



Volunteer Roadmap

Helping you navigate your journey as a Girl Scout Volunteer.



Look inside for...

- Answers to your most frequently asked training questions.
- Our easy-to-read, *Quick Reference Guide* detailing who needs what training.
- An overview of our New Co-Leader Onboarding curriculum.
- Details and information on additional training to further your Girl Scout knowledge and skills.
- Information on the wide-variety of webinars available to enhance your volunteer experience.
- Information on our First Aid training program.
- Information on our Camp and Outdoor training program.

We're Glad You're Here!



At Girl Scouts, we empower girls to stand up and make a difference; to innovate and take the lead! We encourage girls to try new things, overcome challenges, and share their voices in an atmosphere of mutual respect and cooperation. And most importantly, everything we do - from troop meetings to cookie sales, camping to STEM (and beyond) - takes place in a girl-led, girl-focused, all-girl environment where girls are free to explore their potential and be themselves.

As a Girl Scout volunteer, the impact you have in the lives of girls is real. Thanks to your caring and support, girls have the opportunity to grow and learn, develop new skills, and prepare for a lifetime of leadership! It's true.

Did you know that in the United States, 90% of female astronauts, 80% of female tech leaders, 75% of current senators, more than half of all female business owners, and all three female Secretaries of State, were Girl Scouts! And imagine, every one of their Girl Scout experiences happened because there was a volunteer, like you, that gave them the opportunity to be a Girl Scout. And today's Girl Scouts will be no different, thanks to you!

As a Girl Scout volunteer, your journey may have just begun, or you may be well on your way. But no matter which road you're on, I want you to know that you're not alone - 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, we're in this with you and we're here to make your experience meaningful, rewarding, and fun.

Most of the information in the *Volunteer Roadmap* is on the website but we wanted to put as much as we could in one, easy-to-find place. We also wanted to answer some of your questions and share our excitement and passion for Girl Scouts with you too! After all, Girl Scouts isn't just for the girls - although, that's 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! And, thank you for being part of our Girl Scout family!

Everyone at Girl Scouts—NC Coastal Pines



Join our Training Team!

Share your Girl Scout 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 most and help us not only to provide more trainings for our volunteers but help us

bring our trainings closer to our volunteers as well.

Training schedules are flexible and based on your availability. Individuals are required to complete facilitator training in their chosen area/s of interest and to participate in team webinars and recertification courses, as necessary. Most facilitator 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 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 trainings?

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 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.

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.

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 our trainings. 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 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.

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. SACs will list all required trainings as well as other important safety measures for the activity. SACs can be found on under FORMS on the council website and in the Volunteer Toolkit under Resources.

Where can I find a list of upcoming trainings and courses?

We're so glad you asked. You can find information, dates, and locations of upcoming sessions on the **Activities** page or in **MyGS**. 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.

Who Needs What Training?	Troop Co-Leader	Troop First Aider	Camp Certified Adult	Fall Product Sale or Cookie Manager	Service Unit Manager	Service Unit Team Member
Volunteer Essentials ¹	+	+	+	+	+	+
New Co-Leader Orientation ²	+					
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				+	+	+

¹Required for all co-leaders before the first troop meeting and for anyone beginning the Outdoor Certification Progression Series.
²All co-leaders are asked to complete NCO within 45 days of troop start-up.

 required
  recommended

How Are Trainings and Enrichments Delivered?

Our trainings and enrichments are delivered in a variety of formats to best meet the needs and learning styles of our volunteers. Here's a glance at the many different training delivery methods we use.

- In-Person, or as we say, LIVE!** Individual or small-group sessions led by council staff or trained and approved facilitators at scheduled times; pre-registration required.
- Via Webinar** Topic-driven, informational sessions led by council staff at scheduled times.
- Online** Self-paced, online modules available via our website to fit your schedule.
- Blended** Training that requires the completion on an online module and an in-person session led by council staff or trained and approved facilitators. Participants are required to complete online portions before attending the in-person session.



Volunteer Learning



Our volunteer learning curriculum stems from our Core Leadership Series where volunteers gain the knowledge they need to work with girls and an understanding of how 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 additional trainings, enrichments, and other learning opportunities in a variety of formats throughout the year. Topics include grade-level enrichments and program delivery ideas; troop management and troop banking; required certifications, outdoor skills, and 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 the Girl Scout program, council news, policies, procedures, and more.

