



Event Planning

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08-1723
7/2014

WELCOME

This manual was designed to help you have a better grasp of your job as an Event staff member. It will serve as a guide and provide help in understanding how an event is set up and what your responsibilities are. It has been written by people like you who started with a wonderful idea that they just had to share. They have helped us with this manual in the hope that all will be able to benefit from their experiences without having to suffer through the same mistakes they did.

When planning an event, you will need to download the **Event Packet (03-286)** from the GSCM website or request a copy from the Volunteer Resource Center. It will include the forms and information you will need when planning your event.

Thank you for volunteering to help plan and/or staff a Girl Scout Event. Events are important as they expose girls to a wider world - beyond their troop, beyond their Service Unit and sometimes beyond Girl Scouts of Central Maryland.

The girls of today will make decisions that affect our world. Beyond-the-troop events will help them be better prepared to meet that responsibility.

And remember, the best part - for you and for the girls - is the fun!!!

In order to fully understand the procedures for Event Planning, the volunteer positions of Event Chair/Director are defined as follows:

Event Chair: an individual that is in charge of running a simple program or activity with fewer than 500 expected participants; usually with the help of a committee. Please make sure that your Service Team and your Membership and Community Development Specialist are informed about events and event dates.

Event Director: an individual that is in charge of a program or activity with more than 500 expected participants; with the help of a committee of volunteers. Please make sure that your Service Team and your Membership and Community Development Specialist or other staff liaison are informed about events and event dates.

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DEFINITION AND GOALS

WHAT IS AN EVENT?

A Girl Scout event is a program or activity built around a theme offered to girls at the service unit, cluster, county or council level. It usually starts with a wonderful idea! A troop, group or service unit may put on an event to provide program activities, teach particular skills and/or target a particular age group, program level or interest. Somehow you have to get other people excited about the idea and then translate that idea into a successful event. You and your committee will need to decide:

◆ **WHO** will benefit from the idea? Who will be the target audience – older girls, younger girls, mixed age groups, girls who know a particular skill, girls who need to learn a particular skills, girls who share a specific interest, girls from a specific geographic area?

◆ **WHAT** kind of event is it? Events are usually planned to achieve particular goals and within time, budget and staffing constraints. Some examples may include service unit camping weekends, an age level activity like a Brownie or Junior Badge day, as well as special programs such as mall sleepovers or a large service project.

◆ **WHEN** can the event take place? Take into account the school schedule, adult work schedules, religious holidays, etc. You also need to match the kind of activity to the time of day and to the right season of the year.

◆ **WHERE** can the event be held? Inside or out? Rustic or modern facilities? Open space or subdivided? Church, school, park, etc? Is a stage needed? What about other equipment?

◆ **HOW** can you take advantage of available resources and help? Make sure to use a girl/adult partnership in the planning process. Will leaders need to attend with their troop/group? Will the adults who help with the program be required to have special skills or take training?

Remember, you are not alone! Administrative support can be arranged by your Service Team, Membership & Community Development Specialist and/or Program Specialist if needed. Open lines of communication with staff and volunteers will help make your event a successful one.

Planning an event involves team work and the ability to attention to details. It also requires volunteers and staff to review current first aid updates, program standards, The Safety Activity Checkpoints and *Volunteer Essential* guidelines and procedures.

Note: Some events may be approved for troop/group money earning purposes. If this is the case, troops/groups must fill out *Permission for Troop/Group Money Earning Form*.

IDEAS FOR EVENTS

- OLYMPICS
- POTLUCK DINNER: try a special theme - ethnic, vegetarian, international.
- ROLLER SKATING PARTY, SWIM PARTY, BOWLING PARTY
- FASHION SHOW/COSTUME PARTY: try special theme - sports, regional, international.
- COLONIAL FUN: try churning butter, carding wool, learning to knit.
- COMMUNITY SERVICE DAY
- HOLIDAY EVENTS: such as Kwanzaa, Chinese New Year, Cinco de Mayo, Martin Luther King Jr. Day.
- MAKE IT-TAKE IT: groups provide an activity/craft that can be completed within a short time.
- DANCE: Square Dancing, Line Dancing, Ethnic Dance Festival, Sock Hop, etc.
- SING DOWN: troops/groups take turns singing songs; songs cannot be repeated.
- CAMPOREE or BASIC OUTDOOR SKILLS WORKSHOP
- EARTH MATTERS: stations deal with environmental information and concerns
- FLY AWAY: make kites to fly (good bridging activity with older girls helping younger ones).
- CAREER DAY
- BIKE RODEO: teach bike maintenance, bike safety, and end with a bike skills event.
- DADS AND DAUGHTERS/MOMS AND DAUGHTERS: call it a "Best Beau" or a "V.I.P" event to avoid embarrassing girls who come from non-traditional or single-parent families.
- JOURNEY DAY/BADGE DAY: complete some/all the requirements for an award in one long session or weekend.
- PATCH PARTY: consider some Council Patch Programs.
- TRIP: invite another troop or troops to go with you.
- SLEEPOVER: girls stay overnight and work on activities.
- WIDE GAME: activities are divided into stations/booths.

Check with other service units and groups to see what programs have worked well elsewhere.

And most importantly, ask your girls for ideas!

SETTING GOALS FOR THE EVENT

After reviewing the leadership keys and outcomes, think about how they coincide or conflict with your program. Can you expand upon your program to better achieve these keys and outcomes?

Take into account appropriate activities for different ages, skill levels and abilities. Provide for progression in skill and ability levels both for girl and adult participants.

Allow for both girl and adult input. Check with evaluations from previous events if they are available.

Goals should be specific, measurable and relevant to Girl Scouting.

GOALS FOR THE EVENT

(please list)

PROGRAM FOR GIRLS SHOULD PROVIDE

- Opportunities for growth in attitudes based on the Promise and Law.
- Opportunities to participate in the planning and decision making process.
- Opportunities to have fun.
- Opportunities to explore interests.
- Opportunities to learn new skills.
- Opportunities to experience the diversity of our society.
- Opportunities to work on the Journeys or badge requirements if interested.
- Recognition for jobs well done.

In your planning process, don't forget to refer back to your goals!

PEOPLE SKILLS

TAKING CHARGE

1. **Do not take credit.** The best way for an administrator to achieve results is by not claiming any, or by giving others the credit. (They probably deserve most of it, anyway.)
2. **Under promise. Over perform.** If you promise more than you perform, people will be displeased. But if you perform more than you promised, you will be a hero.
3. **Avoid being backed into a corner,** out of which you cannot retreat.
4. **Don't exaggerate differences,** but equally:
5. **Don't paper over differences.** In unity there is strength - but not in spurious unity.
6. **Don't take unnecessary risks,**
7. **Write and speak well.** It is not the amount of communication that counts but the quality.
8. **Repetition is the mother of learning.** Find a variety of ways to give instructions, emphasize several aspects. Cover the fundamentals when giving instructions.
9. **Don't assume that the more meetings you have the better.**
10. **The better meetings you have the fewer you will need.**
11. **Less communication is not always wrong.** Too much talk, too many meetings, too many memos can be prime confusion-creators.
12. **Always be over prepared to achieve the results you want.** This implies knowing what you want, which is far less common than is commonly believed.
13. **Never forget the difference between knowing and understanding.** We all know much more than we understand.
14. **Do everything necessary - but don't do everything.** If you do, those you work with will become too dependent or bored, and you never will be able to learn from or to depend on them.
15. **The educator must be educated.** An administrator's basic job is to communicate, to convince, persuade, set in motion, and oversee - not to do it all.
16. **Doing too much is as bad as doing too little.** Remember to delegate,
17. **Plan everything, but expect nothing to come out exactly as you planned.**
18. **Even if your plans do come to fruition, don't expect them to yield what you wanted.**
19. **Don't waste a lot of time thinking about what you might have done differently.**
20. **Master the facts, don't let them master you.**
21. **Doing nothing is sometimes the best possible thing to do.** Sometimes there is, for a variety of reasons, nothing useful that can be done about a problem
22. **Judge people by what they do, not by what they say.** People will say almost anything.
23. **Don't expect praise or appreciation for every good thing you do.** People have their own problems and don't necessarily pay that much attention to what you do.

Based on an article by Murray L. Bob

RECRUITING

Successful recruiting requires coordinated effort. A Girl Scout recruiter "sells" Girl Scout program to adults. Networking, establishing and maintaining contacts in the community is important. The larger your network, the easier it is to find the right person for the job.

