

# GUIDELINES FOR VOLUNTEERS

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Thanks for being part of GSACPC's social media community! Some of you may also have Neighborhood or Troop websites or troop-specific pages across a variety of social media platforms—and that's great! We welcome all opportunities for girls and volunteers to connect and share their contributions with the community. However, we want your social media connections to be safe and effective, so please take a moment and review these guidelines and best practices.

### **General Social Media Best Practices:**

- Think twice before hitting publish. What you say on the internet is permanent, even if you delete it. Make sure that you will not regret what you post.
- Do not share your personal contact information outside of private/direct messages. The internet and social media are permanent platforms (even if you delete your content) be careful with what you share.
- Be nice. People tend to be on the bold side when they are hiding behind a screen, please don't join them.
- Be aware of spammers. It's no longer obvious when you are being contacted by a spammer, so be aware if your conversations are taking a turn. Always report them if you think they have ill-intentions.
- Be respectful of others. Sometimes our opinions are not that same, and that's ok! Just be respectful about being on the opposing side.
- Make the world a better place and be a sister to every Girl Scout.

### **GSACPC Social Media Platforms:**

#### **Facebook**

Be sure to like and follow our [GSACPC Council Facebook Page \(Girl Scouts- Arizona Cactus-Pine Council, Inc\)](#). Our Facebook page is used to create community, share news and showcase what Girl Scouts and Girl Scout troops are doing. **If you would like us to share stories/news on the Facebook page, you must send the following to [stories@girlscoutsaz.org](mailto:stories@girlscoutsaz.org):**

- Clear pictures (with consent if girls are present)
- Description of event or activity
- Date it took place
- Promotional sponsors/community partners, if any

Along with the Council's public Facebook page, we also manage three closed Facebook groups to foster specific communities. These groups are intended for its members to exchange ideas, collaborate, and talk about Girl Scout events and experiences. Because these groups are intended for specific communities not everyone can be in them. When people request access to the closed groups they will be verified through Salesforce, our member data system. If for any reason they do not meet the requirements of the group, they will not be allowed access.

- [GSACPC Leaders](#) – This group is for leaders and co-leaders only. It is intended to be a space for leaders and co-leaders to share meeting ideas, troop stories, and service projects or to ask for suggestions from other troop leaders!
- [GSACPC Service Teams](#) – This group is for Service Team Volunteers. This is a place to share ideas and best practices!
- [GSACPC Independent Girl Members \(IGM\)](#) – This group is for IGM parents and leaders to stay up-to-date on programs, connect with and get ideas from other IGMs and share stories!

All GSACPC groups are held to strict guidelines, we recommend that you read the rules and guidelines posted within each group before engaging in here to avoid posts being removed. We also do a “spring cleaning” in these groups, so if you are no longer a Troop Leader or have an alias Facebook name, you may be removed without direct notice. If you are removed and feel that you should be in the group, please simply request to join the group again, we will re-verify to let you back in.

GSACPC is aware that many troop, neighborhood Facebook fan pages, and groups already exist. When creating a closed group for your troop, please make sure the settings are set to private so that personal information is not shared publicly. GSACPC does not claim responsibility for any groups outside of the official Council page, GSACPC Leaders group, GSACPC Service Team group, and GSACPC IGM group.

### **Twitter**

Follow our [GSACPC Twitter Page \(@GSACPC\)](#). Our Twitter page is used to create community, share news and showcase what Girl Scouts and Girl Scout troops are doing. If you submit a story to our stories email ([stories@girlscoutsaz.org](mailto:stories@girlscoutsaz.org)) it is very likely that it will appear here!

### **Instagram**

Follow our [GSACPC \(@GSACPC\)](#) Instagram page. Our Instagram page is used to create community, confirm relevance, and showcase girls and Girl Scout troops. We share every part of Girl Scouting here.

### **Pinterest**

Follow our [GSACPC \(@Girl Scouts-Arizona Cactus-Pine Council\)](#) Pinterest page. Our Pinterest page is used to foster creativity, ideas, and information about Girl Scouts. We have tons of great ideas that you can use for your troop here.

