


girl scouts
arizona cactus-pine



RECOGNITIONS COORDINATOR MANUAL



RECOGNITION COORDINATOR MANUAL

Organize and deliver an adult recognition program in the Service Unit to ensure all volunteers are recognized for their contributions to Girl Scouts. Recognizing adult volunteers both formally and informally increases volunteer retention and improves the volunteer experience.

OUR MISSION

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



QUALITIES OF A GREAT GIRL SCOUT LEADER



HONESTY

You are a trusted representative of your Service Unit and of Girl Scouts. If you strive to make honest and ethical decisions, your team will too.



ABILITY TO DELEGATE

Where there is trust, there is strength! The ability to delegate tasks to appropriate team members is one of the greatest skills you can have.



COMMUNICATIONS

Be clear and be knowledgeable about what you want done or the information you wish to convey. If you can't explain it, they can't understand it.



SENSE OF HUMOR

Always try to find the smiles inside the struggles! If you strive to find the "funny" and positive side of any situation, your teammates will too!



CONFIDENCE

When setbacks occur, help assure everyone that everything is going to be OK. Be a source of encouragement and calm during life's little storms.



COMMITMENT

Lead by example. If you expect your team to work hard and give of their time and talents, always do your best to do the same.



POSITIVE ATTITUDE

Help keep your team focused on the goals ahead by keeping a smile on your face and in your voice. Positive energy produces positive results!



CREATIVITY

Problems don't always have clear solutions and sometimes the best ideas take a little time to find. Always try to think outside the box!



ABILITY TO INSPIRE

Motivation is key to achieving your goals. Keep everyone's spirits high by appreciating hard work and recognizing team members' strengths.



INTUITION

Use your best judgment. Trust your gut. When there is no road map telling you where to go or how to proceed, trust yourself and trust your team.

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ADULT RECOGNITIONS COORDINATOR

Service Team Position Description

SUMMARY Organize and deliver an adult recognition program in the Service Unit to ensure all volunteers are recognized for their contributions to Girl Scouts. Recognizing adult volunteers both formally and informally increases volunteer retention and improves the volunteer experience.

SUPPORTED BY Member Support Executive (MSE) and GSACPC Volunteer Support Team

APPOINTMENT Appointed by MSE for one year; reappointment based on annual evaluation.

RESPONSIBILITIES/DUTIES

- » Recruit a recognition committee that includes at least one other member of the Service Team and the MSE
- » With the recognition committee, develop and implement a plan to both formally and informally recognize adult volunteers including, but not limited to, an annual Service Unit recognition event.
- » Record and maintain recognition records for adult volunteers in the Service Unit.
- » Ensure adult volunteers understand the GSACPC volunteer recognition process through training and sharing information.
- » Provide ongoing volunteer recognition support and guidance.
- » Encourage nominations for council level awards within the Service Unit, and assist interested parties with the process.
- » Encourage nominations for Service Unit Awards, including but not limited to the Volunteer of Excellence award, assist interested parties with the process, and ensure nominations are approved by at least 3 recognition committee members.
- » Attend and participate in Service Unit and leader meetings to promote positivity and shared recognition.

REQUIREMENTS AND QUALIFICATIONS

- » Present a positive image of Girl Scouting to girls, volunteers, and community members.
- » Comply with all GSUSA and Council policies and procedures, including Volunteer Essentials, recognize, understand, accept, and support all Council goals and objectives, including the Diversity Equity and Inclusion Statement.
- » Be guided in all actions by the Girl Scout Mission, Promise, and Law.
- » Be a registered member of GSACPC with a current background check.
- » Become familiar with the available awards and nomination processes.
- » Complete Adult Recognition Coordinator training.
- » Leadership from the Inside Out online resource recommended.
- » Complete Looker Access Agreement to access GSUSA data system.

By signing this agreement, I acknowledge that I have read, understand and agree to all responsibilities and requirements listed in the Adult Recognition Coordinator Service Team Position Description. In addition, as a volunteer serving in a Service Team position, I understand that some of my work will involve access to information/records that are considered confidential. I acknowledge my responsibility to respect the confidentiality of all volunteer and troop records, to follow council procedures in order to protect privacy and to act in a professional manner. I further understand that if I am found misusing confidential material or not protecting the privacy of others through my actions, I may be released from my position immediately.

SIGNATURE OF VOLUNTEER _____ DATE _____

PRINTED NAME _____ SERVICE UNIT _____

Thank you for your time and commitment!

THANK YOU for accepting this important position! Girl Scouts–Arizona Cactus Pine places a high value on recognizing volunteers. The Adult Recognitions Coordinator plays an important role in the Service Unit by creating a culture of appreciation for all volunteers. Your creativity, organization, and passion for Girl Scouts is needed to:

- » Create a culture of appreciation within your Service Unit
- » Bring knowledge of the awards offered both nationally and locally to the Service Unit
- » Maintain records of who has received which awards in your Service Unit
- » Be actively involved in your Service Unit Leaders' Meetings

WE APPRECIATE YOUR TIME AND DEDICATION!

FULFILLING YOUR ROLE

Creating a Culture of Appreciation

WHAT IS RECOGNITION?

Recognition is given to acknowledge service. People volunteer for countless reasons, but underneath most volunteers are motivated by the people they serve and the people they serve with. When volunteers feel that their time and energy are appreciated, they become more invested in the organization and in developing girls of courage, confidence and character who make the world a better place.

Some recognitions are formal, like troop, Service Team, Council, and National awards. Most of these awards have an approval process and are typically given at a special event or ceremony. Other recognitions are informal, like a thank you note or a small token given at leaders' meetings. Informal acknowledgements are just as important as formal recognitions. These informal recognitions and acknowledgments let volunteers know they are appreciated year-round and help to contribute to a culture of appreciation within your Service Unit.

WHAT IS A CULTURE OF APPRECIATION?

A culture of appreciation is an environment where everyone working on the mission of Girl Scouts feels respected and valued for her or his service and contribution. A Service Unit can create this type of culture by putting a plan in place to recognize all volunteers, at all levels, all year. This manual will help outline the best way to accomplish this.

