girl scouts of utah

Youth Protection Policies

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Girl Scouts of Utah's Commitment to Providing a Safe Environment for Youth

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Girl Scouts of Utah's Commitment to Providing a Safe Environment for Youth

Section 1: Zero Tolerance for Sexual and Physical Abuse, Molestation, or Emotional Abuse

Prohibit the Abuse or Mistreatment of Youth

Girl Scouts of Utah (GSU) has zero tolerance for abuse and will not tolerate the mistreatment or abuse of youth in its programs. Any mistreatment or abuse by a volunteer or staff member will result termination of volunteer service or employment and cooperation with law enforcement.

Prohibit the Abuse or Mistreatment of One Youth by Another Youth

GSU has zero tolerance for abuse, mistreatment, or sexual activity among youth participating in Girl Scouting. The organization is committed to providing all youth with a safe environment and will not tolerate the mistreatment or abuse of one youth by another youth. Conduct by youth that rises to the level of abuse, mistreatment, or sexual activity will result in intervention or disciplinary action, up to and including, dismissal from the program.

In addition, GSU will not tolerate any behavior that is classified under the definition of bullying, and to the extent that such actions are disruptive, GSU will take the necessary steps to eliminate such behavior.

Girl Scout Code of Conduct

The Girl Scout Promise and Law express the basic beliefs of Girl Scouting and provide the foundation for all individuals participating in the program including girls, families of the girls, volunteers, and staff members.

All Girl Scout gatherings (in person and virtual) including meetings, day trips, camp, sleep away travel, events, and activities are safe environments. Any form of verbal or emotional abuse, physical abuse, or mistreatment of girls and their families, volunteers, or staff members is prohibited. Use of abusive language, obscene or profane language, including racial, religious, or sexual references directed at others will not be tolerated.

Expectations of girls.

When participating in Girl Scouts girls are expected to adhere to the following guidelines:

- Follow the Girl Scout Promise and Law.
- Treat others with dignity and respect.
- Use the buddy system and stay with the group.
- Listen and follow the directions of volunteers and staff members.
- Follow all health and safety protocols.
- Help with kapers (chores) and leave places better than they found them.
- No weapons, drugs, alcohol, cigarettes, e-cigarettes, vapes, or contraband of any kind.
- Report any problems or concerns to a volunteer and/or staff member.

For the safety of everyone, girls may be sent home from Girl Scout gatherings (in person and virtual) including meetings, day trips, camp, sleep away travel, events, and activities for the following reasons:

- Running away or talk of running away.
- Violence towards another person like biting, hitting, kicking, or threatening to hurt another person.
- Vandalism of any girl, volunteer, staff member, or organization property.
- Possession or use of any weapons, drugs, alcohol, cigarettes, e-cigarettes, or vapes.
- Talk or gestures pertaining to sex.
- Bullying, ridicule, or name calling.

- Refusal to follow general rules, communicate with volunteers and/or staff members, or participate in activities.
- Refusal or inability to eat meals or sleep at nighttime.
- Any self-harm or talk of self-harm such as cutting or suicide.
- Excessive homesickness or crying.
- Inappropriate touching.
- Failure to comply with health and safety protocols.

Expectations of volunteers and staff members.

When participating in Girl Scouts volunteers and staff members are expected to adhere to the following guidelines:

- Follow the Girl Scout Promise and Law.
- Role-model the right behavior.
- Treat others with dignity and respect.
- Follow all health and safety protocols.
- Refrain from swearing, gossip, and/or talking negatively about girls, their families, other volunteers, council staff, or council.
- Dress appropriately. Volunteers are expected to dress in casual attire that is appropriate for meeting with girls. What volunteers wear should not offend anyone or make any of the other volunteers, or girls uncomfortable. In general clothing should be neat, fit properly, and be appropriately representative of the organization.
- Do not carry ammunition or firearms in the presence of girls, unless given special permission by the GSU CEO or COO for group marksmanship activities.
- Don't consume alcohol, smoke (including e-cigarettes or vapes), or use foul language in the presence of girls.
    - The use of alcohol is strictly prohibited at troop or Service Unit functions at which someone under 21 is present.
    - Tobacco use by adults must be limited to designated areas where girls are not present. Tobacco use by minors (under 21 in the state of Utah) is illegal and prohibited in all instances.
    - Never use, be under the influence of, possess, purchase, sell, or distribute any illegal drugs or controlled substances.
- Report any problems or concerns to a staff member or supervisor.

