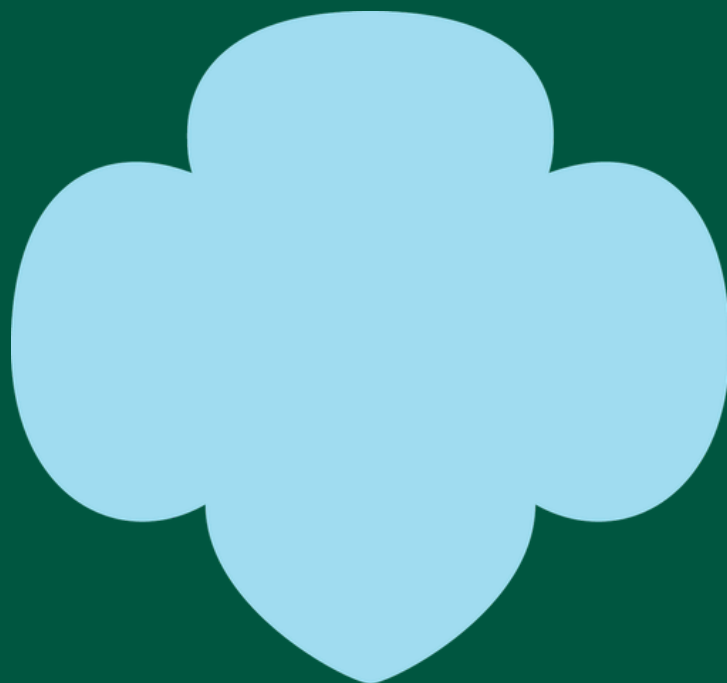




Service Unit Guide

A Guide for Leading Your Service Unit Team

Table of Contents

Getting Started 4

Girl Scout Promise, Law, and Mission
Organizational Structure

Diving Deeper 5

The Service Unit

The Service Unit Team 6

Service Unit Roles

Service Unit Meetings 10

Important Dates
Planning Your Service Unit Meeting
Effective Ways to Host Engaging Service Unit Gatherings
Tips for Asking for Volunteer Help

Service Unit Year Plan 12

Volunteer Appreciation 14

Volunteer Recognition Awards

Service Unit Funds 16

What are Service Unit Funds?
What are Service Unit Funds Used For?
How are Service Unit Funds Earned?
How are Service Unit Funds Managed?

Service Unit Reference Information 18

Service Unit Information
Service Unit Team
Service Unit Goals
Service Unit Resources
Additional Helpful Forms & Resources





Council Staff

Member Experience Manager

The MEM engages with members to support the volunteer experience and member recruitment and retention.

They work with the Service Unit to achieve membership goals, ensure new troop leaders are welcome and connected to the Service Unit, and host council-led programs and events.

Program Manager

The Program Manager plans and implements council programs for members and supports volunteers with Service Unit Day Camps, trips, or high-adventure opportunities.

Product Program Manager

The Product Program Manager works closely with Service Unit Product Managers to assist in the facilitation of the Fall and Cookie product programs in the service unit.

Accounting Specialist

The Accounting Specialist works with the service unit in maintaining good financial records and reports from troops to ensure good financial health and performs troop and service unit account financial audits, as needed.

Welcome! Thank you for being a Service Unit Volunteer.

Thank you for volunteering as a service unit team member! You are a vital part of connecting our mission to your community and empowering girls. Your commitment is invaluable, making everything possible for the girls and enhancing their Girl Scout journey. Volunteers like you, who understand the impact of leadership experiences, are truly inspiring. On behalf of our staff, your local volunteer team, and every girl touched by your dedication—thank you.

As you use this guide, remember that our council is here to support you through each Girl Scouting season. We aim to ensure a positive experience for every Girl Scout, including you as a volunteer.

Once again, thank you for supporting Girl Scouts in your community.

