



Service Unit Award and Recognition Handbook



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

September 2017

Thank you for helping the Girl Scouts of Greater Los Angeles recognize the many outstanding volunteers, families, GSGLA Staff, and community members who contribute to our success. There are many ways to show your appreciation and say thank you; one of which is through the formal service unit-level awards. *Anyone*, including parents, troop leaders, staff members, and service team members can nominate a volunteer, family member, or community member for an award.

At the Service Unit level, volunteers can be nominated for:







- First Year Leader Award
- Leader with a Heart
- Volunteer of Excellence Award (GSUSA)

Additional Service Unit level recognitions:

- Numeral Guard
- Years of Service
- Service Unit Team Positions

Awards at a Glance

Adult Volunteer Awards

Name of Award	Description	What is required?
Numeral Guard 	For 5 years or more as a Girl Scout (girl and adult), in five year increments	Advise Service Unit Manager for awards of less than 30 years.
Years of Service 	For 5 years or more as a Girl Scout, in five year increments.	Advise Service Unit Manager for awards of less than 25 years.
First Year Leader Award 	Recognizes Leaders and Co-Leaders who completed their first year of leadership, and committed to serve a second year	Awarded by Service Unit Manager
Leader with a Heart Award 	This award is to recognize Leaders and Co-Leaders for outstanding program delivery and troop leadership	Nominator completes the nomination form at end of booklet.
Volunteer of Excellence Award 	This award can be used to recognize those volunteers who have contributed outstanding service in support of the council's mission delivery to girl and adult members.	Nominator completes the nomination form at end of booklet.
Service Unit Team Awards 	Recognizes outstanding volunteers in a Service Unit Team role.	Contact your Service Unit Awards chair or Service Unit Manager, complete forms appropriate for the position.

Award details:

Numeral Guard and Years of Service

The service unit may automatically award these based on the current information the leadership team has.



- Honors the combined years of membership, including years as a girl member and as an adult member
- 30 + years are honored at the Council level



- Honors Years of Active Volunteer Service as an Adult Girl Scout
- 25+ years are honored at the Council Level



First Year Leader Award Patch

This award is for Leaders and Co-Leaders who completed their first year of leadership, took required training, and committed to serve a second year.

The service unit may automatically award this based on the current information the leadership team has.



Leader with a Heart Award Pin

The Leader with a Heart award is given to a Leader or Co-Leader by parents and girls in the troop who believe the nominee to be outstanding in program delivery and troop leadership. Nominee must have completed all required trainings.

Nomination

A parent, co-leader, or older girl familiar with troop activities fills out the nomination form giving details to support the nomination. Two or more additional parents, co-leaders or girls write letters of endorsement. The letters should include examples of the leader's special qualities and details of activities of the troop. Girls are encouraged to write letters. Original letters should be given to the Leader upon presentation of the award.

Example of Possible Candidates

- A leader who has consistently progressed the troop and achieved a milestone, whether a large trip, a bridging event, or completing a community service project or award.
- A leader who looks for every opportunity to expose the troop to new experiences, whether by camping, field trips, or service projects.
- A leader who has provided assistance and reassurance, whether to the entire troop or to an individual girl and/or girl's family, through a time of adversity.



Volunteer of Excellence Award

A GSUSA National Award recognizing those volunteers who have contributed outstanding service while partnering directly with girls in any pathway to implement the Girl Scout Leadership Experience or have contributed outstanding service in support of GSGLA's mission to girl and adult members.

Criteria

- The nominee is an active, registered adult Girl Scout.
- The nominee has successfully completed a term of service and all requirements for the position.
- The nominee has performed beyond expectations for the position to deliver the GSLE to girls using the National Program Portfolio, or
- The nominee's performance has been beyond the expectations of the position and has supported the council's mission-deliver goals in one or more of the following functional areas: Membership Development/Community Cultivation, Volunteer Relations and Support, Program, Leadership and Governance, Fund Development, and Council Support Service (such as IT, Customer Service, Merchandising).
- The nominee actively recognizes, understands and practices the values of inclusive behavior.



Service Unit Team Awards



Criteria

- The nominee is an active, registered adult Girl Scout.
- The nominee has successfully completed a term of service and all requirements for the position.
- The team member has completed required training for the position.
- The nominee's performance has been beyond the expectations of the position and has supported the council's goals in Fund Development, Community Visibility and Membership Growth.
- The nominee actively recognizes, understands and practices the values of inclusive behavior.

TIPS

Do...