The first thing the Adult Recognitions Coordinator needs to do is form a recognition committee with other Service Team volunteers. You will use this committee to review nominations for Service Team Awards, help coordinate nominations and endorsements for Council/National Awards, help with year-round informal recognitions, and to plan the Service Unit end of year celebration and recognition ceremony. This committee should include the Adult Recognitions Coordinator, Service Team Facilitator, MSE, and one or two other Service Team members willing to serve.

It's also important that the recognition/appreciation being given is seen as valuable by the recipient. The following are some guidelines to help accomplish this:

- » Be honest and genuine in your praise
- » Tell the person specifically what they did and how it helped you or the group. For example instead of saying "Sally you really made a difference at the cookie rally, thank you", say "Sally you showed up early, moved boxes all day and kept a smile on your face the entire time. This helped the operation run smoothly and made our troop leaders feel welcome and part of the Girl Scout sisterhood. Thank you for helping to make our day a success".
- » Variety – It is helpful to show appreciation in a variety of ways to maintain the "specialness" of it.
- » Frequency – You cannot show your appreciation too often if you're following the guidelines above.

In the resources section of this manual you will find a calendar of monthly ideas to implement at your leader's meetings, and on the GSACPC website, under the Adult Recognitions Coordinator tab, you will find several ideas for informal recognitions. GSACPC has also created an online peer recognition system, where anyone can send a virtual "high-five", "pat on the back", or "fist bump" to anyone, anytime, for free – [bit.ly/gsacpc-peer-appreciation!](https://bit.ly/gsacpc-peer-appreciation)

WHO SHOULD BE RECOGNIZED?

Anyone! Everyone! Any volunteer who has been of service may be considered for recognition, however most formal recognitions require the volunteer to be a registered member. To help determine who you should recognize, ask yourself the following questions:

- » Whose service goes above and beyond?
- » Who exceeds expectations?
- » Whose contributions have had a significant, positive impact on the Girl Scout experience?
- » Who is a model of outstanding performance?

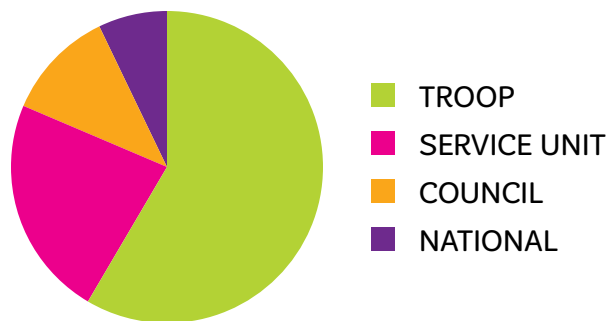
WHEN SHOULD VOLUNTEERS BE RECOGNIZED?

All the time! In a culture of appreciation recognition is not a singular event, but a continuous demonstration of respect and appreciation. Here are a few "special days" to consider when recognizing volunteers:

- » Thinking Day (February 22)
- » Leader/Volunteer Appreciation Day/Week (April 22)
- » Girl Scout Birthday/Week (March 12)
- » Juliette Low's Birthday/Founder's Day (October 31)

FORMAL RECOGNITIONS

As demonstrated in the diagram, there are four categories of formal adult awards available for volunteers. The categories are:



TROOP AWARDS

- » Given by troop leaders to Family and Friends volunteers who have made a significant difference in their troop.
- » May have been designed by Council, the Service Unit, or an original idea from the troop leader.

SERVICE UNIT AWARDS

- » For volunteers who have made a significant impact at the Service Unit Level.
- » May have been developed by GSUSA, Council, or the Service Unit themselves.
- » Reviewed by the Service Team recognition committee, led by Service Team Adult Recognition Coordinator.
- » Each committee should develop and implement a plan for nominations, review, and delivery. **System should be consistent and fair.*

NOTE: GSACPC will provide Service Unit awards developed by GSUSA or Council at no cost to the Service Unit when requested using the Service Unit Volunteer Recognition Form – bit.ly/su-volunteer-recognition

COUNCIL AWARDS

- » Designed for volunteers who have made a significant impact at the Council Level, and do not qualify for one of the National Awards.
- » Reviewed by the Adult Recognitions Committee, a team of anonymous volunteers and staff members
- » Nomination packets are due **September 1**, awards are given at the Annual Volunteer Recognition & Award Ceremony in the fall.
- » These awards are developed by GSACPC.

GSUSA NATIONAL AWARDS

- » GSUSA awards honor volunteers who have had such a significant impact that no other award would be appropriate.
- » Reviewed by the Adult Recognitions Committee, a team of anonymous volunteers and staff members.
- » Nomination packets are due **September 1**, awards are given at the Annual Volunteer Recognition & Award Ceremony in the fall.
- » These awards are developed by GSUSA

This diagram illustrates Council's goal in terms of number of recognition in each category. Ideally all troops would be giving multiple awards to adult volunteers who have been supporting their troop, Service Teams would be recognizing many of the volunteers in their Service Unit, and then finally Council and National Awards would be given. There is a natural progression to these awards as a volunteer moves through her/his Girl Scout career, moving from a new troop leader to a Service Team member and then a Council level volunteer; however, **a volunteer may earn any award at any time if they meet the criteria outlined in the award.**

OTHER RECOGNITIONS

- » **Grade Level Volunteer Pins** – available for each grade level and for general volunteers. They are not earned, but are often given in recognition of service at bridging.
- » **Volunteer Position Bars** – Each position as an adult member can hold has a corresponding position bar. Adults may wear up to two position bars at once. They are not earned but are often given in recognition of service.
- » **Membership Numeral Guards** – Recognizes the total number of years as a member of Girl Scouts, combining girl and adult years, in five years intervals. (A tradition in some areas is that those who receive a new numeral guard in turn present their current numeral guard to another person reaching that milestone. It is especially meaningful for adults to wear a respected volunteer's former numeral). *NOTE: GSACPC will award numeral guards of 40 years and above at the Annual Volunteer Recognition & Award Ceremony. GSACPC will cover the cost of all numeral guards, just complete the online request form. <https://bit.ly/membership-numeral-guard>*
- » **Volunteer Years of Service Pin** – Recognizes an adult member registered with GSUSA for years of active volunteer service in five-year intervals. *NOTE: GSACPC will award Years of Service Pins for 20 years and above at the Annual Volunteer Recognition & Award Ceremony. GSACPC will cover the cost of all Years of Service Pins, just complete the online request form. <https://bit.ly/years-of-service-pin>*

WHO CAN NOMINATE A VOLUNTEER?