Brittany Dimitryev
Chief Operating Officer, Girl Scouts of Montana and Wyoming



Getting Started

Our Mission

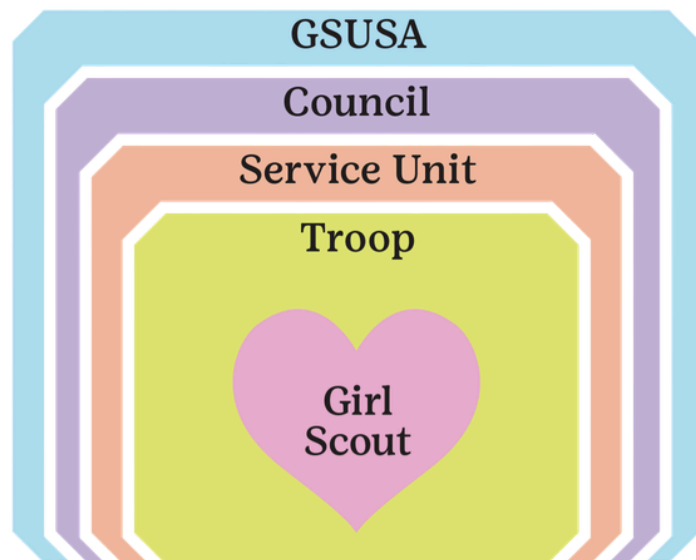
Girl Scouting builds girls of courage, confidence, and character, who make the world a better place.

The Girl Scout Promise

On my honor, I will try:
To serve God* and my country,
To help people at all times,
And to live by the Girl Scout Law.

The Girl Scout Law

I will do my best to be
honest and fair,
friendly and helpful,
considerate and caring,
courageous and strong, and
responsible for what I say and do,
and to
respect myself and others,
respect authority,
use resources wisely,
make the world a better place,
and be a sister to every Girl Scout.



Organizational Structure

Girl Scouts of the USA (GSUSA)

A national organization supporting the work of more than 100 councils across the U.S. for more than 100 years. Headquartered in New York City.

Girl Scouts of Montana and Wyoming

Independent 501(c)(3) nonprofit chartered by GSUSA and operating under the direction of a local board of directors and overseeing all service units and troops within a specific geographical area.

Service Unit

All Girl Scout members including troops, girls, volunteers, caregivers, and community members that live in a geographic area. Service units are led by a team of volunteers who work with council staff to support and serve girls, troops, and volunteers in their area.

Troops

A group of Girl Scouts supervised by troop volunteers who meet regularly.

Diving Deeper

The Service Unit

A Girl Scout service unit is a vibrant network of volunteers, troops, and families within a community, showcasing the dynamic impact of Girl Scouts. To be recognized as an official service unit by GSMW, a community needs at least three troops.

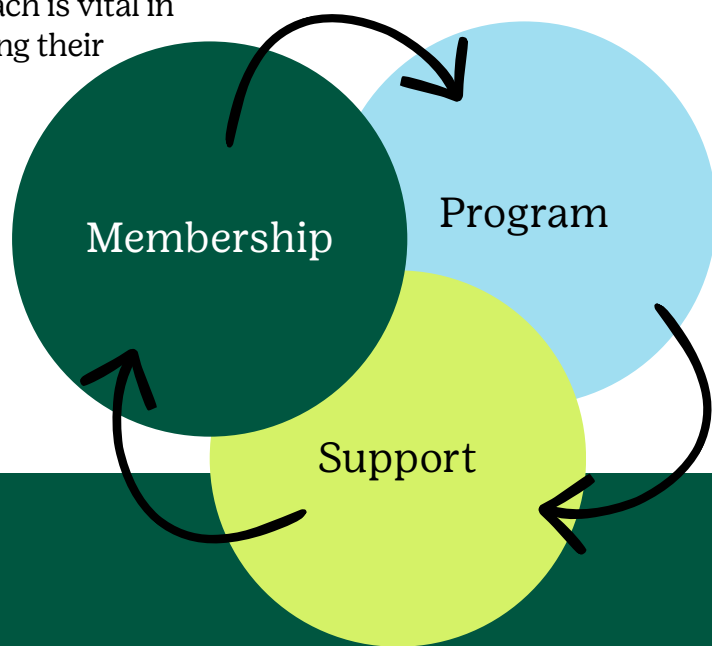
What Service Units Do:

- **Connect:** They effortlessly link troops and families to the broader Girl Scout council and the national organization.
- **Support:** Service units provide vital mentorship, resources, and guidance to troop leaders and volunteers.
- **Gather:** Leaders meet regularly to share updates, plan exciting events, and coordinate initiatives that inspire.
- **Celebrate:** They host community events like day camps, camporees, bridging ceremonies, and service projects, fostering a sense of belonging.
- **Recruit:** By promoting Girl Scouting, they welcome new youth members and adult volunteers, expanding their community.