Reporting.

Because GSU is dedicated to maintaining zero tolerance for abuse, it is imperative that everyone (including girls and their families, volunteers, and staff members) actively participates in the protection of girls. If anyone observes any suspicious or inappropriate behaviors and/or policy violations on the part of other girls, volunteers, and/or staff members, it is their personal responsibility to immediately report their observations. Report concerns about other girls, volunteers, or staff members to info@gsutah.org.

Section 2: Screening, Training, Supervision, and Evaluation of Volunteers and Staff Members

Definitions

The term "volunteer" refers to those adults who are registered Girl Scout members, have an up-to-date criminal background check, agree to adhere to all abuse prevention policies and procedures as set forth by Girl Scouts of the USA and Girl Scouts of Utah, completed the required Child Abuse and Neglect Prevention training, and the appropriate training required per their volunteer role. The term "volunteer" does not include caregivers, staff members, or guest presenters.

The term "staff member" includes those adults employed by Girl Scouts of Utah, including seasonal camp staff members and occasional program staff members. The term "staff member" does not include staff members or volunteers from third-party Community Partner organizations (e.g., Hogle Zoo, Salt

Lake Bees, Real Salt Lake), high adventure outfitters (e.g., horseback riding, ziplining, rafting, trampoline parks), or other businesses where girls may participate in activities or events.

Screening

Criminal Background Checks.
GSU requires a completed criminal background search, including sex offender registries, prior to the first day of employment for GSU staff members. Human Resources Management will conduct background checks (including sex offender registries) annually, as well as randomly or as deemed to be reasonably necessary. These background check requirements include those ages 18 (and out of high school) and older living on-site at GSU owned camp properties.

GSU requires a completed criminal background search, including sex offender registries, prior to appointing a potential GSU volunteer, regardless of their volunteer position. GSU requires all volunteers to submit and recertify a background check every two years. Without a completed criminal background check, a person cannot serve in or be appointed to any volunteer position with GSU. In households where troop meetings are being held, those ages 18 (and out of high school) and older living in the household are required to have a completed criminal background check.

It is the discretion of GSU whether to exclude or limit a prospective or current volunteer or staff member's participation based on the background check. GSU does not appoint any volunteer or employ any person who is a registered sex offender. Nor do we appoint anyone who has a record of any offense against children. GSU also reserves the right to dismiss or exclude from affiliation with the organization any person who is found guilty of child abuse or neglect or has been convicted of child abuse or neglect.

GSU does *not* complete criminal background checks on those volunteers or staff members providing Girl Scout programming through third-party Community Partner organizations (e.g., Hogle Zoo, Salt Lake Bees, Real Salt Lake), high adventure outfitters (e.g., horseback riding, ziplining, rafting, trampoline parks), or other businesses where girls may participate in activities or events.

Reference checks.
GSU requires reference checks, completed by Human Resources Management, prior to the first day of employment for GSU staff members. A minimum of three professional references are required. GSU does *not* require reference checks for volunteers, Community Partner organizations, high adventure outfitters, or other businesses where girls may participate in activities or events.

Interviews.
GSU requires at least one interview prior to the first day of employment for staff members. GSU completes a general screening during the onboarding process with volunteers inquiring about their interest in volunteering and previous experience working with youth. GSU does *not* require interviews for third-party Community Partner organizations, high adventure outfitters, or other businesses where girls may participate in activities or events.

Training

Onboard training.
GSU requires volunteers and staff members to complete the Child Abuse and Neglect Prevention Training. This training is to be completed as part of the volunteer or staff member's onboarding process *and* must be completed prior to having contact with girls. GSU requires volunteers and staff members to sign off they agree to adhere to all abuse prevention policies and procedures as set forth by Girls Scouts of the USA and Girl Scouts of Utah.