- Help make sure your candidate receives the recognition they deserve for their hard work. Tell us all you can... Service Unit Awards and Recognitions Team can only work with what is in front of them. If you don't tell them about it, they won't know.
- Be results-oriented. Do not say that the candidate is responsible, friendly, etc. – tell the results they achieved.
- Explain your personal connection to the candidate. (“I work with her/him in my role as...”)
- Most importantly, only include information about the scope of work they are nominated for. If they are being nominated as an outstanding Service Unit Team member, the work they do with their troop, while appreciated, is not relevant and should not be included.

Don't...

- Do not be vague. It is assumed that this is a nice person whom you like and think positively of. Otherwise, you wouldn't be nominating them.
- Do not write about the many positions the candidate holds unless the positions are relevant to the award and you have personal experience working with the candidate in that role.
- Do not make assumptions about the responsibilities involved with service unit level positions.
- Many service units divide duties among people who are willing to do them. It does not matter that a candidate does not do all of the listed responsibilities. It is more important that s/he does them “above the expectation of the position.”
- Do not just look at the position description or the award requirements and tell us s/he does each of these things – these are considered part of the position and not above and beyond.

Examples of information to include in Supporting Endorsements:

"I support the nomination of Lou Henry Hoover as a deserving recipient of the GSUSA Appreciation Pin. Lou has served with me on the Marina Service Unit Team for the past 5 years and for 7 years as leader for Troop 1812. She created our Service Unit Website, which has greatly streamlined communications among leaders and other Service Unit volunteers. The website provides a centralized location for forms and information, and our new wiki allows leaders to share ideas. Lou is the go-to person for all things Internet.

Lou is also an accomplished performer – she sings as part of a duo and has entertained hundreds of Scouts at various events throughout the years, including our Service Unit Spring Camporee and Thinking Day Events. She has also entertained thousands of people in the community on her long-running local cable program "Learn and Do". She transfers these lessons to the Service Unit meetings, and helps leaders "learn and do" everything from beading projects and making pancakes, to how to use different computer software and start a hobby or collection.

I have benefited from her encouragement of individual leaders in our Service Unit, her intricate knowledge on many subjects and her ability to teach in "plain language" that everyone can understand. She is a true "hands-on" kind of person who values human relationships and embraces the Girl Scout Mission.

I could not recommend her more highly for this honor, as Lou is extremely deserving of receiving the GSUSA Appreciation Pin."

"I would like to support Mildred Mudd's nomination to receive the GSUSA Volunteer of Excellence Award. I have known Millie as a leader and integral part of the Marina Service Unit for the last 12 years. During this time she has also given of herself to help leaders and girls throughout GSGLA develop a love and respect for nature.

She has been a Council Trainer for the last 6 years, focusing on Outdoor Skills. She developed an innovative overnight training program where the adults experience a true-to-life campout. They learn all the camping skills they will need to teach their own girls and even make eco-friendly kaper charts to determine their camp responsibilities. She served on the Council Properties Committee for two years and then volunteered as Camp Director for both Mistletoe Camp and Green Pines the following three years.

Millie is the consummate Girl Scout. She has set a standard that inspires all scouts. She has helped countless girls and adult volunteers learn to enjoy the out-of-doors and take that joy (and camping skills) back to girls in their troop. Many of these troops are in the poorest parts of the city where open space is no longer available. They relish the opportunity to sleep under the stars, learn to find Polaris, the North Star, and bake brownies in a box.

How to Submit a Nomination or Application to the Service Unit

The Service Unit announces the deadline date for all Service Unit award nominations. The SU reviews the nomination forms for service given by leaders and other volunteers in the Service Unit. Please check with your Service Unit for specific dates and information.

Numeral Guard



Deadline: As determined by the Service Unit for less than 30 years
1st Friday in December if 30+ years

The Numeral Guard recognizes the combined number of years accumulated as a registered member, girl and adult, in 5-year increments. Girl Scouts of Greater Los Angeles recognizes adult members with 30 years or more as registered Girl Scouts at the Annual Meeting and Recognition Awards Luncheon. All others should be recognized at their Service Unit ceremony.

When the award is for less than 30 years, notify the Service Unit Manager. The SUM may complete the Service Unit application and order form and submit with payment to the Service Center Shop, 30 days prior to need.

When the award is for 30 years or more, the Council e-Form must be submitted by the first Friday in December. The e-Form may be completed by an individual or by the Service Unit. See the Council Level booklet for more information.

