Girl Scouts of Silver Sage Council (GSSSC)
Volunteer Discipline/Release Process

Release of Volunteers
The Council may terminate the services of a volunteer because of restructuring of volunteer positions, the elimination of the volunteer position in which a person serves, the refusal to comply with Council or GSUSA policies, the refusal to support the mission and values of the organization and the Council goals, or membership in an organization whose goals are not compatible with those of GSUSA.

In addition, unacceptable behavior that may be cause for immediate suspension or termination shall include, but is not limited to:

a) Willful violation of Council or GSUSA policies.
b) Willful creation of discard.
c) Willful damage and/or misuse of property.
d) Inability and/or unwillingness to fulfill the duties as outlined in the position description.
e) Violence of any kind.
f) Child Abuse-Neglect, physical injury or emotional maltreatment to include verbal and/or sexual abuse.
g) Illegal Drugs-Use, sale, possession, or being under the influence of illegal drugs at a Girl Scout sponsored event.
h) Improper conduct while under the influence of prescription drugs, including but not limited to transportation of girls while on a controlled substance.
i) Alcohol-Use or being under the influence of alcohol is prohibited at all girl programs, activities, and events.
j) Smoking in the presence.
k) Firearms/Ammunition/Weapons-No firearms or weaponry shall be in the possession of, on the person, or in a vehicle of any Girl Scout member of non-member accompanying them UNLESS the person is a sworn Peace Officer.
l) Inappropriate conduct, behavior, or acts during Girl Scout activities.
m) Inappropriate, abusive, profane, or offensive language.
n) Willful misuse of Council and/or Troop funds.
o) Refusal to submit an accurate and timely Troop Annual Report.
p) Falsification or significant omissions of any information on the Volunteer Application and/or Council reports.

q) Harassment or intimidation, including sexual harassment or abusive behavior that creates a hostile environment.
r) Lack of support for Council structure, Council staff, policies, and failure to maintain a positive representation of Girl Scouts of Silver Sage and GSUSA at all Girl Scout related activities and events.
s) Adverse results from a criminal history background check or unwillingness to comply with a recheck upon request.

Any volunteer will be automatically discharged if a registered sex offender becomes part of their household.
Process for Release of a Volunteer

1. Designated Council staff will bring to the attention of the CEO, COO, or Director of Membership any issues that may require termination of an appointed volunteer.

2. Termination of Services prior to the end of appointment will be based on reasons delineated in this document and/or at the discretion of the CEO.

3. Except in cases involving offences that require immediate termination, prior to releasing a volunteer, the following process shall be followed:
   - An interview shall be conducted (via phone or in person) within two weeks of the offending incident or when it has been determined that the issue is not being resolved. At which time the volunteer will be told of the specific performance areas that are not satisfactory based on observable and documented information.
   - All circumstances, including all written documentation and communication concerning release from a volunteer position, shall comply with state regulations concerning confidentiality.
   - In all cases, reasons for non-reappointment and release will be documented and discussed with the volunteers by designated Council staff.
   - Volunteers will be informed of the Council grievance procedures at the time of their non-reappointment or release.

4. If the decision is made to release a volunteer, A Letter of Termination will be mailed to the volunteer and a copy to: Membership Manager, SUD and file.

Resignation of Volunteers

Volunteers may initiate termination of services at any time. A volunteer unable to complete his/her term, or who chooses to terminate his/her services at the end of a term, should give written notice to his/her supervisor at least thirty (30) days in advance. She/he should make arrangements for an exit interview, and to share all information and materials with designated Council staff in order to ensure the uninterrupted experience for the girls.

After a notice of resignation has been received, the membership status of the volunteer will be transferred to a GSUSA adult position code of member non-defined position (14) until the end of the membership year.

All Troop/Group records, equipment, funds, and or major supplies MUST be returned to designated Council staff within 72 business hours of resignation or termination.
**Grievance Procedures**

A grievance is defined as an alleged violation of the terms of GSSSC or GSUSA policies, or a conflict between two or more individuals. A grievant may appeal in accordance with the procedure set forth below. If this process proves unsatisfactory, the grievance can be formally presented in succession to the staff person responsible, then the Grievance Committee, and finally to the CEO who will be the ultimate authority.

**Grievance Process:**

a) All efforts will be made by the parties involved to resolve the issue directly, with each other, before formal proceedings are initiated.

b) If unresolved and within ten (10) working days of occurrence, either party may bring the situation, in writing, to the attention of the Council staff who will then investigate and provide a solution or explanation.

c) The Council staff will contact the volunteer within ten (10) working days of receipt of the grievance and shall deliver his/her answer, in writing, to the volunteer within ten (10) working days of the contact.

d) If the grievance has not been resolved, the aggrieved party may file a formal letter of appeal, either mailed or delivered to the Council Office, with the Grievance Committee within ten (10) working days from the delivery of said answer. A member of the Grievance Committee will meet (either in person or via conference call) with the volunteer and investigate the situation within ten (10) days after the receipt of the appeal. That member will document the findings from that meeting and present them to the Grievance Committee. The Grievance Committee shall deliver its decision to the volunteer.

e) The Grievance Committee will be appointed by the CEO. The Grievance Committee shall be composed of:
   - GSSSC Director of Human Resources
   - GSSSC Chief Operating Officer
   - One policy-making volunteer (board member)
   - One operational volunteer

f) If the grievance is still not resolved, the aggrieved party may file a written appeal, either mailed or hand delivered, with the CEO within ten (10) working days from the date of said answer. The CEO will make the final decision regarding the outcome of the grievance, and respond in writing to the volunteer.