YOU WILL HAVE MORE RECRUITING SUCCESS IF YOU:

- Identify resources within the Council's jurisdiction and in the community at large.
- Discover what materials, media resources and people are available. It helps to maintain a file of contacts and notes on preferred projects of potential volunteers.
- Define the jobs you need done:
 - Determine what the jobs are, how many and where.
 - Develop clear and specific job descriptions.
 - Tell people what they will do, how long they will do it and who will benefit.
 - Offer choices. Be knowledgeable about other jobs. Make referrals.
 - Establish clear timetables and deadlines.
 - Break large jobs into smaller ones.
- Target specific groups. You can do this by determining the common interests of your target group and adapting your "sales talk" and materials when necessary.
- Match people and jobs, be selective and look for the right person, not just any warm body. Skill matching is very important responsibility. Know why the person is qualified and tell her.
- Appeal to current volunteers to recruit their friends. When recruiting minorities, find the leaders in their communities. Ask those leaders to help you recruit. Consider all the different groups in your community and the ways they can help. Look wider still!
- Recruit volunteers to serve girls, not Girl Scouting. People work for people, not for things.
- Be enthusiastic. Convey the fun and excitement of Girl Scouting!
- Anticipate acceptance, hear objections, and give alternatives. Remember that you are trying to remove people's reasons to say no, not twist their arms. Never use guilt when recruiting.
- Get volunteers to make a commitment and get them started on the job as soon as possible.

PLAN FOR DIVERSITY

To ensure the success of your event, your committees should be representative of the diversity of our membership. Appreciate and respect the rich experience and expertise the committee members will bring. Take time to help committee members get to know each other and become comfortable working together.

COMMITTEE MEMBERS:

WILL HAVE DIFFERENT FAMILY STRUCTURES

Be sensitive to the situations and family structures of committee members. Use inclusive terminology (for example "V.I.P. Dinner" instead of "Mother-Daughter Dinner"). Be considerate of the time and length of meetings to minimize child care costs.

◆ WILL BE FROM DIFFERENT SOCIO-ECONOMIC LEVELS

Be alert to the cost of activities you promote. Expedite reimbursements to volunteers and offer advance money. Inform committee members and participants of financial assistance available from our council.

◆ WILL HAVE DIFFERENT EDUCATIONAL BACKGROUNDS

Use visuals, participation activities and group discussion. Limit reading assignments and references to handouts. Use layman's terms. Limit jargon and acronyms. Simplify statements without being patronizing. Ask often if everyone understands. Be sensitive to feedback. Don't assume that everyone has completed high school or gone to college.

◆ WILL HAVE DIFFERENT HERITAGES AND ETHNIC GROUPS

Encourage committee members to recruit a wide variety of program consultants from their communities. Avoid stereotypes.

◆ WILL HAVE DIFFERENT RELIGIOUS BELIEFS

Be sensitive to religious holidays when planning. Be sensitive when selecting graces.

◆ WILL HAVE DIFFERENT DIETARY RESTRAINTS

Ask for any diet sensitivities on registration form and make accommodations

◆ WILL HAVE DIFFERENT PHYSICAL CAPABILITIES

Use barrier-free meeting sites. Disabilities are not always visible; ask committee members if they have a disability that will impact their participation and plan for it.

◆ WILL BE DIFFERENT AGES WITH A VARIETY OF LIFE EXPERIENCES

Promote events to include all ages. Don't assume everyone has had the same life experiences.

Celebrate the diversity of your group and build on it to create a successful event!

POSITIVE REINFORCEMENT

Positive reinforcement is the single most effective tool in motivating people. It is not easy to practice or maintain. A leader must have a good self-concept and confidence to be positive in group meetings. Positive reinforcement needs to be practiced and shared equally among all members.

Positive reinforcement comes in two forms: verbal and non-verbal. It is important to remember to be specific and sincere. When giving positive reinforcement, let the person know why she is receiving it and mean what you say. Don't say "Susan, you've done a good job." Tell Susan specifically what she did: "Susan, you did a very good job of making the carrot cake." Being too general with positive reinforcement may appear artificial or phony. Give positive reinforcement for positive activities.

It is difficult for some leaders give positive feedback. Negative statements are easier to make than positive ones. To overcome this, focus on strengths and successes (even small ones). Many of us are much more aware of behaviors and activities that we don't want. Take some time to consider what you do want Jill to do on the long bus trip and compliment her when she does it.

If you help people to feel good about them, they will be more willing to accept others in the group on positive terms.

Give positive reinforcement constantly. Examples include:

- a smile.
- a pat on the shoulder.
- nodding.
- specific verbal praise.
- providing an opportunity for a group member to make a decision.
- allowing group members to plan and lead group activities.
- asking a group member a question.
- asking a group member to demonstrate skills or projects to the rest of the group.
- providing an opportunity for the group to share their skills and projects with the community through a fair or special exhibit.
- an enthusiastic and encouraging comment concerning a person's work.
- praising them to their friends.
- writing a thank you note.
- writing a note home to a significant person, such as a parent or friend, about the progress of the group member.
- certificates.
- providing a special treat.
- saying "Thank you."

DEALING WITH MEETING PROBLEMS

Questions designed to move the meeting on. #3 is left blank for YOUR way of saying it.

To OPEN DISCUSSION:

1. What do you think the general idea (or problem) is?
2. What has been your experience in dealing with this problem (or topic)?
- 3.

To BROADEN PARTICIPATION

1. How do the ideas presented sound to those of you who have not spoken yet?
2. What other parts of the problem should we explore?
- 3.

To LIMIT PARTICIPATION

1. You have made several good comments. Would anyone else like to contribute?
2. Since everyone hasn't had an opportunity to speak, please hold your comments until later.
- 3.

To FOCUS ATTENTION

1. Where are we now in relation to our goal for this discussion?
2. Would you like a review of things we have said and progress we have made?
- 3.

To HELP MOVE THE GROUP ALONG

1. Have we spent enough time on this part of the problem? Should we move to another part?
2. So that we can end our meeting on time, perhaps we should move on to the next question.
- 3.

To HELP THE GROUP EVALUATE ITSELF

1. Do any of you feel that we are stuck on this question? What's slowing us down?
2. Would anyone like to offer suggestions on how we might improve our next one?
- 3.

To HELP THE GROUP REACH A DECISION

1. Am I right in sensing agreement on these points? (A brief summary is given.)
2. What have we accomplished in our discussion up to this point?
- 3.

To LEND CONTINUITY TO THE DISCUSSION

1. Since we haven't reached a decision, what are some points we should discuss at the next one?
2. Are there points that need further study before we meet again?
- 3.

HANDLING DIFFICULT PEOPLE

Different managers have problems with different personality types. The following are some suggestions on how to deal with an assortment of people who might be on your committee:

ABRASIVE PEOPLE overwhelm others by intimidation. Disagreeing with their position seldom works since they expect others to submit or fight back, deal with them by remaining silent until they run down. Maintain eye contact to show that you are not intimidated, then state your case calmly.

COMPLAINERS can be handled by listening impassively, paraphrasing their complaints, and pinning them down by asking them to put their grievances in writing with specific suggestions. Do not be sympathetic. This only encourages them to complain more!

PEOPLE WHO ATTACK INDIRECTLY via sarcasm are dealt with by asking directly what their objections are. If they are groundless, they will back down; if not, you can get to the real problem.

NEGATIVE PEOPLE who insist that an idea will not work do not respond to rational arguments. Don't waste time with them. Make your decisions and explain your course of action firmly.

PEOPLE WHO PLEAD their own pet concerns beyond reason or claim to speak for others. Have them encourage others to contact you directly.

PEOPLE WHO NEED TO BE LIKED can be unreliable, since they may make conflicting commitments. Therefore, question them closely before taking their word that a task will be done.

WITHDRAWERS are passive or indifferent. They doodle, whisper to others, or pass notes. Direct some questions to them, ask them to lead the group, or find other ways of actively involving them.

PRODUCTIVE CONFRONTATION

There are times when you will need to confront a person whose behavior keeps the group from attaining its goals. Here are suggestions that will help change her/his behavior in a positive way:

1. IDENTIFICATION:

- **PINPOINT THE PROBLEM:** Be very specific. Gather clear examples. Whose problem is it? What exactly is happening? When is it happening? Where does it happen? How?
- **ANALYZE THE PROBLEM:** What is the goal of the misbehavior? What choices does the individual have? Is it a group or individual problem?
- **PLAN CHANGE:** Consider alternative actions. Clarify signals - hers and yours. Offer rewards as positive reinforcements. Avoid punishments, if possible. Be consistent.

