

# 2016-2017 Volunteer Experience Roadmap



## We're Glad You're Here

### Look inside for...

- Answers to your most *Frequently Asked Questions*
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At Girl Scouts — North Carolina Coastal Pines, we strive to develop each of our volunteers and believe in the ongoing value of training and support. As a Girl Scout volunteer, your journey may have just begun, or you may be well on your way. Whichever road you're on, we're here to guide and support you.

Who's we? Your Girl Scout family. From your membership director, to your program director; your service unit team, to your volunteer experience team, you are not alone. We're in this with you, and we're here to make your experience meaningful, fun, and rewarding. It's true; there's a lot to learn when you become a Girl Scout volunteer, but once you have your required trainings behind you, you're ready to go and ready to *be that role model she'll always remember!*

You'll find that most of the information we've included in our *Roadmap* can be found on the website, but we wanted to put as much as we could in one,



easy-to-find place. And, we wanted to answer some of those questions you might have and share some of our own excitement and passion for Girl Scouts with you.

Girl Scouting isn't just for the girls - although, they are why we're here - it's for our volunteers too! As your Volunteer Experience Executive, it's my goal to ensure that your

experience is memorable, meaningful, and full of moments that leave you knowing that you made a difference in the life of a girl!

Welcome to Girl Scouts,  
*Connie J. Walker*  
Volunteer Experience &  
Resource Development  
Executive

## Join the Training Team!

We want your wisdom, experience, and passion!

We're always looking for volunteers to join our team of adult learning facilitators to share their unique talents, skills, and knowledge. We welcome current and past volunteers, parents, and community members interested in supporting the Girl Scout mission.

As a council facilitator, you'll choose to specialize in the topic/s that interest you the most and help us provide more training opportunities, as well as helping us to

bring our trainings closer to our volunteers.

Training schedules are flexible and based on your availability. Individuals are required to complete Facilitator Training which consists of a 2-hour Train-the-Trainer course followed by specialized training in your chosen area/s of interest. Most specialized trainings run approximately 2 hours, with the exception of our First Aid Instructor program.

If you enjoy speaking before small groups and are eager to share your talents with others, contact:

Connie Walker  
cwalker@nccoastalpines.org

If you are interested in our First Aid/CPR instructor program, contact:  
Teresa Nichols  
tnichols@nccoastalpines.org



# Frequently Asked Questions

## Why do I need training?

Because it all begins with you! By participating in both our required and recommended trainings, you will have the knowledge and skills you need to feel comfortable in your role and to ensure that both you and the girls have a meaningful, safe, and fun experience.

## Must I pre-register for Girl Scout training events?

Yes. Preregistration is required for events and programs. Be sure to visit the **Activities** page or login to **MyGS** to register.

## Can I take courses offered in other counties or areas of the council?

Yes, absolutely! The information provided in each session is consistent throughout the council, and you are welcome to attend sessions that fit your schedule.

## Who do I contact when I have a question about training?

Easy, contact [volunteerservices@nccoastalpines.org](mailto:volunteerservices@nccoastalpines.org) and we'll get you on your way.

## Can I pay at the door when I attend training?

Unfortunately, no. Many of the trainings you attend will be led by volunteers just like you, and they cannot accept payment. We also have to take into consideration that course fees often cover the cost of supplies, and supplies are purchased only for those who have registered for the class.

## Is Financial Assistance available for adult trainings?

Yes. In some cases, limited financial assistance is available from the council. Training fees may also be paid for by troop funds. For more information or questions, contact: [volunteerservices@nccoastalpines.org](mailto:volunteerservices@nccoastalpines.org).

## What should I bring?

Always bring note-taking materials and water/beverage in a unbreakable container. You may also want to bring snacks or food for sessions lasting more than a few hours. Any additional items you will need are noted in the course reminder and confirmation you receive when registering.