Years of Service



Deadline: As determined by the Service Unit for less than 25 years
1st Friday in December if 25+ years

The Years of Service awards are presented in 5-year increments to candidates active as registered Girl Scout adult members. These pins represent only the years of active service as an adult. Girl Scouts of Greater Los Angeles recognizes adult members with 25 years or more of active volunteer service. All others should be recognized at their Service Unit ceremony.

When the award is for less than 25 years, notify the Service Unit Manager. The SUM may complete the Service Unit application and order form and submit with payment to the Service Center Shop, 30 days prior to need.

When the award is for 25 years or more, the Council e-Form must be submitted by the first Friday in December. The e-Form may be completed by an individual or by the Service Unit. See the Council Level booklet for more information.

Numeral Guard and Years of Service Application Form**

SUBMIT TO LOCAL SERVICE CENTER SHOP

30 DAYS PRIOR TO NEED

ORDER FORM FOR _____ SERVICE UNIT IN _____ REGION

NUMERAL GUARDS

Volunteer Name	Girl Year	Adult Years	Total Years	5	10	15	20	25

Totals

YEARS OF SERVICE

Volunteer Name	Adult Years	5	10	15	20

Totals

** Submit with payment and Service Unit Order Form

Volunteer of Excellence Nomination Form

45 DAYS PRIOR TO NEED - SUBMIT TO SERVICE UNIT

Submit all required information/letters with nomination form.

Nomination form and letters will be given to nominee along with the award

Date: _____

NOMINEE (Please print)

Name: _____ Present Girl Scout Position: _____

Mailing Address: _____

Phone: (_____) _____

E-mail: _____

Region and Service Unit: _____

PERSON SUBMITTING NOMINATION FORM (Please print)

Name: _____ Present Girl Scout Position: _____

Mailing Address: _____

Phone: (_____) _____

Email: _____

Region and Service Unit: _____

Nomination should remain a secret from the nominee in case the nomination is not approved. Should this award be approved by the Service Unit, it will be presented at the Service Unit Award Ceremony. Recipients will be given their letters of endorsement and this application.

Verification by Service Unit Manager

___ The candidate is a registered volunteer

___ The candidate has completed required training for the position held

Volunteer of Excellence Nomination Form

NOMINATION OF _____

BY _____

Please state how this person has accomplished the criteria needed for the Volunteer of Excellence Award. Be as detailed and specific as possible listing qualifications and particular instances. Please be sure your answers support the service needed to qualify for this award. Attach two letters from two additional people supporting this person's nomination.

1. Describe the service rendered and who benefited. Include how the candidate actively recognizes, understands and practices the values of inclusive behavior.

2. How was this service significant in at least one of these areas: Membership Development, Community Cultivation, Volunteer Relations and Support, Program, Leadership and Governance, Fund Development (including but not limited to alumnae, Family Partnership, Product Sales, etc), and Council Support Service (such as IT, Customer Service, Merchandising, etc.)?

3. Give reasons this service was beyond expectations of position held (outstanding service)

First Year Leader – Service Unit Verification Form

SUBMIT WITH SERVICE UNIT ORDER FORM
TO LOCAL SERVICE CENTER SHOP

30 DAYS PRIOR TO NEED

Verification and Order Process

- A person familiar with the service gives the leader/co-leader’s name to the Service Unit Manager (SUM)
- SUM reviews and confirms trainings and continued commitment using this form

Name	Troop # & Program Level	Trainings		Next Year ?	Date of Recognition Event
		Required Trainings	Enrichment Class		

Verified by: _____ (SUM) for _____ Service Unit

Leader With A Heart Nomination Form

**NOMINATION DUE TO SERVICE UNIT MANAGER
45 DAYS BEFORE DATE NEEDED**

(Submit all required information/letters with nomination form.
Nomination form and letters will be given to nominee along with the award)

Date: _____

NOMINEE (Please print) _____ Date Needed: _____

Leader or Co-Leader Name: _____ Troop #: _____

Mailing Address: _____

Phone: (_____) _____ E-mail: _____

PERSON SUBMITTING NOMINATION FORM (Please print)

Name: _____

Mailing Address: _____

Phone: (_____) _____ E-mail: _____

Nomination should remain secret from the nominee in case the nomination is not approved.

1. Describe how this leader led the troop with heart. Please give examples of ways in which this leader showed a friendly, open attitude to girls in the troop and their families

2. Please list any accomplishments the troop has achieved this year whether a troop community service project, troop trip or exceptional troop activity, running an event for other Scouts, or earning a Bronze or Silver Award.

Service Unit Team Position Awards

The Keys to a Successful Membership Year are the Service Team Volunteers!