Structure of a Service Unit:

Managed by a dedicated Service Unit Team, experienced volunteers take the lead, assigning roles and ensuring tasks are approachable and organized.

The service unit thrives on three main pillars: Membership, Program, and Support. Each is vital in empowering our Girl Scouts and ensuring their success.



The Service Unit Team

Working Together to Lead

The Service Unit Team collaborates enthusiastically to advance our mission of engaging and empowering girls through Girl Scouts. We support volunteers and provide enriching opportunities for growth. Team meetings are crucial for brainstorming, organizing, and planning vibrant service unit meetings, events, and programs.

To get ready for an exciting troop year, hold at least two key meetings with your team and, if possible, include your Member Experience Manager:

1. Calendar Planning Meeting

- Schedule team and service unit meetings for the upcoming year.
- Start planning and scheduling service unit events, trainings, recruitment events, and activities.

2. Membership and Financial Literacy Meeting

- Reflect on last year's programs and work with membership staff to identify growth areas.
- Develop recruitment strategies, plan activities, set dates, and assign year-round responsibilities. Align with school and community calendars.
- Share membership statistics, troop status, and spring renewal data.
- Identify returning troops, new leadership needs, bridging girls, graduating girls, and potential leadership changes.
- Explore the Service Unit Bonus structure for financial literacy programs and set goals for the year.



Service Unit Team Roles

The Service Unit Manager is a committed volunteer leader dedicated to nurturing the growth and support of Girl Scouting within their community. This manager collaborates with the local volunteer team to ensure troop leaders, parents, and youth enjoy a seamless and rewarding experience.

Key Responsibilities:

- **Leading the service unit team:** They inspire, guide, and support other volunteers, like treasurers and event coordinators, ensuring the community thrives.
- **Supporting troop leaders:** As a trusted mentor and contact, they provide guidance, help onboard new volunteers, and address any questions or conflicts.
- **Running leader meetings:** They organize engaging agendas and lead service unit gatherings.
- **Liaison to GSMW:** Acting as a vital connector, they ensure clear communication between local volunteers and the Girl Scouts of Montana and Wyoming staff, sharing goals and safety guidelines.

Service Unit Managers, appointed by council staff, typically serve terms of up to three years, working closely with council members to champion our mission. These terms can extend beyond three years to meet community needs and availability.

The Service Product Manager plays a vital role in guiding the council product programs within the service unit, ensuring every troop thrives. They empower troop product managers with the right training and materials, fostering confidence and success. By coordinating logistics and communication for cookie and fall product pick-ups, they make sure troops are ready for council's ACH sweeps. They also manage cookie booths, as well as product and reward distribution, ensuring a seamless experience. This position may be filled by one or two dedicated volunteers, focusing on Cookies and/or Fall, who inspire growth and fun in our Girl Scouts as they embark on their program adventures.

Key Responsibilities:

- **Training and Guidance:** Provides mentorship for individual troop product managers and ensures everyone understands council rules and software.
- **Distribution and Logistics:** Accepts, sorts, and distributes physical products, recognition items, and rewards from council down to the individual troops.
- **Communication and Support:** Acts as the primary local point of contact for troubleshooting issues, answering questions, and sharing important council updates during sale seasons.
- **Record Keeping:** Oversees orders and tracking through management systems (like M2OS and Smart Cookie) in partnership with council staff.

Service Unit Product Managers, are appointed to Fall and Cookies annually. The Service Unit Product Manager agreements are due each July.

Service Unit Team Roles, cont.

The Service Unit Treasurer is a volunteer who manages the finances, bank accounts, and financial compliance for the service unit.

Key Responsibilities:

- **Manage Bank Accounts:** Maintain the Service Unit's checking account, deposit event funds, and track income and expenses.
- **Support Troop Leaders:** Act as a resource for troop-level volunteers, answering finance questions, training troop treasurers, and helping with money management best practices.
- **Review Financial Reports:** Collect, review, and sign off on the End Of Year Financial Report and submit to council by June 30th annually.
- **Budgeting and Reporting:** Collaborate with other members of the Service Unit Team to build annual budgets for local activities and give regular financial updates at Service Unit Meetings.
- **Ensure Compliance:** Make sure all local troops and the service unit follow the financial policies and guidelines set by GSMW and GSUSA.