## What should I do if my plans change and I am unable to attend once I've registered?

If you must cancel, notify the helpdesk at: [helpdesk@nccoastalpines.org](mailto:helpdesk@nccoastalpines.org).

## How will I be notified if a course is changed or cancelled?

We do our absolute best not to cancel classes, but inclement weather, low enrollment, facilitator sickness, or unexpected emergencies can cause us to change our plans. If a decision is made to cancel a class, you will be notified by email or phone. It's important to note that only those who have registered will be notified of changes or the need to cancel.

## None of the dates work for me. Can I request a training?

Of course. Simply complete our **Training Request** form. We will make every effort to accommodate your request with an individual or group-training session in your area.

## May I bring my child to training?

Unfortunately, no. We cannot accommodate children at training events. Please do not bring children to trainings unless childcare arrangements have been specifically offered for the course.

## Does the council accept trainings from other councils or organizations?

Yes. If you received certifications from other Girl Scout councils, Boy Scouts, or similar organizations, you may only need to take a recertification course or meet with a facilitator to receive information specific to our council. If you are a volunteer that fits into one of these categories, or who has questions, contact [volunteerservices@nccoastalpines.org](mailto:volunteerservices@nccoastalpines.org).
















## How do I know what trainings are required for certain activities?

The best place to look is *Safety Activity Checkpoints (SACs)* for the specific activity. The SACs will list all required trainings as well as other important safety measures for the activity. SACs can be found on the website.



## Where can I find a list of upcoming trainings and courses that are offered?

We're so glad you asked. You can find information, dates, and locations of upcoming sessions on the **Activities** page or **MyGS**; for our webinars, visit the **Volunteers/Troop Co-Leader** page. Keep in mind that we add courses to the schedule throughout the year so be sure to check back periodically to see what's new and what's coming.



<b>Who Needs What Training?</b>	Troop Co-Leader	Troop First Aider	Camp Certified Adult	Fall Product Sale or Cookie Manager	Service Unit Manager	Service Unit Team Member
Volunteer Essentials						
New Co-Leader Orientation <sup>1</sup>						
Grade Level Enrichments						
Adult and Child FA/CPR/AED						
Outdoor Education Progression: Let's Go Outside Let's Go Exploring Let's Go Camping OR Let's Go Camping - All In One						
Position Training						

<sup>1</sup>At least one co-leader for every troop is required to complete New Co-Leader Orientation.

 required     recommended



## How Are Our Trainings and Enrichments Delivered?

- In-Person, or as we say, LIVE!** Individual or small-group sessions led by council facilitators at scheduled times.
- Via Webinar** Topic-driven, informational sessions led by council staff at scheduled times.
- Online** Self-paced, online modules available via our website on your schedule.
- Blended** A combination online and in-person training led by a council facilitator. Participants are required to complete online portions before attending the in-person session.

# Volunteer Learning Curriculum



Our volunteer learning program stems from our Core Leadership Series where volunteers gain the knowledge they need to work with girls and an understanding of how all Girl Scout program resources work together to deliver the Girl Scout Leadership Experience (GSLE). We then build on the Core Leadership Series by offering a wide range of trainings, enrichments, and other learning opportunities throughout the year and in a variety of formats. Topics include grade-level enrichments and program delivery ideas; troop management and troop banking; required certifications and outdoor skills; and much, much, more!

All new co-leaders start with the Core Leadership Series and then build on that foundation as their individual and troop needs grow. For example, a Brownie co-leader would not need Highest Award training yet, but they might want to take outdoor skills training so their troop can add camping to the list of things they would like to do this year!

For our more experienced volunteers, we offer ongoing enrichments and webinars to ensure they are kept up-to-date on council news and policies, along with opportunities to share their knowledge and skills with each other, as well as with our newer volunteers.



## The Foundation of our Program: Core Leadership Series

Our Core Leadership Series consists of two parts, *Volunteer Essentials* and *New Co-Leader Orientation*. It is designed to provide troop co-leaders with an overview of Girl Scouting and to create a framework to get new troops started.