When the founder of Girl Scouts brought her ideas to the girls of the United States of America, she left them in the capable hands of adult volunteers! They are renowned for the quality of their service. In order to recognize their contributions, accomplishments and actions, these awards provide a concrete documentation to honor the high standards that are set and met.

During the membership year each member of the Service Team should keep the checklist up-to-date and use it as a measure of team member development. On the requested date, turn the checklist in to the Service Unit Manager. When the checklist is verified a recognition award will be presented. This award is a small measure of the outstanding work provided on behalf of girls.

Award Checklist and Approval Procedure

1. The candidate is a registered Girl Scout member of a Service Team.
2. The Service Team member obtains the checklist and keeps it up-to date through the year.
3. A copy of the completed checklist is kept by each Service Team member for their records.
4. The completed signed checklist is turned in to the Service Unit Manager by the date requested.
5. The Service Unit Manager verifies the information, approves the award, and places the order at least 30 days prior to need.

Form of Recognition

The Service Unit Team Position Award is a pin purchased by the Service Unit and presented at a Service Unit Recognition Event. Each team position is represented by a different charm and may be received by an individual once for each team position.

**Service Team Volunteers are the KEYS that unlock the endless possibilities,
enriching the lives of each Girl Scout!**

Service Unit Manager Award

(gavel)

CHECKLIST:

Take Service Unit Manager Training and at least one additional training and/or workshop offered by Girl Scouts or a community agency.

Date of SUM Training: _____

Title of additional: _____ Date: _____

Recruit and designate Service Team members, familiarize them with their position description.

Date completed: _____

Create roster and distribute to troop leaders and the Service Unit Support Specialist.

Date completed: _____

Present a signed letter of agreement to each Service Team member.

Date: _____

With the membership staff, set a realistic membership goal for the Service Unit. Make a plan with the Service Team and staff to meet that goal.

The goal number set: _____ Number reached: _____

Attend Service Unit Manager Meetings. Dates: _____

Plan and preside at regular Service Team Meetings. Dates: _____

Plan and preside at regular Service Unit Leader meetings. Dates: _____

Delegate, direct and coordinate the work of the Service Unit Team and Leaders in the Service Unit. Activities demonstrating this goal were:

SUM Signature: _____ Date: _____

Verified by: _____ (Service Unit Support Specialist)

Service Unit Product Sales Chair Award

(cookie)

CHECKLIST:

Take product sales training provided by GSGLA.

Date: _____

Discuss and agree on the specifics of the position description with the Service Unit Manager.

Date: _____

Meet with all Troop Product Sales Chairs/Leaders in the Service Unit to explain forms and procedures for each product.

Date: _____

Agree on product sales goals and plan strategies to meet the target numbers.

Target goal: _____ Actual number: _____

Activities to meet this goal were:

Turn in all paperwork to council Product Sales Manager on time. Date: _____

Attend or contribute to the council wide evaluations from the cookie and/or fall product sale.

Date: _____

Attend and participate in Service Unit Leaders Meetings as needed.

Dates: _____

Signature: _____ Date: _____

Verified by: _____ (SUM)

Recruiter Award

(megaphone)

CHECKLIST:

Take Service Unit Recruiter Training and at least one additional training and/or workshop opportunity offered by Girl Scouts or a community agency.

Date of Recruiter Training: _____

Title of additional: _____ Date: _____

Discuss and agree on the specifics of the position description with the Service Unit Manager.

Date: _____

Schedule and attend when necessary, parent or organizational meetings for all re-organized or new troops assigned to you.

Number of meetings scheduled: _____ Number attended: _____

Recruit leadership that meets Volunteer Essentials standards.

All assigned troops meet leadership Volunteer Essentials standards as of this date:

Place girls in assigned troops.

Number of girls placed: _____

Participate with Service Team in setting a realistic membership goal and make a positive plan to meet it.

The goal number set: _____ Number reached: _____

Participate in 60% of regular Service Team meetings. _____%

Participate in 60% of regular Service Unit meetings. _____%

Make a follow-up contact with assigned leaders in the spring to discuss present troop size, bridging needs, and spring registration.

Dates of discussions: _____

Signature: _____ Date: _____

Verified by: _____ (SUM)

Troop Consultant Award

(handshake)

CHECKLIST:

Take Service Unit Consultant Training and at least one additional training and/or workshop opportunity offered by Girl Scouts or a community agency.

Date of Consultant Training: _____

Title of additional: _____ Date: _____

Discuss and agree on the specifics of the position description with the Service Unit Manager.

Date: _____

Initiate original contact with each troop assigned.