2. PREPARATION:

- Be sure that you have done your homework in identifying the problem (see #1).
- Don't procrastinate. Putting off a confrontation hardly ever makes it easier.
- Remain aware of your tone of voice. We can sound exasperated when we have to be firm.
- Remain calm and objective. Think fairness, clarity, objectivity and professionalism.
- Pay attention to your body language. Don't shake your finger, shake your head or roll your eyes.
- Allow for enough time and for privacy for the person or group you are confronting.

3. CONFRONTATION:

- Make a positive statement about the person's contribution. ("We are so glad that you are helping us with this project. I can tell you enjoy working with the girls and they enjoy working with you!")
- Be sure you both agree on your common goal. ("It's important for the girls to learn about Girl Scouting and Girl Guiding worldwide. Don't you agree?")
- State your expectations. ("We need everyone to start their stations on time or we won't be able to cover the materials that the girls need to earn their patch.")
- Restate the event and your feelings. ("The children were disappointed when your station wasn't open on time. I hate to see the children disappointed.")
- Solicit each person's side of the story. Everyone has a right to be heard. ("Did you get your schedule? Were the materials we provided what you needed?")
- Agree on the problem. ("We need you to be at your next station by 10:00, don't you agree?")

4. SOLUTION:

- Share potential solutions. ("Let me get you an extra copy of the schedule. Next time we'll be sure all of the consultants get their own copy! Is there any other way we could help?")
- Agree on a solution. ("Do you think if girls get their own mailings this will solve this problem?")
- If possible, have her restate the solution to be sure it is understood.
- Agree on a time frame.
- You may need to agree on consequences.
- Close the meeting on a positive note. ("We're really glad you're helping out. I've heard the girls talking about how much they have enjoyed your station.")

5. EVALUATION:

- Consider the effectiveness of your actions. If things didn't work out the way you wanted, retreat and regroup. You might need to reevaluate the problem.

GOOD PLANNING

BRING GROUP TOGETHER

- Analyze the diversity of the group you plan to serve.
- Evaluate your recruiting prospects.
- Broaden your contacts through networking. Get help from a variety of people in a variety of positions. Ask friends for suggestions. Contact community organizations.
- Recruit people of diverse races and backgrounds.

BUILD A TEAM

- Help members get to know each other. Use name tags until names are learned.
- Use get-acquainted activities to learn about each other.
- Make sure everyone feels welcome and respected. Accept each person for them. Be sensitive
- Encourage members to accept each other by listening with understanding and compassion.
- Arrange physical setting to encourage the work of the group (room temperature, seating arrangement, refreshments).

ESTABLISH WORKING RELATIONSHIPS

- Establish ground rules for acceptable behavior. Use the Quiet Sign.
- Agree on working procedures and build partnerships.
- Offer one-on-one consultation with group members if needed.
- Resolve conflicts positively in a timely manner.

DEVELOP LEADERSHIP

- Plan for the future. Try to place people with leadership potential in key positions.
- Try to match peoples' skills, talents, and interests to their jobs.
- Progress people through jobs requiring increasing responsibilities and leadership skills.
- Give increasing responsibilities to older girl troops and individual older girls as well as adult volunteers.
- Take advantage of the opportunity to utilize people with interest in Girl Scouting and its goals but who can only make a limited time commitment.

PLAN GOALS TOGETHER

- Analyze the needs and interests of the group you plan to serve.
- Clarify expectations and agree on purpose of the event.
- Help everyone be aware of the financial, time, and philosophical constraints. There is nothing more frustrating to a group than to work on a plan and then discover that what they have done is not acceptable.
- Select a manageable area. Don't try to tackle too much.
- Have some ideas prepared to get started.
- Put topics in terms that the group will understand.
- Form small planning groups with defined leadership.
- Encourage all group members to participate. Work with members individually if needed.
- When giving direction, be clear, brief and to the point.
- Write it down. You need logical action steps to achieve goals.

PLAN A WELL-ORGANIZED ACTION-PACKED EVENT

- Make learning relevant.
- Hands-on activities are best.
- Plan for every person.
- Work in small groups: try different groupings; vary the purpose; use assorted leaders.
- Plan for every minute. Unemployment or underemployment may lead to misbehavior.
- Define a format.
- Use a routine.
- Over plan.

PLAN FOR THE NEXT TIME - EVALUATE!

- Ask each participant and committee member: "What went well?", "What didn't go well?", and "What would you repeat next time?", and "What would you do differently next time?"
- Put in writing procedures and suggestions that would help the next time.

CELEBRATE

- Enjoy the success of the event.
- Share the credit with everyone involved.
- Thank each member of your team.
- Start planning and recruiting for next time.

EVENT TIMETABLE

Programs involving smaller numbers of girls often can be accomplished with less lead time. For groups larger than 300, you may need to reserve a site two years in advance of the event.

Anything that CAN be done ahead of the event, SHOULD be done ahead of the event!

9-15 MONTHS AHEAD

- ___ Attend Event Planning training
- ___ Recruit an Event Planning Team
- ___ Establish job descriptions
- ___ Establish goals
- ___ Review **Volunteer Essentials**
- ___ Evaluate past experience with this or similar events
- ___ Estimate size of event & determine dates; coordinate dates with GSCM and GS Service Unit calendars
- ___ Select site; get approval
- ___ Obtain appropriate GSCM approval(s)
- ___ Recruit Administrative Event Staff
- ___ Prepare event interest fliers
- ___ Recruit consultants and/or contributors

6-9 MONTHS AHEAD

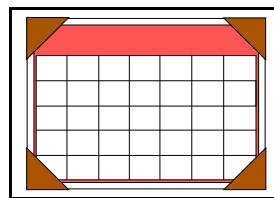
- ___ Complete staff recruitment
- ___ Begin Administrative Staff training
- ___ Begin detailed program planning; design patch, publicity, etc.

5 MONTHS AHEAD

- ___ Establish health & safety guidelines
- ___ Prepare event registration forms
- ___ Publicize event

4 MONTHS AHEAD

- ___ Distribute event registration forms
- ___ Submit Event Alert
- ___ Train remaining staff
- ___ Plan mandatory meeting for participants or troop representatives if needed
- ___ Order patches (8 weeks minimum)

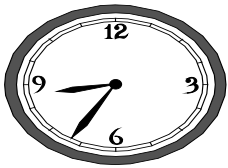


3 MONTHS AHEAD

- ___ Begin to register participants.
- ___ Send confirmation/reminder information
- ___ Order supplies
- ___ Check permits
- ___ Conduct mandatory meeting if needed

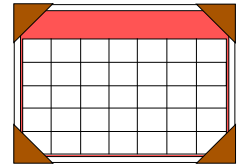
1-2 MONTHS AHEAD

- ___ Check transportation
- ___ Check with hospital and fire station
- ___ Notify police, if appropriate
- ___ Check site
- ___ Check logistical support
- ___ Organize equipment
- ___ Prepare supplies
- ___ Final details of program planning



Girl Scouts of Central Maryland

EVENT PLANNING CALENDAR



SEPTEMBER	OCTOBER
NOVEMBER	DECEMBER
JANUARY	FEBRUARY
MARCH	APRIL
MAY	JUNE
JULY	AUGUST

EVENT CHECKLIST

Events are a great way of sharing the Girl Scouts with others. Whether you are an old hand at events, or you are starting to consider the possibilities, this checklist will help you plan any event.

Planning an event could be called the challenge of "how to think of everything". The details of planning can seem endless, but if you organize in advance, your tasks will be simplified. Be as thorough as possible and predict your needs, but be prepared to add or subtract items as you go.

As an individual, you might assume responsibility for almost all of the planning for a small event and work with representatives from several troops when an event involves a large number of troops.

This list is meant to be used as a memory jogger. Cross off what doesn't apply to you. Add other things you might think of in the space provided.