Anyone! Anyone can nominate or endorse a volunteer for the work they've done, not just the Recognitions Coordinator. We ask that you, as the Recognitions Coordinator, encourage and promote the awards but you are not solely responsible for nominating.

WHAT IS THE PROCESS FOR NOMINATING VOLUNTEERS?

Troop Awards

- » No nomination form required, all awards are given at the discretion of the Troop Leader(s).
- » Council does provide a few suggestions and certificate templates that can be downloaded, but troop leaders are encouraged to create their own awards. There is not limit to the number of awards a troop leader can present. Certificate link

Service Unit Awards

- » A nomination form should be submitted to the Service Team Recognitions Committee.
- » The Service Team Recognitions Committee reviews nomination.
- » If the award is a Council sponsored, or GSUSA National Award, the Recognitions Coordinator should fill out the online request form and GSACPC will provide the pin at no cost to the SU. bit.ly/su-volunteer-recognition
- » Award is given at Service Unit end of year celebration/recognition event.

What if we can't get together? *If your volunteers are spread out over large areas or something prevents you from coming together in person for recognition events, consider hosting virtual events. There are many ways to have virtual gatherings where you can recognize and honor volunteers. Check out the resources section for more details.*

Council/National Awards

- » Nomination and endorsement letters are due to the Recognitions Committee by September 1st. A recognitions staff member will contact the nominator with the outcome of the packet mid-September.
- » Awards will be delivered at the annual Volunteer Recognition & Award Ceremony in the fall.

The deciding factor in award approval is the information contained in the nomination and endorsement letters. The committee only knows what they're told in those letters. Please refer to the attached tip sheet and sample endorsement letters to improve the quality of letters submitted.

MAINTAIN RECORD OF AWARDS

The Recognitions Coordinator is responsible for maintaining award records for volunteers in their Service Unit. This is to help you as a Recognition Coordinator as well as GSACPC with future awards. It helps prevent a volunteer from receiving a duplicate, or for an outstanding volunteer going unrecognized because everyone thought she/he had already received an award. Attached to this manual is a sample record form, but Coordinators are free to use whatever system works best for them. Please be sure to pass this information on to the next coordinator should you leave the position.

LEADER'S MEETINGS

Be actively engaged in your leader's meetings to foster a culture of appreciation:

- » Acknowledge volunteers at each meeting
- » Coordinate with the Volunteer Support Coach to provide a short and snappy training on recognitions. A Short and Snappy training on recognitions can be found on the GSACPC website under the Adult Recognitions Coordinator Tab, and the Volunteer Support Coach Tab.
- » Encourage leaders to end the meeting with acknowledgements of each other using the 3 pieces discussed earlier – 1. What the person did, 2. How it helped, 3. What it meant to you (speaker). This may seem awkward at first but recognizing each other is a muscle that needs to be practiced, and with time will become part of your culture of appreciation.

THINGS TO REMEMBER

- » Volunteer Appreciation Month is April
- » Council/National Award Submission deadline is **September 1**
- » GSACPC Volunteer Recognition & Award Ceremony in the fall
- » The quality of the endorsement letters is essential
- » Anyone can nominate/endorse
- » Recognize them often, recognize them honestly, make it meaningful

Most of all **THANK YOU for your dedication to Girls Scouts and Girl Scouts–Arizona Cactus-Pine Council!**

QUESTIONS? Contact the GSACPC Recognition Team at recognitions@girlscoutsaz.org or the Volunteer Support Team at volunteerlearning@girlscoutsaz.org.





RESOURCES

GSACPC & Girl Scouts of the USA ADULT AWARDS


NATIONAL AWARDS	AWARD PURPOSE	AWARD PACKET REQUIREMENT
<p>Volunteer of Excellence</p> 	<p>For outstanding service providing the Girl Scout Leadership Experience to girls or supporting building girls of courage, confidence and character who make the world a better place. <i>Potential Candidates: leader, assistant leader, day camp volunteer, Service Team member and many more.</i> This award is given at the Service Unit level, please contact your MSE for more information. GSACPC will provide the pin at no cost to the SU.</p> <ul style="list-style-type: none"> • Paper Nomination Form – bit.ly/volunteer-of-excellence 	<ul style="list-style-type: none"> • 1 – Nominator Form
<p>Appreciation Pin</p> 	<p>Recognizes a volunteer for outstanding service to one Service Unit or geographic area. <i>Potential Candidates: Service Unit facilitator, Service Unit volunteer support coach, Service Unit product sale consultant, Service Team member, Service Unit event coordinator.</i></p> <ul style="list-style-type: none"> • Paper Nomination/Endorsement Form – bit.ly/appreciation-pin • Online Nomination Form – bit.ly/appreciation-pin-nomination • Online Endorsement Form – bit.ly/appreciation-pin-endorsement 	<ul style="list-style-type: none"> • 1 – Nominator Form • 2 – Endorsement Forms <p>Due September 1</p>
<p>Honor Pin</p> 	<p>Recognizes a volunteer for outstanding service to two or more Service Units or geographic areas. <i>Potential Candidates: outdoor education coach, multiple Service Unit event volunteer, volunteer serving on council or regional task group, board member.</i></p> <ul style="list-style-type: none"> • Paper Nomination/Endorsement Form – bit.ly/honor-pin • Online Nomination Form – bit.ly/honor-pin-nomination • Online Endorsement Form – bit.ly/honor-pin-endorsement 	<ul style="list-style-type: none"> • 1 – Nominator Form • 3 – Endorsement Forms <p>Due September 1</p>
<p>Thanks Badge</p> 	<p>Recognizes a volunteer for outstanding service that has benefited the entire council or Girl Scout Movement. <i>Potential Candidates: Council task group chair, board member, a volunteer who increased program opportunities for girls, council learning facilitator who developed new resources.</i></p> <ul style="list-style-type: none"> • Paper Nomination/Endorsement Form – http://bit.ly/thanks-badge • Online Nomination Form – bit.ly/thanks-badge-nom • Online Endorsement Form – bit.ly/thanks-badge-endorse 	<ul style="list-style-type: none"> • 1 – Nominator Form • 4 – Endorsement Forms <p>Due September 1</p>
<p>Thanks Badge II</p> 	<p>Recognizes a volunteer for outstanding service that has benefited the entire council or Girl Scout Movement who has already received the Thanks Badge. <i>Potential Candidates: Council task group chair, board member, a volunteer who increased program opportunities for girls, council trainer who developed new resources.</i></p> <ul style="list-style-type: none"> • Paper Nomination/Endorsement Form – http://bit.ly/thanks-badge-2 • Online Nomination Form – bit.ly/thanks-badge-2-nom • Online Endorsement Form – bit.ly/thanks-badge-2-endorse 	<ul style="list-style-type: none"> • 1 – Nominator Form • 4 – Endorsement Forms <p>Due September 1</p>