Dates: _____

Make a monthly contact, apart from the Service Unit Meetings, with each assigned troop to evaluate the actions and or/needs of the troop program. Report the progress of all assigned troops to the SUM.

Dates: _____

Participate with Service Team in setting realistic membership and program goals, and make a positive plan to meet them.

The goal number set: _____ Number reached: _____

Participate in 60% of regular Service Team meetings. _____%

Participate in 60% of regular Service Unit Leaders meetings. _____%

Signature: _____ Date: _____

Verified by: _____ (SUM)

Service Unit Placement Coordinator Award
(laptop)

CHECKLIST:

Take Placement Coordinator training. Take at least one other training and/or workshop opportunity offered by Girl Scouts or a community agency.

Date of Placement Coordinator Training: _____

Title of additional: _____ Date: _____

Discuss and agree on the specifics of the position description with the Service Unit Manager

Date: _____

Maintain Service Unit Girl Wait List.

Entries: _____

Participate in setting a realistic membership goal for the Service Unit and make a positive effort to meet it.

The goal number set: _____ Number reached: _____

Participate in 60% of regular Service Team meetings. _____%

Participate in 60% of regular Service Unit Leader meetings. _____%

Signature: _____ Date: _____

Verified by: _____ (SUM)

Service Unit Team Member - Special Assignment

Includes Awards Chair, Communications Coordinator, Family Partnership Chair,
Registrar, School Organizer, Secretary, Special Event Chair, Treasurer, Other
(star)

CHECKLIST:

Take appropriate training for the position. Take at least one other training and/or workshop opportunity offered by Girl Scouts or community agency.

Date of Training: _____

Title of additional: _____ Date: _____

Confer with the Service Unit Manager and agree on the specifics of the position description. List the major responsibilities.

List activity to meet this goal: _____ Goal met: Yes/No

List activity to meet this goal: _____ Goal met: Yes/No

List activity to meet this goal: _____ Goal met: Yes/No

Complete and submit appropriate paper work, evaluations and reports within specific time limits.

Time limits met: ____ Yes ___ No

Participate in 60% of regular Service Team meetings. _____%

Participate in appropriate meetings of the Service Unit. ____ Yes

Signature: _____ Date: _____

Verified by: _____ (SUM)

Service Unit Order Form (Please print)

ORDERS DUE TO LOCAL SERVICE CENTER SHOP 30 DAYS PRIOR TO NEED

PERSON SUBMITTING ORDER FORM FOR _____ SU IN _____
REGION

Name: _____ Present Girl Scout Position: _____

Mailing Address:

Phone (_____) _____ Email: _____

Quantity	Award	Unit Price	Price
	First Year Leader		
	Leader with a Heart		
	Volunteer of Excellence		
	Service Unit Team Position Award Pin		
	Service Unit Manager (gavel)		
	Placement Coordinator (laptop)		
	Recruiter (bullhorn)		
	Troop Consultant (hands shaking)		
	SU Product Sales Chair (cookie)		
	Special Assignment (star)		
	Numeral Guards (less than 30 years)		
	Years of Service Pins (less than 25 years)		

Quick & Easy Recognitions For The Entire Year Thank You

YOU MAY ASK “WHY DO WE GIVE THANK YOU?”

Awards or Recognitions are given when a person meets all the criteria for that certain award. A “Thank You” is given to volunteers and leaders for a job well done and/or to show appreciation for their efforts. These may be given at any time and hopefully in front of their peers. Thank Yous can be given for being a product manager, chair of an event, helping at Service Unit Events, taking troops on outings, or many different things. They should be timely, given as soon as possible. Here are some ideas for Thank Yous.

- Casserole for a leader who has just taken her troop on an outing and does not have to cook a meal for her family when she gets home.
- Cover the costs for a Girl Scout training or workshop –or offer to babysit while the Leader is taking it.
- Girl Scout mug and a bag of coffee or tea.
- Put a sign outside her/his door, “Our Girl Scout Leader lives here. Thank You.”
- Flowers
- Wrap a few cinnamon buns or cupcakes with a note saying, “Thanks for working your buns off” or “You take the cake!”
- Candle: “No one holds a candle to you. Thanks for your leadership.”
- A gift certificate
- Pasta Spoon: “Girl Scout Volunteers provide wonderful “Pastabilities for girls”
- Million Dollar Chocolate Bar: “Thanks a Million”



Check out the fun ideas on the Girl Scouts of Greater Los Angeles Pinterest page:

<https://www.pinterest.com/girlscoutsla/thank-you-volunteers/>