THE PRELIMINARIES

- Define event purpose.
 - Define desired result.
 - Decide on theme/focus.
 - Develop chain of command.
 - Consider staff qualifications.
 - Recruit sufficient and diverse people to help.
 - Define staff responsibilities.
 - Involve other community groups when possible.
 - Reach out to all racial, ethnic and religious groups.
 - Review previous evaluations and committee recommendations if available.
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PROGRAM

- Determine type of program needed: camping, conference, service project,
 - Consider how well program reflects event goals, GSUSA and GSCM goals.
 - Involve girls/leaders in planning.
 - Have girls participate in program planning.
 - Plan appropriate program for age level(s) targeted.
 - Decide on optimum number of participants for age, activities, and location.
 - Decide on requirements/pre-requisites for participants.
 - Incorporate talents of racial, religious and ethnic groups when planning program.
 - Arrange for moderators, directors, consultants, and guest speakers.
 - Plan how differently-abled participants can be accommodated.
 - Develop event schedule. Consider school, religious, other Girl Scout events.
 - Plan breaks for meals and snacks.
 - Allow for rest and free time.
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SITE/LOCATION/EQUIPMENT/MATERIALS

- ___ Select time and date keeping in mind time of year (rain/snow date), school and religious holidays, nature of program.
 - ___ Get necessary reservations, fire permit, other permits, fees.
 - ___ Get written confirmation of all essentials.
 - ___ Consider accessibility of site, estimated travel and check-in time needed.
 - ___ Consider transportation (public, private, car pools) especially from rural or inner city areas.
 - ___ Plan for traffic flow and parking.
 - ___ Consider available living/working facilities.
 - ___ Consider available eating areas/cooking facilities.
 - ___ Consider restaurants/catering. Plan how to accommodate dietary restrictions of participants (allergies, religious beliefs, vegetarians).
 - ___ Consider overnight accommodations: hotels, home stay, camping areas. Include provisions for showers, bedding, linens.
 - ___ Review safety requirements.
 - ___ Check for safe drinking water.
 - ___ Plan for proper and ecologically sound waste disposal.
 - ___ Arrange for advance preparations and setup.
 - ___ Arrange for necessary equipment: audiovisual, electrical outlets, adapters, extension cords. Plan for backup equipment.
 - ___ Prepare display materials.
 - ___ Determine specific items participants will need.
 - ___ Plan for the comfort of participants.
 - ___ Check rest rooms and provide for frequent cleaning and resupply.
 - ___ Arrange for chairs, tables, podiums.
 - ___ Plan how to accommodate people with disabilities (barrier-free facilities, signers, etc.)
 - ___ Review affordability of event. Arrange for grants and/or loans for participants as needed.
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PUBLIC RELATIONS AND PROMOTION

- ___ Clear publicity and celebrity invitations through the Communications Department.
 - ___ Send announcements and/or invitations.
 - ___ Provide for posters and fliers, newspaper/media announcements. Consider security factors when publicizing date and location of Girl Scout events prior to the event.
 - ___ Arrange press releases, photographs (black and white preferred for newspapers).
 - ___ Target publicity and announcements when necessary
 - ___ Develop registration forms and programs.
 - ___ Arrange for Event Alert (03-286b)
 - ___ Provide for welcoming committee or person.
 - ___ Prepare for speakers and guests.
 - ___ Arrange to have pictures taken. Keep scrapbook of event.
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HEALTH & SAFETY

- ___ Review *Volunteer Essentials* and the Safety Activity Checkpoints.
 - ___ Develop necessary security plans and procedures.
 - ___ Prepare emergency/evacuation plans, procedures, and phone numbers.
 - ___ Recruit first aider with experience for event size. Be sure credentials are on file at GSCM.
 - ___ Arrange for at least one woman to be available at or near first aid station for girls to talk to.
 - ___ Arrange for well-stocked first aid kit.
 - ___ Plan for fire safety.
 - ___ Arrange additional insurance as needed (potential for property damage, dangerous activity, non-scouts).
 - ___ Locate closest emergency phone, hospital, police station, and fire department.
 - ___ Plan for sanitary food storage, handling and preparation.
 - ___ Notify girls and adults of proper clothing and gear for event.
 - ___ Have signed parental permissions for each child planning to attend and emergency phone number where parents may be reached during event.
 - ___ Collect health history records for both adult and child participants. Check if health examination is required for the event.
 - ___ If responsible for transportation, be sure drivers are insured and hold current licenses.
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BUDGET

- ___ Investigate sources of money: present assets, money earning, participant fee, donations of time and of materials, discounts.
 - ___ Itemize costs. Don't forget food, program supplies, transportation, equipment, rental of facilities, registration fees, additional insurance, waste disposal.
 - ___ Get written estimates or contracts.
 - ___ Decide how to pay bills: cash, checks, or purchase orders.
 - ___ Decide what will be done with excess funds, if any?
 - ___ Price event to prevent losses.
 - ___ Determine policies on refunds or cancellations (bad weather, sickness, other).
 - ___ Publicize grants and loans.
-
-

AFTER THE EVENT

- ___ Clean up.
 - ___ Return materials.
 - ___ Replace damaged materials.
 - ___ Process reimbursements and refunds in accordance with your business decisions.
 - ___ Evaluate the event (both leaders and participants).
 - ___ Make recommendations for the future.
 - ___ Prepare a written report/ evaluation. The Event Evaluation form is included in the Event Packet (03-286).
 - ___ Write thank you notes.
 - ___ Present awards and gifts.
-
-

BUSINESS DECISIONS

The Event Chair/ Director, Event Staff and Staff Liaison are responsible for establishing procedures in accordance with GSUSA and GSCM policy. Use this checklist to help prevent problems.

Registration: Do you accept incomplete registration packets? partial payment? registration after the deadline? Is there a late fee? If troop/group registration, is there a deadline for drops and adds? Are substitutes allowed? (Don't forget to collect permission slips and health history cards for them.)

Fees: Will adults pay? Will there be special rates for staff and/or staff children? Will there be a reduced rate for large families? What provisions have you made to allow financial assistance?

Refunds: Will refunds be given? Are there any exceptions to the rules? If so, who grants them?

Priority: Will priority be given to any group such as older girls, girls who have never attended the event before, girls who have attended the event before, children of staff, girls with certain skills or interests, girls who have completed a prerequisite course or badge.

Tagalongs: Will adult staff/consultants be allowed to bring their children even if they are not in the age range that the program is designed for? Will activities/babysitting be provided? Will there be a charge for this?

Transportation: Who stays with late pick ups, early arrivals, what to do with extreme tardiness, parking for staff, traffic flow at peak hours, mileage reimbursements? Is emergency vehicle designated and strategically located? Where are keys? (Not in vehicle!!!) Who transports emergencies? Refer to *Volunteer Essentials*.

Purchasing: For future reference make lists of your vendors, locations of accounts, businesses who donate and what and how much they give.

Petty Cash: How much is kept from the start? How much is kept on site? Who keeps it? How are transactions recorded? Who can use it? How much can you get reimbursed from it?

Health & Safety: Make contact (via letter or phone) with hospital, fire department and police advising them of dates of the event. Stock first aid kits. Are medications secure and appropriately located? Are the proper forms on file for its administration? Are there health history records for all participants (boys, tagalongs, adults)? Is there restricted access to health records? Are the people who need to know informed about health problems? Do you know what to do if head lice are detected? Is there a bound health log? Is the first aider a registered Girl Scout and are her/his credentials on file at GSCM?

Accident Policy: Who is in charge of being sure the "Crisis Communication Plan for Council Volunteers"(GSCM form #00-600) is followed? Is there a substitute if they not there? Has someone filled out the emergency arrangement information on that form? Is the form readily available? Does the staff know the definition of a serious accident or major incident and who to contact?

Insurance: Do you need extra insurance to cover participants/consultants who are not registered Girl Scouts or to cover a camping event or trip lasting more than two nights or to cover activities with higher risk of property damage (example: trip to china shop). Does your site owner require additional insurance?

Insurance forms: Who completes them? Who signs? Where are they to be filed?

Special Trips: If additional moneys are required, who pays, who handles money? Get receipts.

Food: Is food necessary for this event? Should we have a bag, prepared lunch? What about snack? Is food nutritious? Are alternative menus planned for those with dietary constraints? Mess kits, beverage and food containers, cooking utensils, refrigeration; what do we need to use?

Sanitation: Garbage control, trash compaction, bug control, enough potties, potty patrol, litter, inspections? Dish washing? Are appropriate cleaning supplies available?

Closing Kapers: Don't forget to plan for closing and don't let yourself do all of the clean-up! Determine what needs to be done before you train your staff. Delegate responsibility so everyone has an equal share. Games can be devised which are fun and can help with site clean up too. Be creative and remember that Girl Scouts pride themselves on leaving a site cleaner than they found it.

