



Welcome to Girl Scouts!

Welcome, and thank you for stepping into one of the most important roles in Girl Scouts—as a Troop Leader!

You’ve joined the largest leadership development organization for girls and are now part of a powerful local network of volunteers right here in your Service Unit.

Together with your fellow Troop Leadership and caregivers, you’ll help create a safe, nurturing, and girl-led space that will leave a lasting impact on your troop.

This packet is designed to help you get started in your new role—and to connect you to the people, places, and programs available in your local Service Unit and across GSNEO. As a leader, you’ll help girls discover their potential, connect with others, and make a difference through hands-on projects in their communities and beyond.

Girl Scouts is designed to be girl-led. With your support and guidance, girls will take the lead in choosing what badges to earn, where to go on trips, how to use cookie earnings, and which adventures to explore. Along the way, you’ll encourage them to take smart risks, solve problems creatively, and collaborate with each other. When girls make decisions and advocate for their ideas, they gain confidence, learn teamwork, and build leadership skills that will last a lifetime.

Girl Scouts of North East Ohio (GSNEO) serves more than 18,000 girls every year, thanks to the dedication of 9,000+ volunteers across 18 counties—including you!

We’re so glad you’re here. Welcome to the Girl Scout family, and especially to your local Service Unit community.

Girl Scout Mission

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

Girl Scout Promise

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

Girl Scout Law

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

*Members may substitute the word God in accordance with their own spiritual beliefs.

What is a Service Unit?

A service unit (SU) is a community of troops in a geographical area that are led by a team of dedicated volunteers. The service unit team (SUT) promotes Girl Scouting and oversees activities within their community. The SUT works in partnership with the Volunteer Support & Services Department staff at GSNEO to support and grow membership in your area. The team promotes opportunities for new members to join, helps new members get started, and supports local members and families throughout their Girl Scout experience. If you need assistance, your first point of contact is the service unit team.

What do Service Units do?

Service units work together in their communities to provide support to troop volunteers, share ideas and resources, receive and facilitate training, and shares important announcements. Service units organize events like community-wide service projects, summer day camps, overnights, celebrations, ceremonies, and so much more!

Service Unit Meetings

Many service units hold local volunteer meetings that are a great place for all volunteers to find support. Volunteer meetings are important resources because they offer:

- Support from other leaders who may be experiencing the same challenges.
- Information on events and activities that are taking place locally and around the council.
- Round table discussions and mini trainings from local volunteers on a variety of topics.
- Collaboration between leaders to make service unit events and activities spectacular.
- Camaraderie shared with others involved first-hand in Girl Scouting.

Your troop is responsible for having a representative present at each meeting, preferably Troop Leadership, but other volunteers from your troop are always welcome to attend. Consider the SU meeting schedule when setting up troop meetings at the beginning of the year, so they do not overlap.

Service Unit Name/Number: _____

Leader Meeting Frequency and Time*: (Example: 2nd Monday of month, 7 p.m.)

Meeting Location*: _____

Service Unit Facebook _____

Service Unit Rallyhood _____

**If your SU does not have a Service Unit Director, you may not have a local meeting every month.*

Meet your Service Unit Team (SUT) & GSNEO Staff

Each SUT is supported by a Community Support Coordinator, a Community Support Specialist, and includes several experienced volunteers who specialize in a specific area of support for leaders. Sizes of SUT's may vary but are compiled of individuals who support leaders within a specific geographical area. The most commonly filled SUT roles are outlined below, but your team may have other SUT volunteers in roles such as: Juliette Coordinator, Service Unit Support Volunteer and Delegate.

	Name	Phone	Email
Community Support Coordinator *GSNEO Staff			
Community Support Specialist *GSNEO Staff			
Service Unit Director (SUD) *Volunteer			
PR Coordinator *Volunteer			
Registrar *Volunteer			
Treasurer *Volunteer			
Product Sales Distribution Manager *Volunteer			
Additional SU Role *Volunteer			

Customer Care

Have a question? GSNEO Customer Care is here to help!

During Business Hours:

- Give our **Live Chat** a try on gsneo.org
- Email us at customercare@gsneo.org.
- Call 1-800-852-4474.
- Fill out the "[Contact Us](#)" form at gsneo.org and we'll get back to you as soon as possible.

After Business Hours:

- Check out the **Auto Answer** feature when Live Chat is not available.
- Fill out the "[Contact Us](#)" form at gsneo.org and we'll get back to you when we're in the office.

Your Year in Girl Scouts

Check out important council dates, then add your own service unit meetings, and events!

*GSNEO offices closed.