The Service Unit Event Committee collaborates within the Service Unit Team to create programs that unite troops, Juliettes, and other Girl Scout members, fostering connections with their community. These events, such as camporees, day camps, World Thinking Day, cookie rallies, and community service projects, adhere to council safety guidelines and embody the Girl Scout Leadership Experience.

Event Committee Roles:

- **Service Unit Event Coordinator:** Leads the team, establishes the calendar, manages the budget, and serves as the liaison with the council.
- **Registrar/Treasurer:** Manages event sign-ups, collects fees, tracks participants, and maintains financial records.
- **Safety Manager:** Ensures adherence to Safety Activity Checkpoints and council policies, and oversees first aid and emergency plans.
- **Activity Planners:** Design crafts, games, educational workshops, and outdoor learning experiences tailored to program levels.
- **Logistics Coordinator:** Secures venues, manages equipment, organizes refreshments, and handles logistics such as parking and cleanup.
- **Girl Planning Crew:** A youth-led team where older Girl Scouts brainstorm, design, and lead activities for younger members, offering a fantastic opportunity for Program Aides!

The Service Unit Day Camp Director organizes and leads local summer day camps, enriching the Girl Scout experience. The Director reviews the Day Camp Director's Manual and completes the Director Questionnaire. Afterward, the GSMW Day Camp Intent Form is submitted, detailing the camp to help council staff support Day Camp Directors effectively.

The Service Unit Secretary enthusiastically supports local service units by managing communications, record-keeping, and administration.

Key Responsibilities:

Meeting Support & Documentation:

- Capture the spirit of service unit and team meetings through detailed minutes.
- Share meeting notes and agendas with local volunteers and leaders.
- Ensure everyone feels included at service unit gatherings.

Communication & Correspondence:

- Facilitate engaging correspondence and announcements for the service unit.
- Keep email distribution lists and contact directories updated and accessible.
- Update local social media pages or calendars with upcoming events and council deadlines as needed.

Records & Administration:

- Preserve the history and paperwork of the service unit thoughtfully.
- Collaborate with the Service Unit Manager to secure meeting rooms or facility reservations.
- Serve as a connector between local troop leaders and regional council staff.

New Troop Mentors warmly welcome, support, and empower new troop leaders as they embark on their Girl Scout Leadership Experience. Guide them throughout their first year by helping to plan their initial meetings and attending when possible. Foster a positive experience for first-year troop leaders and empower them to deliver a Girl Scout experience to girls year after year. Train and assist them to continue their growth in troop leadership.



Service Unit Meetings

Building Community & Connection

Service unit meetings, whether monthly, bi-monthly, or quarterly, offer a fantastic chance for leaders and service unit team members to connect locally. These gatherings allow volunteers to bond, exchange updates from both local and council levels, and gain valuable skills and knowledge. These experiences enrich leaders' journeys and support their success. If troop leaders can't attend, a registered parent is encouraged to step in, ensuring the troop remains engaged with community happenings. The service unit team facilitates these meetings, which can be held in person or virtually.

Important Dates

On-Time Registration | September 30th
Founder's Day | October 31st
Resident Camp Registration Opens | January
World Thinking Day | February 22nd
Girl Scout Week | March (week that includes the 12th)
Girl Scout Birthday | March 12th
Volunteer Appreciation Month | April
Girl Scout Volunteer Day | April 22nd
Spring Renewal | April 1st - June 30th
End of Year Financial Reports | June 30th

Planning Your Service Unit Meeting

A well-planned agenda keeps your service unit meetings focused, respectful of everyone's time, and valuable for troop leaders. While every service unit is different, here's a simple structure to help you plan:

- Welcome & Connection (5–10 minutes)
 - Start with a quick welcome, icebreaker, or check-in. This sets a positive tone and helps troop leaders feel comfortable, especially if there are new volunteers in the room.
- Council & Service Unit Updates (10–15 minutes)
 - Share important announcements, upcoming deadlines, council communications, and any updates specific to your service unit.
- Program & Event Planning (10–15 minutes)
 - Discuss upcoming events, activities, or opportunities troops can participate in — cookie season, fall product, badge workshops, camping trips, service unit events, etc. This is also a good time to ask for volunteers to help plan or run these events.
- Troop Leader Needs & Open Discussion (10–15 minutes)
 - Give troop leaders space to ask questions, share challenges, or request support. This can be one of the most valuable parts of the meeting — it's where troop leaders often find out they're not alone in what they're experiencing.
- Recognition (5 minutes)
 - Take a moment to thank volunteers for their time and highlight any wins, big or small, from the service unit or individual troops.
- Wrap-Up & Next Steps (5 minutes)
 - Recap key takeaways, confirm action items, and share the date/time of the next meeting.

