



## VOLUNTEER RELATION TIPS

AT YOUR FINGERS

### RESOURCES AVAILABLE TO YOU AS A GIRL SCOUT VOLUNTEER:

- **Parent/Guardian Agreement Form:** An agreement where families/guardians will support the Girl Scout mission, Promise, and Law in Girl Scout activities.
- **Girl Code of Conduct:** Troop leaders can download this optional form and have families return it to them to set girl expectations.
- **Guide to Preventing and Managing Conflict:** Covers common challenges and gives common solutions
- **Guide to Managing Girl Behavior:** Covers common challenges and gives common solutions
- **Guide to Creating a Troop Agreement:** You can make sure all girls have a say in your troop's rules by creating a troop agreement.

*All of these resources are available at [Volunteers.GirlScoutsRV.org](https://Volunteers.GirlScoutsRV.org)*

### WHERE TO FIND INFORMATION ON GIRL SCOUTS RIVER VALLEYS POLICIES/GUIDELINES:

- Girl Scouts River Valleys Policies: [Volunteers.GirlScoutsRV.org/Policies](https://Volunteers.GirlScoutsRV.org/Policies)
- New Leader Guide – [Volunteers.GirlScoutsRV.org/troop-leader](https://Volunteers.GirlScoutsRV.org/troop-leader)

### USE ACTIVE LISTENING WHEN:

- Listening to feedback or concerns from girls or parents

### USE AN EMPATHETIC STATEMENT WHEN RESPONDING TO GIRLS AND PARENTS, WHEN:

- They cannot have what they requested
- When you have to clarify or get them to understand
- They are sharing feedback or concerns

## VOLUNTEER RELATION TIPS PART II

### WHEN TO INFORM VOLUNTEER SUPPORT (COUNCIL)?

- A report of bad behavior by a parent or volunteer
- A report of misuse or theft of funds
- A report of exclusion or discrimination
- A report of child abuse or concern for safety
- A report of ongoing troop issues (with girls, volunteers, or parents)

If information being shared with you is related to abuse, sensitive situations, threatening communication, or a safety concern, contact your staff volunteer support coordinator ([gsrv.gs/su-support](https://gsrv.gs/su-support)) immediately.

### WHERE IS THERE MORE INFORMATION?

Girl Scouts River Valleys' Volunteer Website ([Volunteers.GirlScoutsRV.org](https://Volunteers.GirlScoutsRV.org)) "Reference" section is a great resource for information on guidelines for volunteer responsibilities, resources, finance management, etc.