Ongoing training.
GSU requires volunteers to complete the Child Abuse and Neglect Prevention training every two years. GSU requires staff members to participate in an annual review of the Girl Scouts of Utah Youth Protections Policies, including signing off they have read the policy, received the appropriate training,

and agree to adhere to all abuse prevention policies and procedures as set forth by Girls Scouts of the USA and Girl Scouts of Utah..

Supervision and Evaluations

Informal supervision.

Managers/supervisors of staff members providing programming to girls use a combination of (a) scheduled and random observations of programs, (b) participant program surveys, (c) surveys from other staff members working alongside the staff member, and (d) occasional review of program curriculum being delivered by the staff member. Staff members must meet with their manger/supervisor at a minimum quarterly to discuss job accountabilities and performance.

Staff members work directly with volunteers, ensuring their required trainings, criminal background checks, and GSUSA memberships are up to date. Staff members also check-in with volunteers throughout the membership year.

Additionally, the Girl Scout Code of Conduct directs families, volunteers, and staff members to contact GSU in the event there are any concerns with a volunteer or staff member's performance at any Girl Scout gathering (in person and virtual) including meetings, day trips, camp, sleep away travel, events, and activities.

Evaluations.

All volunteers and staff members (full-time, part-time, seasonal, occasional) will be subject to an annual evaluation and may be subject to more frequent evaluations as needed. Volunteers and staff members will be evaluated on their adherence to the Girl Scouts of Utah Youth Protection Policies, verification of background checks, completion of required trainings, and maintenance of active GSUSA membership. Evaluations of staff members are to be completed by their manager or supervisor. Evaluations of volunteers are to be completed by their Service Unit Leadership Team or a GSU staff member.

Section 3: Supervision of Youth

General Supervision Requirements

GSUSA standard.

For Girl Scout programming, whether in person or virtually, there must be at least two volunteers and/or staff members who are unrelated (for example: not a sibling, spouse, domestic partner, parent, child, or anyone who would be considered a family member) and who do not live in the same residence. In addition, one of the two individuals must be a female. This applies to every Girl Scout gathering (in person and virtual) including meetings, day trips, camp, sleep away travel, events, and activities. *The only exception to this rule is when a girl and caregiver are participating together outside of the troop model, or for family events.Family units can be alone together or together with other family units per their family's discretion.*

Required girl to adult ratios.

Volunteers and staff members are to follow established adult to girl ratios, which identify the minimum number of volunteers and/or staff members needed to supervise a specific number of girls. These supervision ratios were devised to ensure the safety and health of girls. Ratio requirements are provided for (a) troop meetings, (b) events, trips, outings, travel, and camping, and (c) specific activity ratio requirements for adult to girl and instructor to girl. Volunteers and staff members are to follow the adult-to-girl ratios as outlined in Safety Activity Checkpoints.

Rule of three.

For the safety of staff members, volunteers, and youth, at no point and time should a volunteer or staff member be alone with a girl. GSU requires volunteers and staff members to follow the "rule of three" - which specifies that there must always be at least three people present.

- One volunteer or staff member (one must be female) and two girls.
- Two volunteers and/or staff members (one must be a female) and one girl.
  The only exception to the rule of three is if the adult is that girl's caregiver.

In those cases where a volunteer and/or staff member needs to have a conversation with girl about behavioral issues/concerns and/or discussing a sensitive issue, another volunteer and/or staff member must be present for the conversation.

Buddy system.
GSU requires that if a girl is traveling a small distance where they do not need an adult to accompany them, the girl must use the buddy system (at least two girls are together). The buddy system serves multiple purposes, including ensuring a single girl and a single adult are not in a position where they are alone together (e.g., hallway, bathroom, separate room, cabin). Volunteers and staff members must immediately address any buddy combinations that present red flags.