GSACPC & Girl Scouts of the USA

ADULT AWARDS

COUNCIL AWARDS	AWARD PURPOSE	AWARD PACKET REQUIREMENT
<p>President's Volunteer Service Award</p> 	<p>The President's Volunteer Service Award recognizes and thanks Americans of all ages who contribute a significant amount of time to volunteer service. Visit presidentalserviceawards.gov/volunteer for more information. Information on how to submit hours can be found at bit.ly/gs-pvsa. Hours are counted for the "Girl Scout Year" October 1 - September 30.</p>	<p>Hours must be logged by October 7</p>
<p>Global Voices Award</p> 	<p>Recognizes a volunteer for their commitment to diversity and inclusion through significantly increasing the number of diverse Girl Scouts in a troop, service unit, outreach program or camp over a period of time.</p> <ul style="list-style-type: none"> • Online Nomination Form – bit.ly/global-voices-nom • Online Endorsement Form – bit.ly/global-voices-endorsement 	<ul style="list-style-type: none"> • 1 – Nominator Form • 1 – Endorsement Form <p>Due September 1</p>
<p>Commitment to Excellence Award</p>	<p>Recognizes volunteers who actively practice Girl Scout values and demonstrate a high level of volunteer commitment in various fields for at least 3 years after receiving the Appreciation Pin.</p> <ul style="list-style-type: none"> • Online Nomination Form – bit.ly/comm-excellence-nomination • Online Endorsement Form – bit.ly/comm-excellence-endorse 	<ul style="list-style-type: none"> • 1 – Nominator Form • 1 – Endorsement Form • Must have received the Appreciation Pin <p>Due September 1</p>
<p>Impact Award</p>	<p>Recognizes a volunteer whose leadership and enthusiasm for Girl Scouts has ignited a flame of excellence that passed to all members of the council, as well as the community outside of Girl Scouts. Has given significant, long-serving, and outstanding services to Girl Scouts and the community through other groups or organizations. This person should serve as a role model for compassion and service and be striving to make the world a better place, while living by the Girl Scout Promise and Law. This flame sustains the passion for Girl Scouts among girls, volunteers and staff, community members, and preserves Girl Scouting for years to come.</p> <ul style="list-style-type: none"> • Online Nomination Form – bit.ly/impact-award-nomination • Online Endorsement Form – bit.ly/impact-award-endorsement 	<ul style="list-style-type: none"> • 1 – Nominator Form • 3 – Endorsement Forms <p>Due September 1</p>
<p>Council Star Award</p> 	<p>Recognizes a volunteer for performing a specific task that is of significant benefit to the council. <i>Although this award is given at the discretion of GSACPC staff, please reach out to the recognitions team at recognitions@girlscoutsaz.org if you know of someone deserving of this recognition.</i></p>	<ul style="list-style-type: none"> • Given at the discretion of GSACPC staff during the annual Volunteer Appreciation and Recognition Ceremony
<p>Council Trainer Award</p> 	<p>Recognizes a volunteer trainer for service beyond the expectations for the position held which benefits the council and warrants recognition. <i>Although this award is given at the discretion of GSACPC staff, please reach out to the recognitions team at recognitions@girlscoutsaz.org if you know of someone deserving of this recognition.</i></p>	<ul style="list-style-type: none"> • Given at the discretion of GSACPC staff during the annual Volunteer Appreciation and Recognition Ceremony


GSACPC & Girl Scouts of the USA **ADULT AWARDS**

COUNCIL AWARDS	AWARD PURPOSE	AWARD PACKET REQUIREMENT
<p>Pearl Award</p> 	<p>The Pearl Award is presented to Girl Scout volunteers whose actions directly support the Council's wide range of response team efforts to deliver service to girls and adults across our jurisdiction.</p>	<ul style="list-style-type: none"> Given at the discretion of GSACPC staff during the annual Volunteer Appreciation and Recognition Ceremony