### Volunteer Essentials Training

Available online and in-person, this 60-minute course is **required for all new troop co-leaders and troop outdoor certified adults** and strongly recommended for all other adult volunteers. This informative training introduces key concepts of the Girl Scout Leadership Experience; council, and national policies on Girl Scout safety; and other *must know* information to kick off your troop. We recommend returning volunteers periodically review *Volunteer Essential Training* online and join our *Returning Leader Webinars* each quarter to remain up-to-date on council policies and guidelines.

### New Co-Leader Orientation

This 90-minute, in-person training picks up where *Volunteer Essentials Training* ends. In this interactive session, co-leaders gain an in-depth understanding of their role and responsibilities, troop management, and the Girl Scout Leadership Experience as well as ideas for engaging girls and parents and much more! New Co-Leader Orientation is **required for at least one co-leader in every troop** however, we highly recommend that all co-leaders participate in New Co-Leader Orientation to enhance the effectiveness of the troop.

## We Can Help with That! Training by Request

We realize you're busy and sometimes our trainings may not sync with your calendar. If there is training that you would like to see offered in your area, fill out our **Training Request Form** and we'll be in touch to work out the details! A link to the form can be found on the Volunteers/Volunteer Learning and Support page.



# Leadership Training

## Volunteer Essentials Training

**Prerequisite:** Girl Scout membership and completed background check recommended.

**Who should take this course:** Required for all new troop co-leaders and outdoor certified adults; recommended for all volunteers.

This **online** course is part I of our Core Leadership Series. *Volunteer Essentials Training* delivers essential, must-know information to work with girls and includes key information on council and national policies, safety, Girl Scout grade levels, and the Girl Scout Leadership Experience.

To request an in-person session, contact your membership director, service unit manager or the volunteer experience team at: [volunteerservices@nccoastalpines.org](mailto:volunteerservices@nccoastalpines.org).

## New Co-Leader Orientation

**Prerequisite:** Volunteer Essentials

**Who should take this course?** Required for one co-leader in each troop; recommended for all new troop co-leaders.

Part II of the Core Leadership Series is a 90-minute in-person session that provides a comprehensive overview of the troop co-leader's role and responsibilities, ideas and best practices on troop management, suggestions for parent and girl engagement, and information on council-sponsored activities and events for troops and girls. Check out the **Activities** page or login to **MyGS** to find an upcoming session near you.

## Girl Scouting 101

**Prerequisite:** None

**Who should take this course?** Recommended for all volunteers that work with girls.

This 45-minute online course developed by Girl Scouts of the USA provides an overview of Girl Scouting today. It includes fundamentals of Girl Scouting, an introduction to the Girl Scout Leadership Experience, and an overview of the National Program Portfolio. Offered online only.

## Volunteering for Series & Events

**Prerequisite:** None.

**Who should take this course?** Recommended for adult volunteers who work with girls in a short-term capacity outside of the troop setting.

This 30-minute online course produced by Girl Scouts of the USA is appropriate for short-term, or episodic volunteers and provides the essence of Girl Scouts' inspiring leadership experience and program for girls. Offered online only.



## Accelerate Your Learning Get on the Co-Leader Fast Track

The Co-Leader Fast Track is an opportunity for co-leaders to network and complete essential trainings all in one day. Fast Track sessions include New Co-Leader Orientation and VTK Live!; co-leaders can choose to attend one or both sessions offered. Check out the **Activities** page or **MyGS** to find a session near you!

## Leadership Development Events

Nothing beats our signature events to network with other volunteers, make new friends, and learn valuable skills to enhance and enrich your leadership journey.

### Leaderee

Held twice a year at beautiful Camp Mary Atkinson, Leaderee offers co-leaders and volunteers a weekend, or Saturday only, learning adventure. Packed with a variety of sessions to choose from, you'll have the opportunity to gain new knowledge, essential skills, required trainings, and certifications.