Special Situations

Male staff members, volunteers, and participants.
Male staff members and volunteers can supervise girls only if there is at least one female volunteer or staff member present. Male staff members, volunteers, and participants (e.g., family events) must have a designated bathroom for use solely by males and, for overnight programs, a designated sleeping area. Males shall not enter or walk through girls' sleeping quarters for any reason (e.g., restroom access). An exception is made for family members during events such as adult-girl or family overnights where one family may sleep together in an area specifically designated to accommodate families. Volunteers and staff members must follow the overnight trip guidelines for males as outlined in Safety Activity Checkpoints.

Health care.
A First Aider (volunteer or staff member) must be present for all Girl Scout in person meetings (outside of the normal meeting place and time), day trips, camp, sleep away travel, events, and activities. First aiders must follow the same supervision guidelines listed in the General Requirements section above.

Per GSU, if a girl has an injury or needs first aid to a private area (chest, buttocks, groin) the following actions must be taken:

- Life-threatening: Call 9-1-1, provide first aid per training, have an adult witness if possible.
- Non-life threatening: Instruct the girl how to perform first aid on themselves. Contact girl's caregiver. If the situation warrants it, the caregiver will come to care for the girl or, in the event the caregiver is unable to come, obtain authorization from the caregiver and take the girl to be examined by a medical professional at a clinic or hospital.

Showers.
Per GSU if the Girl Scout camp, sleep away travel, event, or activity provides an opportunity for volunteers, staff members, and/or girls to shower, the following actions must be taken:

- Adults and girls must shower in separate designated spaces or at different times if using the same space.
- Adults shall not be in a shower area with the girls; however, a female volunteer and/or staff member must be stationed outside the shower area so they can hear the girls.
- If using communal showers, girls and adults must wear swimming suits while showering.
- If using a communal changing area, girls and adults must change in restroom stalls if available.

Hygiene.
Per GSU, if a girl needs assistance with wiping after a bowel movement, contact their caregiver. If it is not reasonable to have the caregiver come and assist their girl, obtain consent from them to help their child. With two volunteers and/or staff members present (one of which is a first aider), verbally instruct to the girl on what to do while maintaining the girl's privacy. If the girl needs further assistance (a) have the first aider put gloves on, (b) instruct the girl to put toilet paper or a wet wipe in her own hand, and then (c) put the first aider's hand over the girl's hand, assisting them with wiping. Complete an incident report.

Per GSU, if a girl needs assistance with using or removing a tampon or menstrual cup contact the girl's caregiver and have them instruct their child on what to do. If the situation warrants it (e.g., removal of tampon or menstrual cup), have the caregiver come to care for the girl or, in the event the caregiver is unable to come, the girl is to be helped by a medical professional at a clinic or hospital. At no point and time should a volunteer, staff member, or another girl assist with inserting or removing a tampon or menstrual cup for a girl.

Per GSU, girls who require regular assistance with daily hygiene (e.g., going to the bathroom, bathing, changing clothes) may be required to have a designated caregiver attend Girl Scout meetings, day trips, camp, sleep away travel, events, and activities with them. Note for some activities such as resident camp a caregiver may not be able to attend with the girl.

Transportation.
Volunteers and staff members must follow the transportation guidelines as outlined in Safety Activity Checkpoints. These guidelines include transporting girls for Girl Scout field trips and other activities in privately-owned vehicles and in taxis and ride-sharing services, including Uber and Lyft.

- If a group is traveling in one vehicle, there must be at least two volunteers and/or staff members who are unrelated and who do not live in the same residence with a minimum of one who is female.
- Per GSU, if a group is traveling in more than one vehicle, there must be at least one female volunteer or staff member in each vehicle. If two adults are in a vehicle with girls, one adult must be a female volunteer or staff member who is unrelated and does not to live in the same residence as the other adult in the vehicle.

Overnights.
Volunteers and staff members must follow the sleeping quarter guidelines as outlined in Safety Activity Checkpoints (overnight trip section). These guidelines state each girl is to have their own bed unless caregiver permission is obtained for two girls to share a bed (double, queen, or king size only).

It is not mandatory that volunteers and/or staff members sleep in the sleeping area (tent, cabin, hotel room, or designated area) with girls. If volunteers and/or staff members are sharing a sleeping area with girls, there must be at least two female volunteers and/or staff members who are unrelated and do not live in the same residence and the volunteers and/or staff members must sleep in an area to the side of where the girls are sleeping (not mixed in among the girls.) Exception to this rule is if the only adults and girls in the sleeping area are related (e.g., two mom and daughter pairs in a four-person tent at camp).