SERVICE UNIT AWARDS	AWARD PURPOSE	AWARD PACKET REQUIREMENT
<p>Outdoor Pathfinder</p> 	<p>Recognizes volunteers who make outdoor experiences in Girl Scouts possible and provided creative, recreational, and educational outdoor opportunities for girls. Service can go beyond a troop experience to make the outdoor experience available to a wide number of girls. GSACPC will provide this pin at no expense to the Service Team.</p> <ul style="list-style-type: none"> Submit the Request – bit.ly/su-volunteer-recognition 	<ul style="list-style-type: none"> Given at the discretion of the Service Team Recognition Committee Typically give at end of year ceremony
<p>Innovator Award</p> 	<p>Recognizes a volunteer who brought the Girl Scout program to her/his Service Unit in the most creative or innovative way. GSACPC will provide this pin at no expense to the Service Team.</p> <ul style="list-style-type: none"> Submit the Request – bit.ly/su-volunteer-recognition 	<ul style="list-style-type: none"> Given at the discretion of the Service Team Recognition Committee Typically give at end of year ceremony
<p>Rising Star Award</p> 	<p>For an outstanding NEW troop leader – Recognizes a volunteer during their first three years, for service beyond the expectations for the position, or recognizes volunteers who have volunteered a minimum of 6 months to maximum of 36 months who have contributed outstanding service while partnering directly with girls in any pathway. GSACPC will provide this pin at no expense to the Service Team.</p> <ul style="list-style-type: none"> Submit the Request – bit.ly/su-volunteer-recognition 	<ul style="list-style-type: none"> Given at the discretion of the Service Team Recognition Committee Typically give at end of year ceremony
<p>Standing Ovation Award</p> 	<p>Recognizes a product program volunteer (Fall or Cookie) who has gone above and beyond the expected product sales duties and given service of exceptional benefit which warrants recognition. GSACPC will provide this pin at no expense to the Service Team.</p> <ul style="list-style-type: none"> Submit the Request – bit.ly/su-volunteer-recognition 	<ul style="list-style-type: none"> Given at the discretion of the Service Team Recognition Committee
<p>Sustained Service Award</p> 	<p>For continued outstanding service for 3 years after receiving the Volunteer of Excellence Award. GSACPC will provide this pin at no expense to the Service Team.</p> <ul style="list-style-type: none"> Submit the Request – bit.ly/su-volunteer-recognition 	<ul style="list-style-type: none"> Given at the discretion of the Service Team Recognition Committee Must have received the Volunteer of Excellence Award Typically give at end of year ceremony

GSACPC & Girl Scouts of the USA






ADULT AWARDS

SERVICE UNIT AWARDS	AWARD PURPOSE	AWARD PACKET REQUIREMENT
<p>Go-get-her Award</p> 	<p>Recognizes a volunteer who has put significant effort and creativity into finding and recruiting more girls into Girl Scouts. GSACPC will provide this pin at no expense to the Service Team.</p> <ul style="list-style-type: none"> • Submit the Request – bit.ly/su-volunteer-recognition 	<ul style="list-style-type: none"> • Given at the discretion of the Service Team Recognition Committee • Typically give at end of year

TROOP AWARDS	AWARD PURPOSE	AWARD PACKET REQUIREMENT
<p>Product Parent</p>	<p>For a Volunteer who participated and helped the troop in a significant way with Cookies or Fall Product.</p> <ul style="list-style-type: none"> • Certificate Templates – bit.ly/parent-appreciation 	<ul style="list-style-type: none"> • Given at the discretion of the troop leader
<p>WOW Award</p>	<p>For a troop volunteer who always seemed to step up and help when needed, or volunteered at an especially critical moment.</p> <ul style="list-style-type: none"> • Certificate Templates – bit.ly/parent-appreciation 	<ul style="list-style-type: none"> • Given at the discretion of the troop leader
<p>Family of the Year</p>	<p>For a family who has contributed outstanding service such as supporting their troop, camp, special event, product sales, etc.</p> <ul style="list-style-type: none"> • Certificate Templates – bit.ly/parent-appreciation 	<ul style="list-style-type: none"> • Given at the discretion of the troop leader
<p>Magnificent Mom Award</p>	<p>For a troop mom who has helped the troop in a significant way.</p> <ul style="list-style-type: none"> • Certificate Templates – bit.ly/parent-appreciation 	<ul style="list-style-type: none"> • Given at the discretion of the troop leader
<p>Do-Dad Award</p>	<p>For an outstanding father who always seems to be there when the troop of the Service Unit needs him.</p> <ul style="list-style-type: none"> • Certificate Templates – bit.ly/parent-appreciation 	<ul style="list-style-type: none"> • Given at the discretion of the troop leader

GSACPC & Girl Scouts of the USA

ADULT AWARDS

OTHER AWARDS	AWARD PURPOSE	AWARD PACKET REQUIREMENT
<p>Grade Level Volunteer Pins</p> 	<p>Volunteer pins are available for each grade level and for general volunteers. These volunteer pins are not earned, but are often given in recognition of service supporting girls in a particular program level in a variety of ways. Examples might be to present the pin to recognize completing the first year as a troop leader or for bridging to a new program level. See your Service Unit Recognition Coordinator or MSE for more information.</p>	<ul style="list-style-type: none"> • These pins are given at the Service Unit Level • May be given at anytime
<p>3 Year Leader Pin</p> 	<p>This pin is awarded once to volunteers who have completed their first three years of consecutive troop leadership. Troop Leaders and Co-leaders are eligible to receive this award. See your Service Unit Recognition Coordinator or MSE for more details.</p>	<ul style="list-style-type: none"> • This pin is given at the Service Unit Level • May be given at anytime
<p>Service Team Pins and Charms</p> 	<p>The Service Team Pin and charms are awarded to Service Team members for their service in leadership roles on the Service Team. This award is usually presented at Service Unit recognition ceremonies. See your MSE for more details. <i>Council will provide these pins at no cost to the Service Unit.</i></p>	<ul style="list-style-type: none"> • This pin is given at the Service Unit Level • Given by MSE at end of year
<p>Membership Year Pin</p> 	<p>This pin indicates the total number of years as a registered member of Girl Scouts, including girl and adult years. The pin come in 5-year increments. The Council will recognize individuals with 40 years or more at the Annual Volunteer Recognition & Award Ceremony. <i>These pins are provided by GSACPC with at no cost to the Service Unit when requested using the form below.</i></p> <ul style="list-style-type: none"> • Online Request Form – bit.ly/membership-numeral-guard 	<ul style="list-style-type: none"> • Volunteer or Recognition Coordinator completes Membership Year Pin Request Form • May be given at anytime, however if 40+ years GSACPC must be notified by September 1
<p>Years of Service Pin</p> 	<p>Recognized a registered adult member for the numbers of years as an active volunteer. Individuals with 20 years and above will be recognized at the Annual Volunteer Recognition & Award Ceremony. The pin comes in 5-year increments from 5-35 years, and ten year increments from 40-60 years: 5, 10, 15, 20, 25, 30, 35, 40, 50, 60. <i>These pins are provided by GSACPC with at no cost to the Service Unit when requested using the form below.</i></p> <ul style="list-style-type: none"> • Online Request Form – bit.ly/years-of-service-pin 	<ul style="list-style-type: none"> • Volunteer or Recognition Coordinator completes Membership Year Pin Request Form • May be given at anytime, however if 20+ years GSACPC must be notified by September 1