Money left over: What will you do with money left over: return it to the girls, use it to buy permanent equipment for the event, give it to the Juliette Low World Friendship Fund, or send it to GSCM? Have staff and/or participants decide where it should go.

BUDGET WORKSHEET

ESTIMATED EXPENSES:

1) Total item expenses: (# people x cost of item a) + (# people x cost of item b) + (# people x cost of item c) = Total item expenses

2) Total estimated expenses: (Total item expenses) + (Sum of all fees & supplies) = Total estimated expenses.

3) Per person cost of the event: Total estimated expenses ÷ estimated # of people = Per person cost of the event (Don't forget to include staff, helpers, and tagalongs when appropriate)

ESTIMATED EXPENSES	COST
Consultant's Fee (person paid for a service)	\$
Honoraria (Cost for guests)	\$
Food & Beverages:	
Training sessions	\$
At the event	\$
Office Supplies:	
Paper; envelopes	\$
Pens; pencils	\$
First Aid Supplies	\$
Training Supplies	\$
Program Supplies:	
T-shirt/hat/bag (list cost of each item separately in final report)	\$
Patches	\$
Earned recognitions	\$
Crafts	\$
Facility Rental Fee	\$
Postage	\$
Bus/Transportation Costs	\$
Printing/Copying	\$
Insurance	\$
Give-aways/Prizes	\$
Thank you gifts and Awards	\$
Miscellaneous Expenses (List separately)	
	\$
	\$
	\$
Total Expenses	\$

ESTIMATED INCOME: Base income estimates on 80 % of the anticipated number of participants times the fee for that group (adult, girl, tagalong, etc.)

ESTIMATED INCOME	\$
Fees:	
Girls	\$
Adults	\$
Event Staff/Volunteers	\$
Tagalongs	\$
Special Fees	\$
Grants	\$
Donations	\$
Other Miscellaneous Income	\$
TOTAL ESTIMATED INCOME	\$



BALANCE: The balance is equal to the difference between the estimated income and the estimated expenses.

1. If the balance is negative (total expenses exceeds total income) you need to do some more planning. Participant fees may have to be increased. Expenses may have to be reduced. Service may have to be reduced.
2. If the balance is positive (total income exceeds expenses) you might want to reassess the amount you are charging for the event.

ESTIMATED INCOME		\$
ESTIMATED EXPENSES	-	\$
BALANCE (estimated income minus estimated expenses)		\$

The fee for each event is determined by the event planning committee and is based upon: (1) The cost of the planned activities and supplies.
 (2) The cost of the use of facilities and any additional insurance needed.
 (3) The number of participants.

Careful budgeting is essential so that costs do not exceed income. Fees should be kept as low as possible so that the event can be available to all girls.

Remember:

1. When making purchases for Girl Scout events, don't forget to ask for a discount.
2. Ask businesses for donations to help sponsor the event.
3. Use the Girl Scout tax exemption card when making Girl Scout purchases. Make sure to submit the proposed budget to the Service Unit/Council for approval.

PUBLICITY FLIER CHECKLIST

Creating a good flier is the first step toward a successful event.

- ___ Name and location of Event (include "Girl Scout" in title and use the Girl Scout logo)
- ___ Event date(s)
- ___ Beginning and ending times
- ___ Age/grade/level of girls eligible
- ___ Fees and what is included (patch, program fees, snacks, arts and crafts supplies; If T-shirts offered, include place to indicate size.)
- ___ Different fee for non-scouts to cover cost of insurance or registration (with parental consent)
- ___ Where and when to send registration and fee
- ___ To whom check is to be made out
- ___ Deadlines for registration, late fee
- ___ Refund policy
- ___ Group rates
- ___ Statement that loans and grants are available
- ___ Clothing, equipment lists (sit-upons, rain gear, mess kits, swim suits)
- ___ Bag lunch or catered
- ___ Transportation arrangements
- ___ Rain or shine policy; rain/snow date
- ___ General program and theme
- ___ Capacity
- ___ Health history (for girls AND for adults if required)
- ___ Contact person (to call for more information) and phone number

INDIVIDUAL GIRL REGISTRATION CHECKLIST

(May be attached to or part of publicity flier)

- ___ Girl's name
- ___ Street address, city, (state), zip
- ___ Phone number and parents' cell phone number (for emergency use only)
- ___ email address optional
- ___ Age/grade/level
- ___ Form of fees (cash, check, money order, credit) and how to make out checks
- ___ Registration deadline, fee and where to return
- ___ Registered Girl Scout or not
- ___ Troop number/Community number
- ___ Emergency phone number for parent or other contact person (during event)
- ___ An additional contact person and phone number
- ___ Special medical, physical or dietary concerns, allergies, emergency treatment
- ___ T-shirt size (if offered)

___ I give full permission for my daughter to attend this event and participate in all the activities. I agree that any pictures taken of my daughter at this event may be used to promote the Girl Scout program. I certify that my daughter is in good health and has not had any serious illness or injury in the last year, except as listed below.

(Signature of parent or guardian)

TROOP/GROUP REGISTRATION CHECKLIST

In addition to individual girl registration, a troop/group registration may also be required. Sometimes only the troop/group registration is used. In addition to the above information we may need:

- ___ Troop leader
- ___ Adult in charge at the event (if different from leader)
- ___ Roster of girls coming to the event

EVENT CONFIRMATION CHECKLIST

(If event confirmation is not used, be sure necessary information is included elsewhere.)

- ___ Balance due or receipt for fee paid
- ___ When and where to pick up and drop off group/individuals
- ___ Reminders of what to bring (bag lunch, swim suit, roller skates, rain gear, health history, etc.)
- ___ Reminders of what to wear (hat, shoes and socks, no sandals, long pants, layered outerwear, etc.)
- ___ Map and/or directions to event
- ___ Group (or job) assignments
- ___ Name tag, bus identifier, etc. to be worn first day
- ___ Welcome letter
- ___ Person to call for more information and phone number
- ___ Emergency contact number for the day of the event

DESIGNING AND ORDERING PATCHES

Receiving a patch to commemorate participation in an event is always fun. The most important thing is to ALLOW ENOUGH TIME to design the patch, order it, and have it shipped.

Patches for council-sponsored programs may be ordered from the council office. Patches for troop, multi-troop, community or larger events can be ordered by your committee, here are some guidelines:

1. When planning your event, decide if a patch will be included. Allow enough time for your patches to arrive after your order has been placed with a patch company.
2. There are many stock patches available and are usually less expensive and available more quickly than custom patches. Some companies will allow you to return stock patches that you do not use although there may be a restocking fee for this.
3. Stock patches can sometimes be customized by making minor changes to a stock patch design. These semi-customized patches are usually less expensive and can be obtained more quickly than custom patches.
4. When you custom design a patch. You will provide the patch designers with the number of colors used, size of the patch, the information on the patch (event name, year, theme, and council). Decide how many patches you will need. The fewer patches you order, the more expensive each patch will be. Be sure you order enough patches. Small additional orders are quite expensive.
5. Decide how much you can spend. The easiest way is to build the cost of patches into the event fee. Patch prices are generally based on the following:
 - number and size and shape of patches ordered
 - number of colors and fabric used
6. When designing a patch, keep in mind the purpose of the event. The patch should be representative of that purpose. If possible, spell out words rather than use abbreviations. You may know what the abbreviation stands for, but others may not.
7. Try to keep the design fairly simple. Details can be lost when the design is translated from graphic art work to embroidery. The cost will usually be less for simpler designs.
8. Be sure that your sketch of the patch is clear and you show the colors you want. Remember to indicate what color you want the border stitching around the patch to be and what color you want the background to be.
9. Before sending your drawing to a patch company, see if you can get an approximate quote based on patch size, number of colors, quantity ordered and percentage of embroidery coverage; then you will know if you can really afford the patch you have designed. You may also want to ask other questions at this time about delivery times, payment methods, etc. You may wish to send the patch design to more than one company so that you can get comparative prices. Be sure to allow time for getting price quotes. Also allow time for payment as most companies require a deposit on custom patch orders.

PATCH ALTERNATIVES

If you decide against ordering patches, consider other ways to commemorate the event:

CERTIFICATES: can be purchased or can be made on a home computer or by a calligrapher.