Effective Ways to Host Engaging Service Unit Gatherings

- Plan meeting dates and locations well in advance
- Announce upcoming learning opportunities as early as possible
- Send meeting reminders a few days before each gathering
- Create a balanced agenda that introduces new members, shares fresh insights, discusses best practices, and encourages questions
- Remember, meetings can be more than business; enjoy camaraderie with fun activities like a sip and paint event, an exciting bowling night, or whimsical mini-golf—sometimes, a little fun is the perfect icebreaker!



Tips for Asking for Volunteer Help:

- **Be specific about the need.** Instead of a general “we need help,” describe the exact task, time commitment, and skills involved.
- **Ask directly and personally.** People are more likely to say yes when asking individually rather than through a general announcement.
- **Highlight the impact.** Explain how their help will benefit troops and girls in the service unit - people are more motivated when they understand the “why.”
- **Offer a range of options.** Not everyone can commit to an ongoing role. Offer both one-time tasks (like helping at a single event) and recurring roles, so volunteers can pick what fits their schedule.
- **Make it easy to say yes.** Provide clear next steps, training, or resources so new volunteers don’t feel overwhelmed taking on a new role.
- **Recognize and thank volunteers publicly.** A shout-out at a meeting or in a newsletter helps volunteers feel valued and encourages others to step up too.
- **Ask early and often.** Don’t wait until you’re overwhelmed - build the habit of inviting help throughout the year, not just during high-demand seasons like cookie season or fall product.
- **Tap into troop leaders’ networks.** Troop leaders often know parents or caregivers who are looking for ways to get involved but haven’t been asked yet.

Service Unit Year Plan

Insights for a Bright Year Ahead

Summer Agenda Recommendations

June

June is for reviewing and relaxing. Just a quick reminder to leaders that End Of Year Finance Reports and Spring Renewal are due June 30th.

July

July is geared towards fun! Did someone say SU Day Camp? Don't forget community events and engagement! July is also the time to have the SU Product Manager submit their agreement and renew their role(s) for the year.

August

Ramping back up for back to troop season is the main event in August. Review troops to ensure members are renewed, leaders are in place, and troops accepting new girls are ready to go. Have time for some recruitment? Getting new girls started in August makes sure they are ready to go for her first troop meeting. It is also best practice for the SU Team to meet and plan out their year prior to the first SU Meeting of the year.

Fall Agenda Recommendations

September

Time to kick off the year! Fall product program is just around the corner, be sure to attend the trainings! Introduce and welcome any new leaders to the group. Promote refresher trainings in gsLearn, especially for those who just bridged and are not feeling fully equipped just yet.

October

We are up and rolling! It is officially a new Girl Scout year and a great time for an investiture/rededication ceremony. Not to mention a wonderful opportunity to celebrate our founder, Juliette Gordon Low, on her birthday! Provide support to volunteers for back to troop or fall product program. Promote upcoming council events and start planning SU holiday events, such as holiday fairs and parades.

November

Thankful is in season and with that, it is time to start discussing Volunteer Recognition Award Nominations to recognize outstanding volunteers. Fall product should be arriving for troop distribution, confirm cookie program product manager and set a date for the Cookie Rally!

Winter Agenda Recommendations

December

Celebrate by promoting any service unit holiday events, service projects, and winter parades. Rewards from Fall Program distributed to troops.

January

Cookie season is just around the corner, be sure to attend and promote Cookie Program Trainings! Review cookie booth guidelines and line up booths for the Service Unit. Distribute cookie paperwork to troops and host a Cookie Rally. Finalize any Volunteer Recognition Award Nominations. Registration for resident camp opens.

February

The Cookie Program officially begins! Encourage troops to participate in World Thinking Day! Begin planning Volunteer Appreciation for April.