WRITING A STRONG AWARD ENDORSEMENT and Why it Matters

All award packets (an award packet includes a nomination form and the required endorsements for the specific award) are reviewed by a volunteer recognition committee. This committee is comprised of volunteers from across the council. They review each award nomination and compare the information presented about the volunteer with the criteria established for each award. The information presented in the nomination and the endorsement form is vital to the decision making process of the volunteer committee. They only know what is presented in the award packet.

Before you start, think why you believe the nominee should be recognized. How has she/he gone above and beyond the position description? What is unique about her contribution? What are the results of her efforts? Jot down your ideas as you think about them so that you can organize them to include all of the accomplishments. Start early in asking for endorsement letters. People need time to think and write. Give the letter writer a date prior to the September 1 deadline to ensure that it is at the council by the deadline.

To help present strong, measurable and impactful information in the award packet, use the chart below to help turn a general statement into one that is a strong endorsement statement that provides information that will help the volunteer recognition committee show appreciation to deserving volunteers.

GENERAL STATEMENT	THINK ABOUT THIS	STRONGER ENDORSEMENT STATEMENT
“She has been a leader for a long time and is committed to girls.”	<ul style="list-style-type: none"> • How many years? • What grade levels has she worked with? • What has she done that shows her commitment to girls? 	“For eight years, she led a mixed troop of both Girl Scout Brownies and Juniors. In those eight years she has welcomed girls from three different schools. Her philosophy is “the girls need Girl Scouts, all the girls from second to fifth grade are welcomed in Troop 55555.”
“He is a great leader.”	<ul style="list-style-type: none"> • What kind of leadership qualities has he exhibited with the girls? • What makes him stand out? 	“He believes in girl-led and continuously brings leadership opportunities to girls. Each of the girls in his troop have an opportunity to be a leader throughout the year. Each girl takes a month being responsible for leading the troop meeting, including organizing all aspects. The girls learn how to plan, speak in front of others, create an agenda, and lead a meeting.”
“She always goes above and beyond.”	<p>How? Be specific.</p> <ul style="list-style-type: none"> • Tell a story about that shows how she has gone above and beyond. 	“Her troop was working on their Silver Award. She recognized that she did not have all of the skills and knowledge to guide the girls successfully through all of the details. She recruited parents, service unit volunteers, leaders and several local business persons from our community, all helped the girls work through the details of their Silver Award Take Action Project. The girl’s project resulted in the local park having a nature trail with ten new birdhouses, four miles of safe trails, and new maps for visitors to follow. The mayor attended the grand opening of the new park along with five hundred community members.”

The examples above show how the volunteer recognition committee looks for details including, impact and results. This takes a little more work, however the details will give the volunteer selection committee what they need to make a good decision. The results will be that more volunteers will be appreciated and that is a great thing!



WRITING A STRONG AWARD ENDORSEMENT and Why it Matters

SAMPLE ENDORSEMENT LETTER #1:

The opening paragraph should introduce the purpose of the letter, the nominee, and the reason for the nomination.

I am writing this letter to support Jane Doe who is the Volunteer Support Coach in Dusty Dawn Service Unit for the Honor Pin. Jane has diligently worked in our neighborhood as well as Falling Water and Whispering Wind Service Units to provide quality training to leaders which has resulted in improved delivery of Girl Scouting in all three areas.

The body of the letter should describe the specific service, who benefited from the service and provide results of the service that went beyond the position description.

Jane recognized that many of our leaders did not complete the trainings necessary to help them be successful in their first year as leaders. She realized that in our community many adults work second and third shifts which became a real challenge in trying to get them trained. She found that several close by areas were struggling with the same issue. She called a meeting of the Service Teams and proposed that they offer training at unconventional times due to the nature of the audience they wanted to serve. Everyone was immediately in agreement with her proposal. Jane went to the Volunteer Support staff at the Girl Scout council. Working together with both volunteers and staff, Jane established and delivered three training sessions that offered the courses needed by the untrained volunteers. The amazing thing is that they were offered at a local church from 6–9AM when everyone was getting off work. Jane’s dedication paid off when 30 inexperienced leaders from three Service Units were trained to work with their troops. She showed that by collaborating with each other, much can be accomplished. Jane’s work across the three Service Units benefited over 200 girls in new troops and has created strong relationships with the three Service Teams and staff members. For her innovation in training and in partnership with three Service Units and staff member, Jane Doe deserves the Honor Pin.

The closing of the letter must include the writer’s name, service unit name as well as her address (email) and phone number. Here is an example:

Sincerely,

Mary Smith
Dusty Dawn Service Area
1234 Main Street
Phoenix, AZ 85000
602-452-7000 or msmith123@aol.com

WRITING A STRONG AWARD ENDORSEMENT and Why it Matters

SAMPLE ENDORSEMENT LETTER #2:

August 13, 2019

Dear GSACPC Volunteer Recognition Committee:

I am writing in support of Susie Scout's candidacy for the Volunteer of Excellence Award. Susie is serving in her second year as Service Team Manager for the [Service Unit name] and during this time Susie has made great strides in creating a community of volunteers that enjoys sisterhood, camaraderie, and support. Susie runs monthly meetings and gets [%] attendance. She has coordinated guest speakers and enrichment trainings, investiture/rededication ceremonies, leader award ceremonies, and much more. She adds little touches to the meetings, like prizes and treats, that create a casual and fun atmosphere for the leaders. The volunteers in [Service Unit] are engaged and informed thanks to Susie's efforts.