FELT EMBLEM: cut out felt and make your own patch

TEE SHIRTS: can be ordered in bulk and decorated by the girls or be custom printed

HATS OR BANDANAS: can be decorated by the girls or they can be custom printed

Note: Buttons, felt emblems, and/or patches should be worn on the back of the Girl Scout's vest or sash.

PATCH COMPANIES

These companies have stock and custom patches and have patches related to Girl Scouts

The Patch Corner
800-728-2676
FAX 949-305-4889
www.patchcorner.com

The Patch Connection
888-728-2426
FAX 949-496-7828
www.patchco.com

Licensed GSUSA vendors; Patch Corner has stock patches; Patch Connection has custom patches.

Joycrest, Inc.
800-527-2824
FAX 909-947-0894
www.joycrest.com

Patchwork Designs, Inc.
703-743-9942
FAX 703-743-9948
www.patchworkdesigns.net

Advantage Emblem, Inc.
800-626-4948
FAX 218-626-2916
www.advantageemblem.com

TY Custom Design
800-395-8642
FAX 408-252-4336
tycustomdesign.com

Liberty Emblem Company
800-699-9960
410-549-5891
FAX 410-549-6068

HOW GSCM CAN HELP

Girl Scouts of Central Maryland (GSCM) can help plan such things concerning public events as:

- Council-approved guest lists
- Reception agendas
- Special ceremonies
- Protocol for public officials
- Protocol for GSCM elected officials
- Media coverage
- Special publicity efforts.

GSCM will provide copies of the Girl Scout logos that are suitable for reproduction.

Sometimes program events include occasions when the general public or selected community people are invited to participate in a portion of the program, a special ceremony, or a public reception. **The GSCM Communications Department must be consulted if public officials or the press are invited to your event.**

Planning for large public events or public ceremonies should always be done in conjunction with the Council in order to coordinate all public events with the Council's consolidated calendar.

To accomplish all of this, a request must be forwarded to GSCM through the staff liaison to whom you are accountable at least three months prior to the event.

HEALTH AND SAFETY CONSIDERATIONS FOR EVENTS

A first-aider is an adult volunteer who has taken Girl Scout–approved first-aid and CPR training that includes specific instructions for child CPR. Approved trainings are: American Red Cross, National Safety Council, EMP America, and American Heart Association, The Safety Activity Checkpoints tell you when a first-aider needs to be present and, if you're a first-aider, you'll be all set!

The levels of first aid required for any activity take into account both how much danger is involved and how remote the area is from emergency medical services. See below:

Access to EMS	Minimum Level of First Aid Required
Less than 30 minutes	First Aid
More than 30 minutes	Wilderness First Aid (WFA) or Wilderness First Responder

For large events—200 people or more—there should be one first-aider for every 200 participants. The following healthcare providers may also serve as first-aiders physician, physician's assistant, nurse practitioner, registered nurse, licensed practical nurse, paramedic, military medic, and emergency medical technician.

INSURANCE INFORMATION

All registered Girl Scouts, including registered adults, are covered by a basic accident insurance plan through Girl Scouts of the USA as part of their annual registration fees. That accident insurance is secondary to any personal insurance they may have. If a girl/adult is injured during a Girl Scout event, a claim should be filed. Claim forms are available from the Volunteer Resource Center. Claim forms and health history forms should be kept with the event/troop first aid kit.

All event participants should be covered by accident insurance. If the event participants include adults and/or children who are not registered, accident insurance for the duration of the event should be purchased. Forms are available through the Volunteer Resource Center. The cost is minimal. Adults and girls of appropriate age who will be attending more than one Girl Scout event should consider registering. Adults and children who are not participating in the PROGRAM provided are NOT covered by insurance EVEN IF THEY ARE REGISTERED GIRL SCOUTS.

Some events such as camping trips lasting more than two nights, day camp units staying more than two nights, longer trips, etc. high adventure activities require additional insurance. Insurance for these events may be obtained through the Volunteer Resource Center.

Girl Scouts of Central Maryland also has liability insurance. Corporations or organizations who loan (or rent) their facilities sometimes require proof of this insurance. A Certificate of Insurance may be obtained by contacting the Volunteer Resource Center. You will need the following information: exact name of corporation or organization and contact person, additional insured (groups/associations/organizations who need to be included on the application), address (and fax number if available), location of event, event dates, event purpose, and number of participants.

FINAL PLANNING CHECKLIST

- Have you thought through arrival of participants to be moved safely into the program traffic control of cars, people, parking, gathering activities, check-in, and name tags? Is it realistic?
- Is the program organized to fit into the time allowed?
- Is the program in keeping with Girl Scout principles? Is it ecologically sound? Does it provide for diversity? Does it accommodate the differently-abled?
- Is the pace varied to allow for alternating active and quiet times, short and longer activities?
- Is there time for individual, small group, and total group learning?
- Is there opportunity for staff to work together before the event? Have you had staff input?
- Will you use of the site prior to event so staff will be acquainted with resources?
- Have you allowed for girl/adult planning? Have you provided appropriate guidelines for girls who are making decisions? If girls cannot be consulted during initial planning, can they choose from a limited selection of choices at a later time?
- Is someone keeping a record of the event? A senior citizen or older Girl Scout could clip articles, take pictures, write down comments at the event and organize a scrapbook.
- Have you arranged for the site and the equipment used to be left in as good or better condition than when you were entrusted with them?

STAFF ORGANIZATION

You may create whatever jobs best serve your needs. A small event might only need a program director and a business manager. If you have a large event you may also need: equipment person, registrar, security director, publicity director, hospitality chair, and trainer. Position descriptions should be developed to meet the needs of your event.

POSITION TITLE

POSITION DESCRIPTION

QUALIFICATIONS NEEDED

DUTIES

SAMPLE POSITION SUMMARIES

ESSENTIAL POSITIONS:

- The Event Chair/Director is responsible for administering the planning, development, implementation and evaluation of the event according to the policies, procedures, practices and standards of the Girl Scouts of Central Maryland and Girl Scouts of the United States of America.
- The Assistant Event Chair/Director is responsible for administration and/or program as assigned. She assists the Chair/Director and assumes the responsibility of Event Chair/Director in her absence.
- The Business Manager is responsible for business procedures and record keeping. She assists the Event Chair/Director as assigned.
- The Event Health & Safety Supervisor is responsible for the health and safety of all persons attending the event.
- The Program Director is responsible for establishing and supplying the program and training in accordance with the goals defined by the Event Staff.

OTHER POSITIONS:

- The Publicity Director is responsible for pre-event promotion, arranging for photography during the event and post event publicity. Priority must be given to ensuring girls' safety.
- The Hospitality Director is responsible for logistical arrangements, greeting, hostess, guests, speakers, consultants during the event. This could include inviting them and thanking them. The Hospitality Director is also responsible for helping the staff feel welcome and appreciated (get acquainted activities, establishment of staff lounge, thank you notes and token gifts, etc.)
- The Equipment Director is responsible for obtaining and distributing supplies and equipment.
- The Unit Director and Unit Assistant are responsible for troop-size number of girls usually during a day camp. Their job includes delivering program.
- The Waterfront Director must be 21 years of age and hold a current Advanced Lifesaving Certificate. Must be familiar with GSUSA waterfront standards and maintaining those standards.

GIRL SCOUTS OF CENTRAL MARYLAND

SAMPLE POSITION DESCRIPTION

**VOLUNTEER
POSITION:**

XYZ ENCAMPMENT DIRECTOR

**APPOINTED AND
SUPERVISED BY:**

PROGRAM SPECIALIST

**OBJECTIVE
OF POSITION:**

To effectively direct the planning, implementation and evaluation of the XYZ Encampment.

RESPONSIBILITIES:

Recruits and chairs a committee that reflects the cultural and racial diversity of the Council and includes Cadette/Senior Girl Scout representation_

- * Develops a budget.
- * Develops a time line.
- *
- *

QUALIFICATIONS:

- * Membership in Girl Scouts of U.S.A.
- *

**TERM OF
APPOINTMENT:**

TRAINING:

Note: Volunteer Services may be discontinued at any time

. VOLUNTEER INTEREST SURVEY

Use this list to help you and the volunteer decide which job best suits her. This may be done either verbally or by letting the volunteer check one from each group.