Meeting locations.
Per GSU, volunteers may hold meetings in their home as long as they adhere to the Requirements to Hold Girl Scout Meetings or Activities in the Home and complete the council training: Hosting Girl Scout Meetings in the Home. Requirements include those listed in Safety Activity Checkpoints such as (a) no registered sex offender be present in the home during the meeting, (b) weapons must be out of view and in a locked space, and (c) medication, cleaning products, or any poisonous substance must be stored in a secure space out of sight, preferably locked. GSU also requires those ages 18 (and out of high school) and older living in the household to have a completed criminal background check.

Section 4: Interactions with Youth

Physical Contact

GSU's physical contact policy promotes a positive, nurturing environment while protecting youth, volunteers, and staff members. Our organization encourages appropriate physical contact with youth and prohibits inappropriate displays of physical contact. Any inappropriate physical contact by volunteers or staff members towards youth participating in Girl Scouting will result in disciplinary action, up to and including termination of volunteer services or employment.

General Guidelines for Showing Affection to Children

Guideline 1: Child Initiated

A child may choose to do something that a volunteer or employee never would. In some circumstances, that makes the behavior acceptable (a child choosing to hold hands with a volunteer or staff member or climbing into a volunteer or staff member's lap). Other circumstances remain unacceptable (an older child spontaneously kissing a volunteer or staff member). Forcing affectionate behavior on a child is never acceptable. Even asking for a hug can be considered force when you are discussing young children who are easily influenced by adult expectations.

Guideline 2: Age Appropriate

Consider the age and developmental stage of the child involved. Is this behavior typical of that group or cause for concern? Children who display over-affectionate or inappropriate touching behavior may be victims of child abuse.

Guideline 3: Gentle Limits

Gentle yet firm limits are the way to make children's spontaneous affectionate behavior safe for the volunteer and staff member. There are many natural ways to move on to another activity without making the child feel rejected. For instance, after a minute of hand holding or lap sitting, ask the child to sit next to you, distract the child with something to do, or encourage them to return to an interrupted activity.

Guideline 4: Have Witnesses

When a situation merits having unusual physical contact with a child, make sure that you have witnesses to verify your appropriate actions and responses. This circumstance comes up frequently when a child needs help during programs where physical contact is part of the instruction (aquatics, ropes courses/climbing, horseback riding, other selected activities). The key is to balance the volunteer or staff member's need for corroboration with the child's need for dignity in front of an audience.

Touching Policy
Touching should be in response to the need of the child and not the need of the volunteer or staff member.

- Touching should be with the child's permission; resistance from the child should be respected.
- Touching should avoid chest, buttocks, and groin.
- Touching should be open and not secretive.
- Touching or other physical contact should be governed by the age and developmental stage of the child.
- *In the event of an emergency, refer to "Health care" under "Section 3: Supervision of Youth" above.*

Appropriate Touch (includes but not limited to the following):

- Touching hands, shoulders, and arms
- Pat on the shoulder and head (when culturally appropriate)
- Resting head on your shoulder
- Hugging (side hugs, shoulder-to-shoulder hugs, arms around shoulders)
- High fives and handshakes
- Applying sunscreen to a child (with caregiver permission and only in areas described in training)
- Holding hands (young children with other young children or with adults)

Inappropriate Touch (includes but not limited to the following):

- Caressing, back rubs, and massages (outside of accepted and documented medical treatment)
- Kisses
- Piggyback rides, shoulder rides, and having a child hang onto your body (around the waist, your leg)
- Tickling, wresting, roughhousing, playing mercy or uncle, and playing airplane
- Carrying a child on your hip or letting them sit in your lap
- Any form of physical punishment of the child (i.e., slapping, hitting, spanking, shaking, restraints)
- Any form of touch that is unwanted by the child, volunteer, or staff member
- Any touching of the chest, buttocks, or groin areas that is outside authorized and documented personal care and health care assistance

Verbal Interactions

GSU prohibits volunteers and staff members from speaking to children in a way that is, or could be construed by any observer, as harsh, coercive, threatening, intimidating, shaming, derogatory, demeaning, or humiliating. Volunteers and staff members must not initiate sexually oriented conversations, nor discuss their own sexual activities, with children. Any inappropriate verbal interactions by volunteers or staff members towards children participating in Girl Scouting will result in disciplinary action, up to and including termination of volunteer services or employment.