Spring Agenda Recommendations

March

Happy Birthday Girl Scouts!! Girl Scout Week is in March and occurs during the week of Girl Scouts Birthday, March 12th. Encourage troops to celebrate or consider hosting a service unit event. Volunteer appreciation is in April, time to finalize planning. Cookie delivery is taking place, check in with the Product Manager and confirm proper support for delivery day and troop pickups. Booths are also starting, what a great opportunity to stop by, visit the girls, and show your support. Continue to share information about upcoming programs, day camps, and resident camp.

April

April is Volunteer Appreciation Month with Leader Appreciation Day on April 22nd. The Cookie Program begins to wrap up with the conclusion of booths and sales. Spring Renewal begins April 1st, encourage troops to renew early, so that everyone can start planning for next year. Confirm any end-of-year celebrations and consider hosting a service unit bridging event! Share information on summer activities, such as events, day camp, and community events.

May

As the school year closes out, so does the troop year and regular Service Unit Meetings. Share plans for the summer and confirm the date of the first Service Unit Meeting in the fall. Remind troops and provide support to complete their End-of-Year Financial Reports, due June 30th. Promote spring renewal and remind volunteers to renew into their roles for the next year. Speaking of roles, May is a great time for service unit members to confirm committees and volunteer roles for next year.

Volunteer Appreciation

Girl Scouts thrive thanks to our incredible volunteers, so let's celebrate them all year long. Every gesture of gratitude, no matter the size, shows our volunteers how much they are cherished for their dedication and enthusiasm in supporting the Girl Scout Movement.

Here are a few ideas to get you started:

1. Shoutout Circle

Take 5 minutes at the start or end of each meeting to let attendees give quick shoutouts — recognizing a troop leader who went above and beyond, someone who helped at an event, or a new volunteer who stepped up. Keep it casual and rotating so it doesn't fall on the same person every time.

2. Volunteer of the Month/Quarter Spotlight

Recognize one volunteer at each meeting (or every few meetings) with a short spotlight — share what they did and why it mattered. Pair it with a small token like a certificate, badge, or handwritten note.

3. Seasonal Thank-You Moments

Tie recognition to the Girl Scout calendar — thank cookie chairs after cookie season, fall product volunteers after that season wraps, and event coordinators after big service unit events. This keeps appreciation timely and relevant.

4. Gratitude Jar or Board

Keep a jar, sticky note board, or shared doc where volunteers can jot down quick thank-yous throughout the year. Read a few aloud at each meeting — it's low-effort but builds a strong culture of appreciation.

5. Milestone Recognition

Acknowledge volunteers reaching milestones — first year volunteering, 5+ years of service, or completing a big project. A simple mention, small gift, or pin can make volunteers feel seen for their long-term commitment.

Volunteer Recognition Awards

Girl Scout awards are deeply rooted in tradition and create a great sense of pride for volunteers.

Each year, Girl Scouts formally recognizes those Girl Scout adult members whose accomplishments are significant.

- Awarded recognitions provide the means to acknowledge individuals for their unique and outstanding service.
- A formal nomination system has been established by GSUSA, nominations open each year in December and are excepted through the start of cookie season. Recommendations for adult awards can be initiated by adult volunteers, Service Unit Team members, and/or family members.
- Upon receipt, they are reviewed and then submitted to the GSMW Board of Directors for approval in their March meeting, this increases the significance of the honor.



Outstanding Volunteer Award - A GSMW specific award, it offers caregivers and girls the opportunity to recognize a volunteer who has provided outstanding service. *Requires nomination form only.*



Volunteer of Excellence - Offers an opportunity for volunteers to recognize other volunteers who have contributed outstanding service at the troop level. *Requires nomination form and two letters of endorsement from adult volunteers other than the nominator.*



Appreciation Pin - Recognizes an individual's exemplary service that has a measurable impact on one service unit. *Requires nomination form and two letters of endorsement from adult volunteers other than the nominator.*



Honor Pin - Recognizes an individual's exemplary service which has had a measurable impact on two or more service units. *Requires nomination form and two letters of endorsement from adult volunteers other than the nominator.*



Thanks Badge I - The highest honor in Girl Scouts. It honors an individual whose ongoing commitment has an exceptional, measurable impact on the entire council or Girl Scout movement. *Requires nomination form and four letters of endorsement from adult volunteers other than the nominator.*