The Foundation of our Program: The 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, this 60-minute course is **required for all new troop co-leaders before the first troop meeting and adults beginning outdoor training**. Because information in *Volunteer Essentials* is updated annually, it is strongly recommended that all returning adult volunteers revisit this course every 2-3 years to remain up-to-date on council policies and Girl Scout program guidelines. Packed with information, this 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.

New Co-Leader Orientation

This 2-hour, in-person training picks up where *Volunteer Essentials* ends. In this interactive session, co-leaders gain an in-depth understanding of their role and responsibilities, ideas for troop management, information on the Girl Scout Program, tips for engaging their girls and their parents/caregivers, and much more! All co-leaders are asked to complete New Co-Leader Orientation **within 45 days of their first troop meeting**.

To locate online modules or register for New Co-Leader Orientation:
Visit **Activities** on the council website at www.nccoastalpines.org or login to **MyGS**.

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 a 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.

Who should take this course: Required for all new troop co-leaders before their first troop meeting and for anyone beginning the Outdoor Certification Progression series; recommended for all volunteers.

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

New Co-Leader Orientation (NCO)

Prerequisite: Volunteer Essentials

Who should take this course? All co-leaders are asked to complete New Co-Leader Orientation within 45 days of their first troop meeting.

Part II of the Core Leadership Series, NCO is a 2-hour in-person session that provides leaders with a comprehensive overview of the co-leader's role, 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 **Activities** 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 Fast Track

A council-sponsored Fast Track is a 3-hour all-in-one training that includes both New Co-Leader Orientation and an introduction to the Volunteer Toolkit - our online, digital troop planning and management tool for leaders. Offered in the evenings and on Saturdays, leaders can choose to attend one or both sessions. Check out **Activities** or login to **MyGS** to find a session near you!

Leader 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. Check with your area service unit manager or membership director for this year's dates.

The Co-Leader Conference

At Girl Scouts, we understand the challenges co-leaders face when trying to navigate their way through the many different program opportunities and experiences available. The Co-leader Conference is designed to help co-leaders build their knowledge of the Girl Scout program and strengthen their program delivery and troop leadership skills. Participants attend a general session to kick off the day and then attend the grade-level breakout they've selected for an in-depth look at the program for *Daisies, Brownies, Juniors, and Teens!*

Complete information, including session listings, is posted in **Activities** approximately 4-6 weeks before each event.

GSLE* Program Enrichments

Enrichments enhance the overall experience of our volunteers, troops, and girls by providing detailed information on specific Girl Scout subjects as well as opportunities for personal growth and development.

Planned by council staff or the local service unit team, you'll find a variety of different topics offered throughout the year. Here are just a few of the many enrichments you'll find available.

Grade Level Training

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

Grade level trainings provide an in-depth look at how to create a quality leadership experience for girls using Journeys, the Girl's Guide to Girl Scouting, badges, and council resources. *Currently offered online and in-depth at the Co-Leader Conference where participants receive additional hands-on opportunities in the training.*

Girl Scouts' Highest Award Enrichments

Bronze Award Workshops

Recommended for Girl Scout Junior co-leaders and girls.

Want 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 **Activities** or login to **MyGS** to find an upcoming session near you.

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.

Volunteer Toolkit (VTK) Webinars

Level 1: VTK Basics

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

Our LIVE! (participants view LIVE! desktop demos) VTK webinars, delivered by our team of VTK coaches, are designed to help co-leaders quickly gain the confidence they need to put this amazing tool to use! Packed with meeting aids, meeting plans, resources and more, leaders can find everything they need at their fingertips in the VTK and our coaches want to show you how!

Level 1: VTK Basics: Guides co-leaders through the Toolkit's basic functions while providing an overview of the VTK's many different features.

Council Connect Series

Recommended for all volunteers.

This interactive **monthly series** is specifically designed to highlight program delivery materials and resources, address frequently asked questions and keep our corps of volunteers up-to-date on council news, policies, and procedures.

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.

*More information can be found on the Volunteers/Troop Co-Leaders page of the website or by visiting Activities in MyGS or on the council website.

*Girl Scout Leadership Experience



Enrichment Bank

You'll find enrichments like these and more when you come to Leadersee. 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 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 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, 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 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 register for an upcoming session.

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 our 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 outside 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 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.

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 **Activities** or login to **MyGS** and search for an upcoming session.