Susie has been a troop leader for many years, and this Girl Scout experience makes her a natural leader and coach for her fellow volunteers. She can provide advice, insight, and resources for almost any situation. Susie interacts fabulously with other leaders and they feel comfortable and confident approaching her for assistance.

Susie is committed to staying on top of, and championing for fellow volunteers, the latest news, and developments at the council level. She attends Lead the Way and other council events as they apply to her volunteer position. This year Susie has been on the volunteer Council Advisory Team—providing input and feedback to Council. Susie's enthusiasm about new from Council is evident, and she has been getting her fellow volunteers on board and excited about the changes!

Susie is also leader of a very active 9th grade Senior troop and has been with them as their leader throughout their Girl Scout careers. Susie also led a group through their graduation from high school a couple of years ago. Her troop members are engaged and enthusiastic—hosting badge workshops, community events, and earning the high awards. No doubt the girls' passion can be attributed to Susie's leadership and modeling of the Girl Scout values.

Susie is a cheerleader for Girl Scouts within her troop, her Service Unit, the Council, and the community as a whole. Her service to our Girl Scout council is much appreciated and we sincerely thank her for her ongoing support, dedication, and leadership!

Sincerely,

Mary Smith
Dusty Dawn Service Area
1234 Main Street
Phoenix, AZ 85000
602-452-7000 or msmith123@aol.com



WRITING A STRONG AWARD ENDORSEMENT and Why it Matters

SAMPLE ENDORSEMENT LETTER #3:

August 8, 2019

Dear GSACPC Volunteer Recognition Committee:

Please consider Vicky Volunteer for the Thanks Badge II.

I am writing to recommend Vicky for the Thanks Badge II. Vicky has been a member and volunteer of Girls Scouts–Arizona Cactus-Pine Council for 16 years and has served in roles serving troops, her Service Unit and community, and GSACPC.

I have had the opportunity to work with Vicky in her role as a Council Trainer. In 2018, GSACPC began to reevaluate our presentation of conflict management training for volunteers, and Vicky, with her professional background in Adult Learning, was an invaluable resource. Vicky assisted, and often took the lead, as we modified the content and delivery of this important training. Vicky also pioneered the delivery of the conflict management training at Service Unit meetings.

In the fall of 2018, GSACPC began the process of reevaluating the delivery method of all training and began developing a more robust eLearning curriculum. Vicky is providing valuable feedback and serving as the voice of the volunteers to help ensure we are developing and offering and the best product.

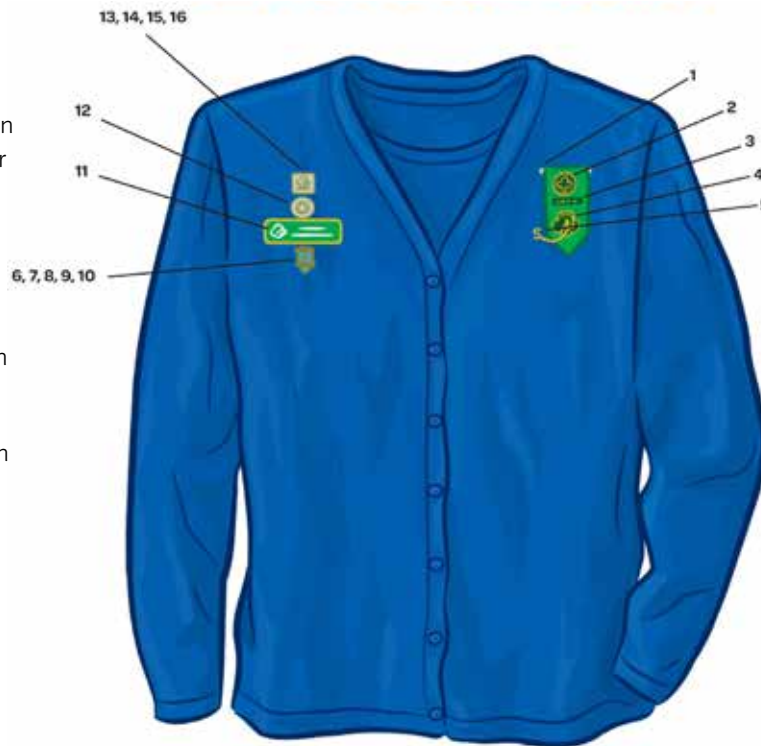
Vicky is always available for meetings and provides additional support whenever needed. Her service and leadership is essential to the continued success and growth of GSACPC training and eLearning curriculum.

Sincerely,

Mary Smith
Dusty Dawn Service Area
1234 Main Street
Phoenix, AZ 85000
602-452-7000 or msmith123@aol.com

ADULT INSIGNIA PLACEMENT

6. Girl Scout Gold Award
7. Bridge to Adult Pin
8. Years of Service Pin
9. Volunteer of Excellence Pin
 - a. Outstanding Volunteer
 - b. Outstanding Leader
10. Other Awards:
 - a. Pearl Award Pin
 - b. Service Team Pin
 - c. Three Year Leader Pin
 - d. Grade Level Leader Pin
 - e. Gold Award Parent Pin
 - f. Trainer Pin
 - g. Adult Development Pin
11. ID Pin (Name tag)
12. Lifetime Membership Pin
13. Appreciation Pin
14. Honor Pin
15. Thanks Badge
16. Thanks Badge II



1. Adult Insignia Tab
2. World Trefoil Pin
3. Adult Position Pin
4. Girl Scout Pin
5. Numeral Guard

The adult insignia tab and/or Membership pins are worn on the left side; above the heart. The pins worn on the left side include: the World Association pin, up to two position pins, the GSUSA membership pin, and the numeral guard.

The optional official Girl Scout ID pin (nametag) and adult awards are worn on the right side. National awards are worn above the name tag. Only one national award should be worn at a time. These include:

- » Appreciation Pin
- » Honor Pin
- » Thanks Badge
- » Thanks Badge II

If you are a lifetime member, the Lifetime Membership Pin is also worn above the nametag but below any national award pins.