Thanks Badge II - Recognizes a previous Thanks Badge award recipient who has continued to provide exemplary service resulting in a measurable impact that benefits the entire council or Girl Scout movement. *Requires nomination form and four letters of endorsement from adult volunteers other than the nominator.*



President's Award - Recognizes efforts of a service-delivery team or committee whose exemplary service results in significant, measurable impact toward reaching the council's overall goals. Nominations should address accomplishments in training, retention, membership engagement, diversity, community contacts, on-time reports and service area communications. All Service Unit Team members have met all requirements and expectations of the positions held. *Requires nomination form and two letters of endorsement from adult volunteers and supplemental information form (sent after nomination form is submitted).*

Service Unit Funds

Budgeting, Banking, and Beyond

Every service unit can master the essentials of finance to ensure smooth operations, and this section is here to support you. Whether you're new to managing a service unit bank account or just seeking a refresher on best practices, we'll cover the fundamentals of budgeting, spending, and maintaining accurate records. You don't need to be a finance expert to manage service unit funds effectively. With a bit of organization, you'll be ready to lead confidently.

What are Service Unit Funds?

Service unit funds are monies collected and managed by the service unit team - separate from individual troop funds - to support activities, events, and resources that benefit the entire service unit. Think of it as a shared pool that helps make service unit-wide experiences possible, rather than relying on any single troop to cover the cost.

What are Service Unit Funds Used For?

Service unit funds are typically used to support things like:

- Service unit events - bridging ceremonies, investiture ceremonies, encampments, or other community-wide gatherings
- Program supplies and materials - badges, patches, or resources shared across all troops
- Volunteer appreciation - recognition gifts, thank-you materials, or small tokens for service unit volunteer
- Meeting essentials - printing, supplies, or refreshments for service unit meetings
- Supporting girls - scholarships, financial assistance for memberships, uniforms, programs, and camp

Funds should always be used to benefit the service unit as a whole, in alignment with council guidelines on appropriate spending.

How are Service Unit Funds Earned?

Service units build their funds through several exciting avenues:

- Cookie program proceeds: A portion of cookie sales is dedicated to service units. By promoting the program, boosting participation and sales, they can earn the Service Unit Bonus.
- Service unit-hosted events: Fun activities like day camps, programs and workshops that also generate revenue.
- Additional Money Earning Activities: Service units can explore more ways to earn funds, such as bake sales or car washes. Opportunities for sponsorships from local businesses, cash donations, or grants are also available. *Remember to check the Money Earning Guidelines to align with policies.*

How are Service Unit Funds Managed?

Your Service Unit Bank Account

Your service unit has its own bank account, opened under GSMW's EIN. To keep things secure and accountable, *at least two signers* are required on the account at all times:

- The Service Unit Treasurer
- One other member of the Service Unit Team

Having two sets of eyes helps protect the account and makes sure decisions about spending are made together, as a team.

Building Your Annual Budget

Each year, take time as a Service Unit Team to sit down and create an annual budget. Think of this as your financial roadmap for the year ahead — it doesn't need to be fancy, but it should reflect what you hope to accomplish together.

A few tips:

- Revisit it often. Bring the budget to your service unit meetings throughout the year to check in and make sure you're staying on track.
- Plan with purpose. As you dream up events and activities, ask: *Will this event generate revenue, or will it need to be funded from our service unit account?* Knowing the answer ahead of time helps avoid surprises later.

A little planning up front means a lot less stress down the road!

End-of-Year Financial Reports

Each year, every service unit is required to submit an End-Of-Year Financial Report — which is due every June 30th.

Why does this matter so much? If the report isn't submitted on time, your service unit will miss out on the bonus from the cookie program. That's real money your service unit worked hard for during the cookie season — let's make sure you get to keep it!

Pro tip: Make recordkeeping a habit, not a scramble. Keep all statements and receipts organized as you go throughout the year, so when it's time to submit your report, you're not digging through a shoebox — you're just hitting "submit"!