We love to showcase troop activities on our social media pages! If you would like your troop to be featured, please send an email with clear, un-edited pictures, names and a detailed description of the activity to [stories@girlscoutsaz.org](mailto:stories@girlscoutsaz.org). Any pictures submitted with text on them will not be accepted.

### **Dealing with the media in a crisis or uncertain situation:**

It is increasingly common for the media to approach people online. If you are approached by the media in a crisis or uncertain situation (such as being solicited for your Girl Scout opinion on potentially controversial topics), **please do not respond to the media. Instead, contact the council communication team immediately at [marcom@girlscoutsaz.org](mailto:marcom@girlscoutsaz.org), 602.430.8852 or 602.531.5935 (Council emergency phone).** As a member of Girl Scouts, you are a representative of the organization. What you say and do affects the whole organization. Use discretion and if you ever have a question, please reach out!

### **GSACPC Safety Guidelines:**

- **Know that what you put on social media is permanent, whether you delete it or not. You can always track down deleted and old posts on the internet. Please think twice about what you are sharing with the world. You don't need a poorly chosen Tweet to create havoc for your life, your troop or the Council.**
- Do not use last names of minors on social media, safety is a top priority!
- Never give out anyone's personal information such as home address or personal phone number on social media.
- Never list exactly when and where your troop meets – unless it's a private group or password protected.
- Be sure to have parental permission if you are posting photos of girls, do not post a picture of them unless you have written consent. Most girls have opted into permissions but be aware of those girls in your troop or neighborhood who have opted out
- Before posting your location, consider if doing so could put you, your family or girls at risk. Most social media sites allow you to turn off the geo-location feature or keep your posts private.
  - Edit your Facebook privacy settings [here](#).
  - Edit your Twitter privacy settings [here](#).
  - Edit your Instagram privacy settings [here](#).
- When posting, have a purpose and add value. Say something informative or offer tips to others.
- Speak for yourself – your opinions may not always be the same as the Council's, and that's fine. Just make sure your presence on social media is in the first person – lots of "I," and not so much "we." If you are going to post something that could be considered political please note in your post that those are your opinions, not the Girl Scouts.
  - Ex: "Personally, I think that Girl Scouts and Boy Scouts should just become one organization. But that is my opinion."
  - Ex: "The Girl Scouts are going to sell cookies year-round. That's the best news ever! -opinion are my own"
- Be thoughtful and respectful of other people and their opinions. Do not be mean or rude, call people names or use foul language. **Everyone is entitled to their own opinions and to make their own choices, and though we don't expect everyone to agree, we will not tolerate any public shaming or harmful language against our Girl Scout family.** We reserve the right to remove offensive posts. Conduct conflicting with the Girl Scout Promise and Law could result in being removed from a group or blocked from GSACPC online.
- If you have a complaint with the Council or another person, the best way to address it is to contact the person directly. **Airing your complaints on social media is unprofessional and could hurt**

**feelings.** If you are involved in a confrontation, please move it offline. Should you need help resolving a confrontation please Use these Council staff contacts for issues or mediation support:

- General operator: 602.452.7000 / [info@girlscoutsaz.org](mailto:info@girlscoutsaz.org)
- Amber Rickeberg, Conflict and Mediation team: 480.271.0800 / [arickeberg@girlscoutasz.org](mailto:arickeberg@girlscoutasz.org)
- Communications team: [marcom@girlscoutsaz.org](mailto:marcom@girlscoutsaz.org)
- Respect copyright and fair use – don't use other people's content without asking and giving them credit (do not use content if there is an explicit request not to). In some cases, it is illegal.
  - **This includes using the Girl Scout symbols and logos. It is unlawful to copy them from other websites and use them.**
  - Permission for use of the Girl Scout logo can be obtained by contacting [marcom@girlscoutsaz.org](mailto:marcom@girlscoutsaz.org).

If you have any questions or concerns, please contact [marcom@girlscoutsaz.org](mailto:marcom@girlscoutsaz.org).