\_\_\_\_ 302-FM Summary of Troop Detailed Cash Report
- \_\_\_\_\_ 303-FM Troop Money-Earning Activity Application Packet
- \_\_\_\_\_ 304-FM Guidelines/Report on Receipt of Money for Troop/Service Unit
- \_\_\_\_\_ 305-FM Report of Club/Organization Donation
- \_\_\_\_\_ 306-FM Financial Assistance Application
- \_\_\_\_\_ 307-FM Scholarship Request for Membership Fees
- \_\_\_\_\_ 308-FM Service Unit Cookie Share
- \_\_\_\_\_ 310-FM Troop Checking Account Closure Letter
- \_\_\_\_\_ 311-FM 2009-2010 Chesapeake Challenge

## Administrative Management

- \_\_\_\_\_ 401-AM Service Team Meeting Guidelines
- \_\_\_\_\_ 402-AM Information Summary for United Way/United Funds Requests
- \_\_\_\_\_ 403-AM Recruitment Event Guidelines
- \_\_\_\_\_ 404-AM Families Make It Happen
- \_\_\_\_\_ 406-AM Parent Meeting Guidelines
- \_\_\_\_\_ 407-AM New Troop Authorization Form
- \_\_\_\_\_ 408-AM Worksheet for Organizers
- \_\_\_\_\_ 409-AM Troop Projection Sheet
- \_\_\_\_\_ 410-AM Troop Projection Summary Sheet
- \_\_\_\_\_ 411-AM Troop Check List
- \_\_\_\_\_ 412-AM Registration Summary Sheet

## Miscellaneous

- \_\_\_\_\_ 600-MM Order Form for Stockroom Supplies
- \_\_\_\_\_ 601-MM Sudden Program and Service Opportunities

# Order Form for Service Team Forms

Service Unit \_\_\_\_\_ Date \_\_\_\_\_

Mail to \_\_\_\_\_  
Name Street Development

City State Zip

I will pick up, please call when ready at the following phone number, \_\_\_\_\_

Please fill out the above information and mark how many copies you need next to the form number description. Mail to: *Stockroom, Girl Scouts of the Chesapeake Bay Council, Inc., 501 South College Avenue, Newark, DE 19713* or Fax to: 1-302-456-7188. A copy will be returned with your order. Please allow 1-2 weeks turn-around time. Thank You!

Filled by \_\_\_\_\_ Date filled \_\_\_\_\_ Date shipped \_\_\_\_\_ # of packages \_\_\_\_\_

Picked-up at Council Office by \_\_\_\_\_ Date \_\_\_\_\_

All forms are also available on our website at: [www.GSCB.org](http://www.GSCB.org)