Appropriate Verbal Interactions (includes but not limited to the following):

- Positive reinforcement
- Appropriate jokes
- Encouragement
- Praise
- Strength-based conversations

Inappropriate Verbal Interactions (includes but not limited to the following):

- Name-calling, bullying, ridicule or humiliation
- Discussing sexual encounters
- Secrets
- Cursing
- Hazing
- Off-color or sexual jokes

- Shaming, belittling
- Oversharing personal history
- Derogatory remarks and derogatory remarks about the child or their family
- Harsh language that may frighten, threaten or humiliate children
- Compliments relating to the physique or body development.
- Inappropriate games like Truth or Dare and Never Have I Ever

Written, Electronic and Social Media Communication

Per GSU, contact information such as phone numbers, email addresses, and physical addresses must only be used to conduct Girl Scout-related business. Communication on social media platforms must only be used to conduct Girl Scout-related business.

In addition, volunteers and staff members:

- are not to communicate directly with any youth members, this includes – social media and electronic/online communication such as e-mail, text, IM, chat, Rallyhood, etc.
- can communicate directly with girls who are age 13 or older *only if* another adult* is included on all communication (i.e., texting, messaging apps, email, written notes). **Approved adults include the girl's caregiver, another volunteer, or GSU staff member.*
- are prohibited from "friending", "messaging", "following" or the equivalent any girl members on any social media platform(s).

For virtual programs, girls and their caregiver's are to complete the "Girl Scout Internet Safety Pledge for All Girl Scouts" prior to participating.

Sensitive Topics

Girl Scouts welcomes and serves girls and families from a wide spectrum of cultures. To be contemporary and responsive to girls' needs, some Girl Scout activities focus on subjects that may be considered sensitive in nature. There is no definitive list of sensitive issues but possible examples include substance abuse, child abuse, puberty/human sexuality, violence, youth suicide and religion.

Before covering any sensitive issue, either within or beyond the scope of the Girl Scout program resources, the volunteer or staff member working with the girls must obtain council approval. In addition, caregivers are to provide written approval for their girl to participate in the sensitive topics conversation or program using the Sensitive Issues – Parent/Guardian Permission Request form.

Managing Conflict and Behaviors

Volunteers and staff members will be in positions where they will need to manage conflict and behavioral situations with girls. When a girl misbehaves, volunteers and staff members should pause and ask themselves why the girl is misbehaving (have they eaten lately, are their known issues between this girl and others in the group, is the atmosphere contributing to her behavior, is her health okay). Volunteers and staff members are to handle misbehavior by girls with patience, kindness, and forgiveness.

To the extent that discipline of a girl is warranted, the volunteer and/or staff member will apply discipline in a professional, fair, and consistent manner. Volunteers and/or staff members engaging in any discipline beyond verbal redirection should document the behavior and disciplinary method using an Incident Report form. If the issue persists, the volunteer or staff member is to discuss the situation with a GSU staff member. GSU retains the option to exclude girls from future participation based on disciplinary issues.

Below are some examples of appropriate and inappropriate disciplinary practices:

Appropriate Discipline Practices (includes but not limited to)

- Develop rules and consistently enforce them
- Remain calm but firm

- Remind girls of appropriate actions
- Address the girl's behavior, not the character of the girl
- Attempt to identify the "why" behind the misbehavior

Inappropriate Discipline Practices (includes but not limited to)

- Hitting, spanking, shaking, slapping
- Using extreme or unreasonable (in length or type) physical exercise
- Withholding food, light, or medical care
- Name-calling, angry yelling directed at the girl, derogatory remarks
- Shoving or pulling hair or ears
- Biting, pinching
- Shaming, ostracizing
- Mechanical tape or rope restraints

Do's and Don'ts of Discipline

Below are some general do's and don'ts of discipline to help guide volunteers and staff members.