2016 Fall Leaderee - October 7-9

2017 Spring Leaderee - April 7-9

### Discoveree

Discoveree gives co-leaders and volunteers the opportunity to expand their knowledge and skill base in one-day only events focused on core Girl Scout themes and programs. For example, learn more about Girl Scout Traditions and Spirit, gain valuable information on Troop Management & Activities, or get ready for Outdoor Adventures! Included at each Discoveree, you'll always find sessions for required trainings and certifications too! Discoveree rotates around the council and is held twice a year.

2016 Fall Discoveree, Camp Graham - September 24

2017 Spring Discoveree, Camp Hardee - April 22

Complete information, including session listings and how to register, is posted on the Volunteer and Activities pages of the website approximately 4-5 weeks before each event.

## GSLE\* Program Enrichment Trainings

Enrichment trainings enhance the overall experience of our troops, girls, co-leaders, and volunteers by providing detailed information on specific Girl Scout subjects, as well as opportunities for personal growth and development for our volunteers. You'll find a variety of enrichments offered at our signature volunteer training events, Leaderee and Discoveree, as well as opportunities to participate in sessions offered locally or via webinar.

### Grade Level Enrichments

**Recommended for at least one co-leader in each troop.**

Grade level enrichments provide an in-depth look at how to create a quality leadership experience for girls at each grade level - from Daisies to Ambassadors - using Journeys, the Girl's Guide to Girl Scouting, badges, and council resources. *Currently offered at Leaderee, Discoveree, and by request.*

### Girl Scouts' Highest Award Enrichments

#### Bronze Award Workshops

**Recommended for Girl Scout Junior co-leaders and girls.**

What to learn more about the Girl Scout Bronze Award? Explore the process, requirements, timelines, and paperwork involved. When you go for the Bronze Award, you represent what Girl Scouts can achieve in their communities.

#### Silver and Gold Award Workshops

**Recommended for girls, parents, and volunteers of Cadette, Senior, and Ambassador troops.**

These workshops are a great starting point for girls, parents, leaders, and project advisors who want to learn more about the processes, requirements, timelines, and paperwork involved in striving for these prestigious awards.

For more information on both programs, including dates, times, and a link to register, visit the **Activities** page or login to **MyGS** to find an upcoming session near you.

\*Girl Scout Leadership Experience

## Co-Leader Webinar Programs\*

### New Co-Leader Series

**Recommended for new troop co-leaders; open to all.**

This interactive *monthly series* is designed to introduce key components of the Girl Scout program and help new co-leaders navigate their way through the first year.

### Returning Co-Leader Series

**Recommended for returning troop co-leaders; open to all.**

An interactive *quarterly series* designed to share council news, information, and updates with returning leaders to keep you up-to-date on GSLE programming opportunities and council-sponsored activities and events.

### Multi-Level Troop Series

**Recommended for multi-level troop co-leaders; open to all.**

This *quarterly series* for multi-level troop co-leaders provides strategies to manage multiple grade levels and shares tips and ideas to deliver the Girl Scout experience for each grade level in the troop.

### Rising Co-Leader: Step Up Series

**Recommended for troop co-leaders making the transition from one grade level to the next; open to all.**

Offered in the fall and in the spring, our Step Up series is designed to help transitioning co-leaders prepare for the upcoming year. Webinars are held by grade level and focus on key components and new GSLE opportunities for troops and girls at the next level.

### Troop Banking - A 2-Part Series

Part 1: Getting Started & Making Changes

Part 2: Wrapping Up Your Program Year

**Recommended for troop treasurers; open to all.**

This series provides troop treasurers with the information they need to manage the troop bank account, complete the year-end Troop Financial Report, and more! Attend one session of both webinars in the series.

### Family Partnership Webinars

**Recommended for Family Partnership Coordinators and Troop Co-Leaders; open to all.**

Learn more about our member giving program in this informative session. We'll cover what the Campaign supports, the chief investors, and the benefits associated with the Campaign so members can feel more confident sharing the impact of giving with families, fellow volunteers, and other members of the Girl Scout family.