<p style="text-align: center;"><u>October</u></p> <p>10/1: Official Start to the Girl Scout Year</p> <p>10/1: Founder's Day - Juliette Gordon Low's Birthday</p> <p>Magazine & Snack Program Sale in Progress</p> <p>International Day of the Girl</p>	<p style="text-align: center;"><u>November</u></p> <p>Magazine & Snack Program (MSP) ends</p> <p>Thank-a-Thon</p> <p>Woman's Entrepreneurship Day</p> <p>*Veteran's Day</p> <p>*Thanksgiving</p>	<p style="text-align: center;"><u>December</u></p> <p>Troop Cookie Training</p> <p>Cookie Sale Program Materials</p> <p>Ship to Troop Cookie Manager</p> <p>*Winter Holidays</p>
<p style="text-align: center;"><u>January</u></p> <p>Girl Scout Cookie Program begins</p> <p>Cookie Rallies</p> <p>*New Year Holiday</p> <p>*Martin Luther King, Jr. Birthday</p>	<p style="text-align: center;"><u>February</u></p> <p>Initial Girl Scout Cookie Orders Due</p> <p>World Thinking Day</p> <p>National Girl Scout Cookie Weekend</p> <p>*Washington's Birthday</p>	<p style="text-align: center;"><u>March</u></p> <p>Girl Scout Cookies arrive!</p> <p>Girl Scout Birthday (3/12)</p> <p>Girl Scout Week</p> <p>International Woman's Day</p> <p>Woman's History Month</p> <p>Summer Camp Registration Begins</p>
<p style="text-align: center;"><u>April</u></p> <p>4/1: Spring Renewal Opens</p> <p>4/22: Girl Scout Leader's Day (4/22)</p> <p>Volunteer Appreciation Month</p> <p>GSNEO Annual Meeting</p> <p>Volunteer Recognition Award Celebration</p> <p>Camp Open Houses</p> <p>Earth Day</p>	<p style="text-align: center;"><u>May</u></p> <p>GSNEO Women of Distinction Event</p> <p>Camp Open Houses</p> <p>*Memorial Day</p>	<p style="text-align: center;"><u>June</u></p> <p>Troop Finance Reports Due (2nd Wednesday)</p> <p>Girl Scout Day at Cedar Point</p> <p>Girl Scout Gold Award Celebration</p> <p>Summer Camp Starts</p> <p>*Juneteenth National Independence Day</p>
<p style="text-align: center;"><u>July</u></p> <p>Summer Camp in session</p> <p>Shops Closed for Inventory (last week in July)</p> <p>*Independence Day</p>	<p style="text-align: center;"><u>August</u></p> <p>Adult Learning Experience (A.L.E.) Event</p> <p>National S'mores Day</p> <p>Magazine & Snack Program Training</p>	<p style="text-align: center;"><u>September</u></p> <p>Magazine & Snack Program (MSP) begins!</p> <p>Girl Scout Day at Cleveland Metroparks Zoo</p> <p>*Labor Day</p> <p>9/30: Last Day of Girl Scout Membership Year</p>



Follow this checklist to kick off a great Girl Scout year. To get started...

- ☐ Register as a volunteer with the council, if you haven't already. Complete a background check.
- ☐ Register to attend an upcoming New Leader Orientation Webinar: Visit gsneo.org/events, filter for Adult Learning.
- ☐ Invite potential members to join the troop. (Talk to a council representative for recruitment support, if needed.)
- ☐ Visit [myGS](https://myGS.org) to understand where badges and other program resources are hosted in the Volunteer Toolkit and available training courses in gsLearn (girlscouts.org/gslearn).
- ☐ If you haven't already, reach out to your network to find a potential co-leader for your new troop.
- ☐ Meet with your co-leader(s), once established, to plan an initial family/caregiver meeting.

In your first month...

- ☐ Hold a [Troop & Caregiver Meeting](#).
- ☐ Check out [GSUSA's Troop Year Plans](#) as you start planning for your first troop meeting.
 - ☐ Confirm your troop roster by logging into myGS (girlscouts.org/forvolunteers).
- ☐ Connect with your service unit for peer-to-peer advice, local event info and coordination, and general support.
- ☐ Determine where you'll hold your meetings and host your first troop meeting. (If you're having trouble finding a location, reach out to a council representative for help.)
- ☐ Open your troop bank account (new troops) or update bank account signatures (established troops) Visit gsneo.org/troopbankaccounts
- ☐ Access gsLearn (girlscouts.org/gslearn) and make sure you take the following courses:
 - ☐ The Girl Scout Leadership Experience (GSLE)
 - ☐ Your First Troop Meeting
 - ☐ Family Engagement
 - ☐ [234 01: New Troop Training](#)
 - ☐ [Girl Scout Child Abuse & Neglect Prevention](#)
 - ☐ [234 09: Money Matter is required within 90 days of all signers on GSNEO bank accounts.](#)

Family/Caregiver Meeting: Holding a family/caregiver meeting is a key part of starting your troop year. It helps set expectations for families and shows them how they can support the troop. You can use the [Annual Troop & Caregiver Meeting tool](#) to plan your troop's meeting.

Multi-level tip: [Troop Year Plans](#) are available for both single-level and multi-level troops. The multi-level Troop Year Plans are designed with badges that are easy to facilitate simultaneously across levels.

Service Units: Your service unit is an organized network of Girl Scout youth, family members, and volunteers (including all current troop leaders) in your area. It is a source of peer-to-peer advice and support. Service units typically hold regular troop leader meetings to share details on upcoming events, product/cookie sales, & other timely topics.

Keep Growing: Consider continuing your journey by attending an Adult Learning session and earning the Trained Volunteer Patch, learn more visit gsneo.org/training

In your first three months...

- ☐ Complete first aid/CPR/AED training. (Visit gsneo.org/events, filter for Adult Learning.)
- ☐ Follow up with Girl Scouts of North East Ohio if you have any additional questions - customercare@gsneo.org
- ☐ Host your first one or two troop meetings.

Thank you for volunteering with us and congratulations on your new leadership role!