Don'ts	Do's
• Don't discipline a child in front of a group. This only hurts their egos, which means you've lessened your chances of "getting through" to them, and strengthened your chances that they will retaliate.	• Do get the child away from the group as soon as possible while maintaining the rule of three. Make sure you are out of earshot of the main group of children.
• Don't start out lax. You can't firm up the rules.	• Do start out firm. You can loosen up as the children grow and learn to work together and with you.
• Don't trap them. Children will react to being trapped by lying or clamming up.	• Do allow them an "out" when disciplining them. Be careful not to back them into a corner.
• Don't do a lot of the talking, and don't assume things.	• Do ask them questions. Have them talk about the problem. Use your questions to get to the heart of the problem.
• Don't raise your voice, call them names, or overreact.	• Do keep your cool. Calm, quiet voices that get quieter as the problem gets worse are far more effective.
• Don't cover up your mistakes.	• Do admit to and apologize for your mistakes. The children will think more of you, not less. And besides, what better way to teach them to admit to and apologize for mistakes than by doing it yourself.
• Don't dwell on the bad or negative. It tends to encourage misbehavior, as does excessive or sharp criticism.	• Do accentuate the positive. Find something good about each child as soon as possible and praise them for it. Minimize criticism. Children bloom with praise.
• Don't talk "over" noise in hopes that the girls will be quiet and listen. After a while, they'll just ignore you.	• Do stop, and wait for them to stop talking before you begin. They can't pay attention with their ears when their mouths are engaged.
• Don't use threats. The children are to see you as a person to trust, a person who says what she means. You shouldn't use threats because you'd have to uphold them.	• Do phrase things so you don't need threats. Instead of "If you don't stop... I'll..." try "This must stop because..." Giving them a reason why something is "good" or "bad" helps them to establish their own value system.

• Don't be insecure, unprepared or indecisive. If they can't trust and believe in you, they will have no security. They need you as a role model.	• Do be self-confident, relaxed, and prepared. Sometimes being well prepared is the best antidote for insecurity and self-consciousness. They came to you because they needed someone like you in their lives. Be the person they believe you to be.

Giving and Receiving Gifts

GSU strongly discourages volunteers and staff members from exchanging gifts with girls. However, gifts to girls may be given under the following circumstances:

- Caregivers must be notified in advance about the gift item and why their girl is receiving the gift.
- Volunteers and staff members must communicate that the gift is given on behalf of Girl Scouts of Utah or the troop using council or troop funds; the gift is not from the individual volunteer or staff member.
- All girls must receive the same (or equivalent) gift. If giving gifts for celebrations of special events (e.g., earning a higher award), provide the same (or equivalent) gift for each type of celebration.

Volunteers.

GSU makes reasonable allowances for acts of gratitude involving small gifts of appreciation to volunteers from families of girls in their troop that have a monetary value not exceeding $20. Gifts exceeding this monetary value must be politely declined. These gifts are ***optional*** and are to come from the family; troop funds ***cannot*** be used. *Under no circumstances may money be accepted from girls or their families as a gift.*

Staff members.

GSU makes reasonable allowances for acts of gratitude involving small gifts of appreciation to staff members from volunteers and families of Girl Scouts that have a monetary value not exceeding $20. Gifts exceeding this monetary value must be politely declined. These gifts are ***optional*** and are to come from the volunteer or family; troop funds ***cannot*** be used. *Under no circumstances may money be accepted from volunteers or Girl Scout families as a gift.*

Contact with Youth Outside of Girl Scouts

GSU strongly discourages volunteers and staff members from outside contact with girls and families with which they do not have a preexisting familial or social relationship (e.g., children are friends at school, families attend same religious institution).

If there is a pre-existing social or familial relationship, ensure proper boundaries are drawn by the volunteer or staff member. Clear expectations are to be set for when the volunteer or staff member is in the role of providing Girl Scout programming.