\*Complete information including links to register can be found on the Volunteers/Troop Co-Leaders page of the website.



## Enrichment Bank

You'll find enrichments like these and more when you come to Leaderee and Discoveree. Sessions and offerings vary each year and at each event; be sure to check out what's on the agenda when registration opens!

Archery I Certification  
 Backpacking Basics  
 Canoe & Kayak 101  
 Community Service & Take Action Projects  
 Cooking with a Box Oven  
 Creating Fun & Inclusive Environments  
 Earning Girl Scouts' Highest Awards  
 Flag Ceremonies & Flag Etiquette  
 Fire it Up! Outdoor Cooking  
 First Aid/CPR/AED Certification  
 First Aid/CPR/AED Recertification  
 Friendship SWAPS  
 Games for Girl Scouts  
 Geocaching  
 Girl Scout Ceremonies  
 Grade Level Enrichments for:  
   Delightful Daisies  
   Beautiful Brownies  
   Curious Cadettes  
   Jazzy Juniors  
 Girl Scout Songs  
 Introduction to the Council Patch Program  
 Knot Board Fun  
 Learn to Belay & Climb the Alpine Tower  
 Making Journeys Work for You  
 Managing Your Troop's Finances  
 New Co-Leader Orientation  
 Outdoor Skills Recertification  
 Paracord Fun  
 Troop Trips & Travel  
 Volunteer Essentials Training  
 VTK Live!  
 What's New with Product Sales?  
 Wilderness & Remote First Aid  
 Wood Carving

And much, much more!

We aim to provide sessions that involve skills and/or projects that can be brought back and shared with your troop and girls!

## First Aid & Safety Program

At Girl Scouts, safety is always a top priority! Girl Scout safety guidelines are shared during co-leader training and orientation and can be found in *Volunteer Essentials* and *Safety Activity Checkpoints*. We encourage all volunteers and co-leaders to be familiar with these guidelines. As part of our commitment to safety we offer a variety of first aid trainings throughout the year for volunteers to gain required certifications easily and affordably. If you need assistance, please know that your membership director, service unit support team, and council staff are always available to answer questions.

Girl Scouts **requires** at least one Adult and Child First Aid/CPR/AED certified adult volunteer accompany a troop/group on an overnight, or troop activities held outside the normal meeting space. These adults are often referred to as the troop first aider. A troop first aider is a volunteer who has successfully completed first aid and CPR training through one of the following Girl Scout approved programs: American Red Cross, National Safety Council, MEDIC FirstAid, or the American Heart Association. Through the council First Aid Training Program, volunteers can receive First Aid/CPR certification by successfully completing one of our American Red Cross or National Safety Council approved courses.

### Council First Aid/CPR/AED Training Course Descriptions

#### First Aid/CPR/AED Course

This **in-person**, instructor-led course combines lecture, practice, and skill testing to teach participants how to recognize emergencies, care for injuries or illnesses, and perform CPR until professional help arrives.

#### First Aid/CPR/AED Blended

This course combines a minimum of 2 ½ hours **online course work** completed prior to a minimum 2 ½ hour **in-person**, instructor-led practice and skill testing session. (*Note: This course includes infant CPR.*)

#### First Aid/CPR/AED Challenge

The purpose of the challenge course is to provide participants the opportunity to demonstrate knowledge and skill competency outside of a formal class setting. Participants have sole responsibility to prepare for the knowledge and skill valuations. Anyone is eligible to participate in a challenge course however, participants who do not possess current American Red Cross certification (or equivalent) may participate in a challenge course only once.

#### First Aid/CPR/AED Recertification

This course is open to all registered adult members who hold a current American Red Cross certificate (or equivalent) that will expire within 30 days of the recertification course. The course gives participants the opportunity to review course content within a formal class setting before the knowledge and skill tests.