1. I would prefer

_____ a job where I am almost always on my own.

_____ a job where there is nearly always a person or procedure that will catch my mistakes.

2. I would prefer

_____ a job where I have to make many decisions by myself.

_____ a job where I have to make few decisions by myself.

3. I would prefer

_____ a job where my instructions are detailed and specific.

_____ a job where my instructions are general.

4. I would prefer

_____ a job where I am almost always certain of my ability to perform well.

_____ a job that often stretches me to the limit of my abilities.

5. I would prefer

_____ an exciting job.

_____ a job that is low key.

6. I would prefer

_____ a job that changes little.

_____ a job that changes frequently.

7. I would prefer

_____ a job that may be finished in a short period of time.

_____ a job that will be around for a while.

8. I would prefer

_____ a job working with other adults.

_____ a job working with girls.

_____ a job working with both girls and adults.

TIPS FOR EFFECTIVE MEETINGS

PREPARE IN ADVANCE: Don't lose your credibility because you are not prepared.

INVITE THE APPROPRIATE PEOPLE: You need diverse representation, relevant authorities, and expertise.

PREPARE FACILITY, EQUIPMENT AND SUPPLIES: People lose interest if they have to wait or if they cannot hear or see properly.

START THE MEETING ON TIME: Plan for sign in, name tags, gathering activities, and visiting as appropriate.

BE SURE EVERYONE UNDERSTANDS PURPOSE OF MEETING: The meeting may be for information exchange, decision making, instruction, accomplishing tasks, problem solving.

PREPARE AN AGENDA IN ADVANCE: Post or distribute it so that the group can see clearly where they are headed. Know who is responsible for each part and how much time they are allotted.

ENCOURAGE GROUP INTERACTION: Invite comments and questions. Listen. Respect the diversity of the group and use it as a resource. Be open to suggestions and change. Facilitate group decision making.

SET A GOOD EXAMPLE: Stay on task, work hard, take the initiative, act responsibly, and know your job. Wear your Girl Scout pins and uniform when appropriate.

KEEP THE MEETING MOVING: Don't allow any one person (including yourself) to dominate the discussion. Be clear and concise. Use the Quiet Sign to focus everyone's attention.

CONDUCT GROUP BUSINESS IN FRONT OF THE GROUP: Don't hold private meetings at the coffee pot, in the restroom, etc.

NURTURE YOUR GROUP: Work closely with them and help when necessary.

KEEP TRACK OF PROGRESS: Help the group stay on task and on time. Offer lots of positive feedback and a few constructive suggestions.

STOP PROBLEMS BEFORE THEY GROW: Deal with them promptly. For particularly difficult problems, consult your supervisor or staff liaison before you act.

DEVELOP LEADERSHIP: Give others in the group a chance to lead.

WORK SMARTER NOT HARDER: Take advantage of training opportunities.

BE PATIENT AND KEEP YOUR SENSE OF HUMOR: A smile works wonders.

SUMMARIZE: Agree on assignments and time lines. Arrange for next meeting.

END THE MEETING ON TIME: Set an end time for the meeting and work towards it. Ask for a consensus of the group to extend the time.

Girl Scouts of Central Maryland
MEETING AGENDA

When: _____ Where: _____

Presiding: _____

What	Who	Est. Time	
Call to Order			Start Time
Introductions			
Reading of the Minutes (or Summary) of Last Meeting			
Treasurer's Report			
Committee Reports			
Old Business			
New Business			
Program			
Date for Next Meeting			
Adjournment			Stop Time

SUGGESTED STAFF TRAINING OUTLINE

Staff training is always a good idea. This outline will be very useful for a large event like a day camp program but it needs to be adapted for YOUR event.

1. Check-in

- (1) Name tags and introductions
- (2) Get-acquainted activities and distribute staff rosters
- (3) Why this special event?

2. Event Chair/ Director (can divide areas of responsibility with Assistant as they see fit.)

- (1) Lines of responsibility and overview of how things operate
- (2) Event schedule(s) Girl planning; use of choices in decision making
- (3) Review staff manual and handouts

Assistant Event Chair/Director

- (1) Attendance and no-show procedures
- (2) Arrival and departure for staff and participants
- (3) Dress code and forms

Event Business Manager

- (1) Explain budget and daily cash record
- (2) Planning sheet; supplies and equipment request procedures

Event Health & Safety Supervisor

- (1) Safety rules - written and developed with staff input using *Volunteer Essentials and the Safety Activity Checkpoints*; girl/adult ratios
- (2) Administration/storage of medications
- (3) Location of health history forms; dissemination of relevant information (food and insect allergies; etc.)
- (4) Procedures on injuries; definition of "serious accident" and "major incident" (see GSCM form #00-600)
- (5) Insurance and emergency drill/evacuation procedure

4. Site

- (1) Capacity - placement of groups/activities
- (2) Shelters and bathrooms: are there enough available? Can we improvise?
- (3) Traffic: when girls arrive/leave how can we safely keep order?
- (4) Potential hazards: off-limits locations (flag them and notify all participants); animals (stray pets, wild animals)
- (5) Special points: help familiarize girls/adults with site; what special facilities, equipment, program are available here?

5. Activities which may be covered during training:

- (1) Ceremonies (opening, closing, flag, Girl Scout's Own, award)
- (2) Tour of site
- (3) Use of grade level handbooks and other materials for program ideas
- (4) Outdoor skill training/review, other skills necessary to accomplish event program.

6. Evaluation of training

GENERAL RULES FOR EVENTS

The purpose of an event is to give girls an enjoyable and educational experience. For any event to be successful and run smoothly there are certain regulations that must be met. Rules are not meant to restrict activity or make planning more difficult but rather to ensure a happy, healthy experience.

Rules will vary according to each event, but the following are rules that may apply to most events:

1. Participants must stay within bounds of site unless accompanied by an adult.
2. Participants within the bounds of the site but not under the immediate supervision of an adult must be with a buddy.
3. Appropriate clothing for the time of year, site, and activities should be reviewed. Example: shoes and socks for areas where feet need protection; hats if activities are in the sun.
4. All injuries or illnesses of participants and staff are reported immediately to the Health & Safety Supervisor (if injured person is unable to go to the first aid station have Health & Safety Supervisor go to her.) Even if minor bumps and scrapes are treated at the local site, a list of incidents needs to be reported to the Health and Safety Supervisor at the end of each day.
6. All staff and participants should know what to do in case of an emergency. At all times, it is each participant's responsibility to know what the emergency signal is and where to go when it is sounded. It is important that the emergency signal be audible and recognizable at all locations on site. A signaling system that works well at the local site is one short blast means freeze and listen, two short blasts means go to the person generating the signal, and three short blasts means go to the emergency meeting place.
7. Participants arriving late or leaving early must report to a designated individual.
8. Additional guidelines should be added as determined by consensus during staff training.

RECORDS KEPT ON SITE

Throughout the duration of the event, the following are retained on the site:

- * All health history cards.
- * A release from each person photographed for publicity purposes.
- * Health supervisor's daily record of first aid and medical treatment in a bound book.

Bound composition-type books are suitable and must be used in the following manner:

- * All pages are numbered consecutively
- * Every person seen by first aider is noted in log, whether or not treatment is administered.
- * No lines are sipped between entries.
- * Every entry contains the following information:
 - Date and time, name of visitor, nature of illness or injury, treatment and who treated.

EVENT STAFF TRAINING REVIEW

- Have you found out what each staff member already knows about how to do her/his job?
- Have you made it possible for each staff member to assess her/his particular needs for learning?
- Do you know which staff members are able and willing to share their skills and knowledge with others and in what areas of interest (skills, values, ethnic backgrounds, etc.)?
- Have you thought of ways that each staff member can build on and expand her past experience?
- Do you know who in the community or near the site would be available to consult in areas of interest or concern? Have you made the necessary arrangements for them to be on hand?
- Have you arranged for staff with like jobs to get together before the event begins?
- Are you using older girls in positions of responsibility? Will they have opportunities to participate in planning? Will they be able to meet with the adults they will be working with?

WRAPPING IT UP- WHY EVALUATE?

It is a learning process that helps us ensure we meet the needs of the audience we wish to serve. It impacts the decision making process regarding the repetition of an event and serves as the first step in the planning stages of the next event.

Program evaluation can serve one or more of the following purposes:

- To contribute to decisions about program initiation
- To contribute to decisions about program continuation
- To contribute to decisions about program modification
- To obtain evidence to rally support or opposition for a program

Some of the things we would want to examine may include:

- Attendance at this event. Was it what was expected?
- Whether the event was cost effective in terms of time, effort and money.
- Would the participants like to attend another program similar to this one?
- Will the participants recommend the event to other Girl Scouts?