For GSU programs, events, and camps, participants and their families are not available for relationships outside of the program, event, or camp. Contact with participants or their families (outside of program specific communication) should not be initiated by staff members at any time during or after the program, event, or camp.

Section 5: Understanding and Reporting Child Abuse

Child Abuse Defined

GSU supports and maintains environments that are free of child abuse and neglect. Child abuse and neglect are unlawful acts. It is against GSU's policy for any volunteer or staff member to physically, sexually, or mentally abuse or neglect any child.

The Child Abuse Prevention and Treatment Act (CAPTA) mandates "minimum definitions" for child abuse and sexual abuse.

- Child abuse or neglect is any recent act or failure to act resulting in imminent risk of serious harm, death, serious physical or emotional harm, sexual abuse, or exploitation of a child by a parent or caretaker who is responsible for the child's welfare.
- Sexual abuse is defined as employment, use, persuasion, inducement, enticement, or coercion of any child to engage in, or assist any other person to engage in, any sexually explicit conduct or any simulation of such conduct for the purpose of producing any visual depiction of such conduct; or rape, and in cases of caretaker or inter-familial relationships, statutory rape, molestation, prostitution, or other form of sexual exploitation of children, or incest with children.
- Sexual abuse may also include sexual touching and bodily contact, exhibitionism, voyeurism, and/or involvement of children in pornographic material.

Per the Prevent Child Abuse Utah organization, the four types of abuse include:

- Physical Abuse: Anything that leaves a mark.
- Emotional Abuse: An ongoing pattern of behavior that negatively affects the way a child feels or thinks about themselves.
- Child Neglect: When a child is not receiving their basic needs.
- Sexual Abuse (touching): Touching a child on the private parts of their body for no appropriate reason or forcing a child to touch someone on their private parts.
- Sexual Abuse (non-touching): Using sexually explicit language when talking to a child. Taking inappropriate pictures of a child or asking the child to take inappropriate photos of themselves and send them through any form of technology. Forcing a child to undress. An adult exposing themselves to a child. Exposing a child to sexually explicit materials.

Responding to and Reporting Concerns

The state of Utah requires certain professionals and institutions to report suspected child abuse; *GSU volunteers and staff members are required to report suspected child abuse*. Failure to report suspected child abuse may result in criminal and/or civil liability. Utah requires the report to be made to some type of law enforcement authority or child protection agency. Reporting to a parent or relative will not satisfy the reporter's legal duty under the statutes. In accordance with these statutes, GSU will neither condone nor tolerate:

- Infliction of physically or sexually abusive behavior or bodily injury upon children.
- Physical neglect of children, including failure to provide adequate safety measures, care, and supervision in relation to Girl Scout activities.
- Emotional maltreatment of children, including verbal abuse or verbal attacks.

Any adult (caregiver, volunteer, staff member) who witnesses or suspects child abuse or neglect, whether inside or outside of Girl Scouting, must contact the Utah Department of Human Services (Child and Family Services) at 1-855-323-3237 for immediate assistance or call law enforcement if the situation warrants.

Caregivers, volunteers, and/or staff members who witness inappropriate behavior during any Girl Scout gathering (in person and virtual) including meetings, day trips, camp, sleep away travel, events, and activities must:

- Vocalize the behavior is inappropriate and not tolerated with Girl Scouts.
- Remove the girl(s) from the situation if needed.
- Contact additional support depending on the situation:
    - Law enforcement for emergencies
    - Utah Department of Human Services (Child and Family Services) at 1-855-323-3237
    - Contact GSU's Salt Lake City office at 801-265-8472 or the Girl Scouts of Utah Emergency Line (801-483-3413) during non-business hours
    - Girls' caregivers

- Complete an Incident Report form and submit it to GSU (info@gsutah.org).

Internal Reporting Procedure

A member of GSU's executive team will review the incident report form. The executive team will discuss the incident, may speak with those involved in the incident, and then determine next steps.

Any mistreatment or abuse by a volunteer or staff member will result in disciplinary action, up to and including termination of employment or volunteer service and cooperation with law enforcement.