#### Wilderness and Remote First Aid (WRFA)

This course meets council requirements for adult volunteers to serve as a Level 2 First Aider and is open to all registered adults who currently hold an American Red Cross, American Heart Association, or National Safety Council Adult and Child First Aid/CPR/AED certification. WRFA provides individuals with a foundation of first aid principles and skills in order to respond to emergencies and give care in areas 30 minutes or more away from local emergency medical services (EMS) response. This includes wilderness and remote environments, including urban disasters, such as earthquakes and hurricanes.

Visit the **Activities** page or login to **MyGS** to find an upcoming session near you.



# Camp & Outdoor Education Program

Whether it's having your next meeting outdoors, going on a hike, heading off to camp with your troop, or paddling a canoe across a pond, our camp and outdoor education program will get you there!

Girl Scouts-North Carolina Coastal Pines **requires** at least **one outdoor certified adult volunteer accompany a troop camping trip**. To become an outdoor certified adult, volunteers must complete Let's Go Outside, Let's Go Exploring, and Let's Go Camping. Those wishing to get their outdoor certification in one weekend, may choose to complete Let's Go Camping: All-in-One which covers all three modules. For water trips and activities, if certified personnel (small craft safety and/or lifeguards) are not provided on site, Girl Scouts **requires** a **small craft safety and/or lifeguarding certified adult** per applicable Safety Activity Checkpoints.

## Council Outdoor Training and Certification Course Descriptions

Our outdoor education program uses a progressive format and prepares co-leaders and volunteers to take troops and girls on outdoor adventures.

**Let's Go Outside** - This 30-minute online module is the first step in preparing to take girls out of the normal meeting space and into a local space for a meeting. Session includes information regarding outdoor progression, paperwork, forms and Safety Activity Checkpoints.

**Let's Go Exploring** - This 45-minute online module is the second step in preparing to take girls further into nature (hiking) or on a local overnight (backyard sleepover). Session builds on knowledge gained in Let's Go Outside to provide a greater understanding of safety and outdoor programming.

**Let's Go Camping** - Let's Go Camping is a blended training and combines an online module, a webinar, and an in-person overnight for volunteers to complete their outdoor education and receive their outdoor certification. Together with Let's Go Outside and Let's Go Exploring, Let's Go Camping is the final step in preparing volunteers to safely take girls camping (tent or cabin) and cook outdoors.

**Let's Go Camping: All-in-One** - This alternative to our outdoor progression, Let's Go Camping: All-in-One takes place over two-nights and covers everything a volunteer needs to become Outdoor Certified in one full weekend. Session combines all the skills and knowledge from Let's Go Outside, Let's Go Exploring, and Let's Go Camping and gives participants the opportunity to develop and experience the essential camping skills needed for a successful troop camping trip.

**Let's Recertify** - Every 5 years, outdoor certified adults are required to renew their certification. This blended course combines an online and in-person session to ensure



volunteers have maintained their knowledge and provides updates on Safety Activity Checkpoints and best practices in camping.

**Waterfront Training for Water Trips and Activities** - Each year the council offers a variety of waterfront training opportunities including Lifeguarding and Small Craft Safety for canoeing, kayaking and sailing. For information on upcoming courses, contact [summercamp@nccoastalpines.org](mailto:summercamp@nccoastalpines.org).

**Archery Training -Level 1** - This 8-hour course enables you to take your girls on the range and hone their skills. Workshops are offered several times throughout the year.

**Outdoor Progression Series** - This series is for girls and adults to help them learn everything they need to know to go on their first troop camping trip. This four-part series focuses on a specific outdoor skill at each session and is a great way for adults to learn outdoor skills while the girls are learning too. If you join us for the series, you are invited to a special camping weekend where you can earn your Outdoor Skills Training certification.

To register for any of our Camp & Outdoor Education sessions, check out the **Activities** page or login to **MyGS** and search for an upcoming session near you.