To determine if we should modify an event we want to ask participants, ourselves and event leaders:

- What went well or didn't go well.
- What they liked and didn't like.
- What they perceived as useful or not useful.
- What they would have liked that wasn't included.
- What they thought about the effectiveness of the leader(s).
- What they thought were the overall advantages and disadvantages of the facility.
- What they learned.
- Was the event cost effective in terms of time, effort and money?

To rally support for the event we would want to:

- Ask questions that examine the impact the event had upon an individual or group.
- Ask if the leaders and participants would be willing to help with the event if it were repeated. Be certain that you have their names and phone numbers.
- Ask the participants if they are aware of resources that could be used in future events.
- Recognize contributors, including the facility

HOW AND WHEN TO EVALUATE

It is important to evaluate. Evaluation can occur at many different points. Many factors may impact the decisions of the event directors throughout the planning and designing stages. Documentation will help to ensure that future event directors will benefit from this experience. During the event you may observe things that will make you want to change plans, shift gears or relocate or redirect a program. If so be certain the reason and solution are noted for future reference.

There are many ways to gather information during the event. Older girls can be trained to interview participants and write down the information. A video camera may be very useful. Participants can be called after the event to share their ideas.

In addition, most Girl Scout events are evaluated at or near their conclusion using a short evaluation form. If you do this, there are several things you will need to keep in mind.

1. Keep it short and to the point. Ask only those questions that give you needed information.
2. Be certain your evaluation is written for the person who is filling it out. You may need separate forms for different aged girls and adults.
3. Allow time for evaluation and make sure they have something to write with.
4. Consider how to distribute the evaluation forms. You can do it at the beginning or end of the event and electronically.
5. Consider how you will collect the evaluation forms. Will they be collected by the event leaders, an assigned participant or placed in a box as they exit?
6. Who will read the forms? How will the information be tabulated?
7. What will you do with the information? How will it be passed on to those who need the results such as the membership specialist, a sponsor, or the next event chair/director?

The planning committee needs to meet after the event to discuss the information gathered from the evaluations and their own observations. These observations need to be recorded and included in the event chair/director's final reports.

SAMPLE GIRL SCOUT EVALUATION QUESTIONS:

1. What went well? What did you enjoy?
2. What changes would you suggest?
3. How could you have better prepared yourself and/or your group for this event?

SAMPLE ON-SITE EVALUATION QUESTIONS

1. During this Event _____ I learned:
___ a great deal ___ quite a lot ___ some ___ little ___ nothing
2. On the whole, the event was:
___ excellent ___ pretty good ___ average ___ poor ___ no good
3. I left the event feeling:
___ enthusiastic ___ curious for more ___ disappointed ___ frustrated
4. Do you feel this event should be repeated? ___ Yes ___ No

WAYS TO GIVE RECOGNITION TO VOLUNTEERS

- Smile.
- Put up a volunteer suggestion box.
- Treat to a soda
- Give a citation at an appropriate meeting
- Ask them to share.
- Send a birthday card.
- Arrange for a discount.
- Serve coffee & donuts.
- Present a framed photo of an event.
- Plan annual ceremonial occasions.
- Invite to a special meeting.
- Recognize personal needs and problems.
- Accommodate personal needs and problems.
- Be pleasant.
- Use in an emergency situation.
- Provide a babysitter.
- Post an Honor Roll.
- Give an informal tea.
- Keep challenging them.
- Send a Thanksgiving Day card to the volunteer's family.
- Reimburse assignment-related expenses.
- Say, "Good morning."
- Greet by name.
- Provide good training.
- Help develop self-confidence.
- Award plaques to sponsoring group.
- Take time to explain fully.
- Be verbal.
- Ask VIP's to converse with them.
- Hold rap sessions.
- Give additional responsibility.
- Afford participation in team planning.
- Respect sensitivities.
- Enable to grow on the job.
- Enable to grow out of the job.
- Send newsworthy information to the media.
- Display photos in the community.
- Present a corsage.
- Say, "Good afternoon."
- Create pleasant surroundings.
- Honor their preference.
- Invite to coffee.
- Enlist to train other volunteers.
- Take time to talk.
- Babysit so they may go to dinner.
- Make good plans.
- Commend to other people.
- Send a valentine.
- Attend a sports event.
- Illustrate how to equate volunteer experience with work experience.
- Include on a special committee.
- Recommend to prospective employer.
- Provide scholarships to conferences or workshops.
- Offer advocacy roles.
- Utilize as consultants.
- Write thank you notes.
- Instigate girl-planned surprises.
- Surprise with coffee and cake.
- Celebrate outstanding projects and achievements.
- Nominate for awards.
- Commend their work to their employer.
- Carefully match volunteer to job.
- Praise them to their friends.
- Provide substantive training.
- Provide useful tools.
- Say "Good night."
- Plan staff and volunteer social events.
- Be a real person.
- Give a Girl Scout gift item.
- Accept their individuality.
- Provide opportunities for conferences and evaluations.
- Have the girls write a letter.
- Plan occasional extravaganzas.
- Send impromptu fun cards.
- Write a personal letter.

SAMPLE LETTER OF RECOMMENDATION

TO BE SENT TO VOLUNTEER'S SERVICE TEAM CHAIR OR MEMBERSHIP & COMMUNITY DEVELOPMENT SPECIALIST AND/OR EMPLOYER. PLEASE CHECK WITH VOLUNTEER PRIOR TO CONTACTING EMPLOYER.

[Event address]
[Event Date]

Ms. Josephine Boss, President
Amalgamated What-Nots
7777 East St.
Baltimore, MD 21217

Dear Ms. Boss:

On behalf of the Girl Scouts of Central Maryland, I would like to commend LaTonia Helpful for her contribution to "The Great Escape", an adult enrichment weekend sponsored by Girl Scouts of Central Maryland.

LaTonia was in charge of registration for this event. She attended training, assigned participants to workshops, prepared and collated materials to be distributed to participants, organized the check-in and check-out procedures, scheduled volunteers to work at the registration desk, and participated in evaluations. Attached is a job description for the position LaTonia held.

Our organization is able to provide quality program to the many girls in this area because of the work of our volunteers. We appreciate the support of companies like Amalgamated What-Nots who encourage their employees to do volunteer work in the community.

Sincerely,

Mai Twe Chang, Event Director
Girl Scouts of Central Maryland

EVENT DIRECTOR'S EVALUATION

The event chair/director's evaluation should include a compilation of both staff and girl evaluations; plus a separate evaluation done by her and her staff following the outline below:

1. STAFF

- A. Recruitment and placement
- B. Training, supervision and structure
- C. Effectiveness
- D. Roster of volunteers
- E. Recognitions

2. SITE AND FACILITIES

- A. Features allowing specific program
- B. Features limiting activities

3. ADMINISTRATION

- A. Copies of fliers, registration forms, schedules, etc.
- B. Strengths and weaknesses in structure
- C. Procedures and management
- D. Health and Safety (Details of any situations involving emergency medical treatment by doctor or emergency room visit, evacuations, and other unusual events) - May be delegated to Health and Safety Supervisor
- E. Publicity - attach photos and clippings

4. PROGRAM

- A. Progression
- B. Girl Planning and management
- C. Activities (both unit and event wide)
- D. Success in achieving goals

5. RECOMMENDATIONS

- A. Staff
- B. Future location for facilities
- C. Administration
- D. Program
- E. Other (fees, flier, themes for next event)

FINAL REPORT

A final report should be given to one of the following: your Troop Coordinator, Service Unit Manager, Membership and Community Development Specialist or other GSCM staff liaison. The report needs to include:

- Event Evaluation (03-286i)
- Staff roster, job definitions and volunteer agreements/contracts
- Attendance records
- Program and business resource list (name, phone number, address, services used/purchases made/donations given)
- Final financial accounting – Detailed Cash Record of Income and Expenses include receipts (03-286h) (be sure petty cash is turned in and all outstanding bills are paid)
- List of any borrowed staff manuals, training materials, equipment, and keys. Include where they were borrowed from and fees or special conditions for the loans. Don't forget to return borrowed items with an appropriate thank you.
- Inventory of equipment and supplies
- Overview of Participant Evaluations
- Recommendations for next event

PLEASE SEE THE EVENT PACKET FOR FORMS (03-286)

Don't forget to:

- Thank your staff
- Send appreciation letters to staff employers if appropriate
- Other thanks (anyone who made donations, owner of location where event was held, custodians, etc.)