Service Unit Reference Information

Service Unit #: _____

Facebook: _____

Band: _____

Meeting Info

Location: _____

Day/Time: _____

Member Experience Manager

Name: _____

Phone: _____

Email: _____

Regional Facebook Page: _____

Service Unit Team

Service Unit Manager

Name: _____

Phone: _____

Email: _____

Service Unit Product Manager

Name: _____

Phone: _____

Email: _____

Service Unit Treasurer

Name: _____

Phone: _____

Email: _____

Service Unit Secretary

Name: _____

Phone: _____

Email: _____

Service Unit Event Coordinator

Name: _____

Phone: _____

Email: _____

New Troop Mentor

Name: _____

Phone: _____

Email: _____

Service Unit Goals

Membership Year: _____

Membership Snapshot

# Girls _____	# Adults _____	# Troops _____	# Juliettes _____
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Cookie Program Snapshot

# Girls Who Sold _____	Total Packages Sold _____	Girl PGA _____
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Our Service Unit's Goals This Year

New Ideas to Explore

Service Unit Resources

Whether you're pulling membership numbers, brushing up on policy, or looking for a quick training activity for your next meeting, the **Service Unit Resources** page on the GSMW website is your one-stop shop for the tools that keep your Service Unit running smoothly. To check it out, go to www.gsmw.org/su.

On this page, you'll find:

Looker - Membership Data

Looker is the tool Service Units use to access membership data - troop rosters, girl and adult counts, and more, all in one place.

New to Looker or need a refresher? We've got you covered:

- [Step-by-Step Guide](#)
- [Video Walkthrough](#)

Volunteer Essentials

Consider [Volunteer Essentials](#) your go-to hub for all things Girl Scouts. Whether you're a Service Unit volunteer or a Troop Leader, this resource has something for everyone - think of it as your one-stop shop for policies, guidance, and best practices.

GSUSA Blue Book of Basic Documents

The [Blue Book of Basic Documents](#) is published by GSUSA and serves as the foundational governing document for the entire Girl Scout Movement.

It outlines things like:

- The Girl Scout mission, promise, and law
- National governance policies and procedures
- Standards that all Girl Scout Councils, including GSMW, are required to follow

While Volunteer Essentials focuses on the *how* of running troops and Service Units, the Blue Book provides the *why* - the foundational rules and structure that guide the organization as a whole. It's a great resource if you ever want to understand the bigger picture behind Girl Scout policies.

Safety Activity Checkpoints

[Safety Activity Checkpoints](#) provide guidelines for keeping girls safe during specific activities, such as cooking, water sports, and more. Before planning an event or activity, this is a great place to check for any safety guidelines or requirements you'll need to follow.

Additional Helpful Forms & Resources

Beyond the Service Unit Resources page, there are a handful of other forms your Service Unit Team may need throughout the year. These aren't housed on the same page, but they're just as important to keep handy! Check out our [Forms & Documents](#) page to find all of our forms and guidelines.

Troop Bank Account Form

This form is used to open a bank account for a troop - and it's also the form Service Units use to open their own bank account. If your Service Unit ever needs to set up or make changes to its account, this is the form you'll need.

Disbanding Troop Form

This form is completed when a troop is no longer continuing, whether because the girls have aged out or the troop has simply decided not to continue with Girl Scouts. It's typically filled out by the Troop Leader, but if a Troop Leader becomes non-communicative, a Service Unit Team member may need to step in and complete this form on the troop's behalf.

Money-Earning Activity Guidelines

These guidelines outline the rules and requirements for any money-earning activities a troop or Service Unit wants to host, outside of the Girl Scout Cookie Program and Fall Product Program. If you're planning to seek additional funds, start here as forms are due at least two weeks in advance of the activity.

Troop Trip & High-Risk Activity Form

Certain activities come with an increased level of risk and require additional planning and approval. This form must be completed anytime a troop or Service Unit is planning a trip or high-risk activity, to make sure the proper safety steps have been taken.

GSMW Incident Report Form

If an accident or injury occurs during a Girl Scout activity, this form should be completed to notify council. Submitting this form promptly helps get the process started for Girl Scout insurance coverage, so the member can get the support they need as quickly as possible.

Parent Permission & Health History Form

These forms collect important permission and health information for girls participating in Girl Scout activities. They should be kept on hand any time girls are gathering for an event, meeting, or trip, in case of emergency.

Quick References

GSMW's Website

www.gsmw.org

Volunteer Essentials

www.gsmw.org/essentials

Programs & Events

www.gsmw.org/events

Fall Product Program

www.gsmw.org/fallproduct

Cookie Program

www.gsmw.org/cookieresources

Retail Services

www.gsmw.org/shop

Member Services

406-252-0488 or customercare@gsmw.org