Additional recognition pins may be worn below the nametag. These include:

- » Volunteer of Excellence
- » Outstanding Leader/Volunteer
- » Girl Scout Gold Award
- » Three Year Leader pin
- » Service Team Pin
- » Pearl Award
- » Years of service pin
- » Grade level leader pin
- » Gold Award parent's pin
- » Bridge to adult pin
- » Trainer Pin
- » Adult Development Pin

It is not necessary to wear every award received on a uniform. A good working guideline is to wear no more than three awards at any given time. Traditionally these would be the most recent and/or highest awards received.

FREQUENTLY ASKED QUESTIONS

Who can nominate a volunteer for an award?

Anyone can! That's right, parents/caregivers, girls, volunteers and even a community member may nominate a volunteer for an award. The nominator needs to know how the volunteer has impacted Girl Scouts or the community, the award criteria, and be willing to coordinate the nomination packet (ensuring all pieces of the packet are completed and submitted to the Girl Scout Council by Sept. 1).

What is the difference between a nominator and an endorser?

NOMINATOR: A nominator needs to know of the volunteer's service and is the coordinator of the nomination packet pieces. Each award nomination requires endorsements. The nominator is the coordinator of the people who complete the endorsement forms and is the main contact for the nomination if there are questions or missing pieces. Included in the nomination form is also information for endorsement. They also ensure all pieces of the nomination packet are submitted online before Sept. 1. Only one nominator is needed for each award.

ENDORSER: An endorser knows the volunteer's service and can speak to the impact of the work. An endorser completes the endorsement form related to the award for which the volunteer is being nominated. They provide specific information about the volunteer's service ensuring that it meets the award criteria and shows how the volunteer's service impacted girls, volunteers, and/or the community. Different awards have different required numbers of endorsers. This is a separate person from the nominator. A nominator cannot be counted as one of the required endorsers.

When and where are awards given to volunteers?

Volunteers are recognized with both GSUSA and Girl Scouts–Arizona Cactus-Pine Council awards in front of their peers at the annual Volunteer Appreciation and Recognition event. This event is planned and implemented by Council staff working together and usually takes place in October. Locations can vary.

Why does the volunteer need to be a registered member of Girl Scouts?

Girl Scouts is a membership organization, and this means that, to be considered, being a registered volunteer in any role is required. In the GSUSA Blue Book of Basic Documents, it states "to participate in Girl Scouts you must be a member." Volunteers are participants; therefore, they must be a registered member to qualify for any nominated award or earned recognition.

The award criteria states that the volunteer must be a member in good standing. What does this mean?

Any volunteer receiving an award must be following the council's policies and guidelines. As an award recipient, they are being held up as a role model. Good standing status: the volunteer has met all eligibility for being an appointed volunteer, including being a registered member and a current background check on file (if their role requires one). The volunteer has no outstanding cases or concerns related to their service.

How are award recipients chosen?

A volunteer selection committee with representation from all regions across the council reviews nomination packets, and makes a decision based on how the nomination information presented fits the criteria for the award. The committee remains anonymous, and keeps all information surrounding the review process confidential. If you would like to serve on this short-term volunteer committee, please email recognitions@girlscoutsaz.org.

What is the difference between a Girl Scout Membership Pin and the Years of Service Pin?

These two appreciations are earned recognitions by volunteers. They do not require a nomination or endorsement. The volunteer wishing to receive any of these two pins needs to complete the online request form.

MEMBERSHIP YEAR PIN — this is a numeral guard that is worn with the Girl Scout pin and recognizes both girl and adult membership years. Pins are given in 5-year intervals. Volunteers may submit this form themselves, or a Service Unit may submit the form if they are presenting the pin to the volunteer at a ceremony. Volunteers receiving 40+ year pins will be recognized at the annual Volunteer Appreciation and Recognition event held by Council. To be recognized at the event, pin requests must be received by Sept 1.

YEARS OF SERVICE PIN — this is a pin that recognizes years of service as a volunteer, and are given in 5-year intervals. Council will distribute this pin to volunteers who have served 20+ years, and recognize them at the annual Volunteer Appreciation and Recognition event. To be recognized at the event, pin requests must be received by Sept. 1.

Can a staff member nominate or endorse a volunteer for an award?

The philosophy of Girl Scouts–Arizona Cactus–Pine Council award process is that the volunteer appreciation awards should be driven by volunteers, and all decisions related to the selections of awards is made by volunteers. This means that volunteers are nominated and endorsed by volunteers, the review of awards packets and the decision for awarding recognitions is done by volunteers. The only time a staff member should be nominating or endorsing a volunteer is when there are not enough other volunteers who know the volunteer's service, or the service was done in such a way that it would be difficult to complete the nomination packet without their endorsement. Candidates that fall into this category include (however, not limited to): program facilitators, learning facilitators, board members, and council-wide volunteers.

What if we can't get together?

If your volunteers are spread out over large areas or something prevents you from coming together in person for recognition events, consider hosting virtual events. There are many ways to have virtual gatherings where you can recognize and honor volunteers. For example, Zoom allows you have a free account with meetings up to 40 minutes! There are several other online platforms to choose from with a little research. You can even make these events fun with costumes and games.

While we cannot endorse or support specific online meeting tools, we encourage you to look at these and alternative options and discuss with parents and girls to determine what the best solution is for your troop or Community needs – girlscoutsaz.org/virtual-gs

Video and Audio-Conferencing Tools

- » Zoom (*Meetings durations maximum of 40 minutes in free version*) – zoom.us/meetings
- » Skype (*Up to 10 participants free*) – skype.com
- » Webex (*Limited file and content sharing in free version*) – webex.com/video-conferencing

Chat and Collaboration Tools

- » Microsoft Teams – products.office.com/en-us/microsoft-teams/group-chat-software
- » Slack – slack.com
- » Private Facebook Groups – facebook.com/groups

Additional Low-Cost Tools

- » GoToMeeting – gotomeeting.com
- » Google Hangouts Chat – gsuite.google.com/products/chat
- » Hangouts Meet – gsuite.google.com/products/meet