

SERVICE UNIT TEAM

Volunteer Recognitions Chair

***Saying
“Thanks”***

Table of Contents

Service Unit Administrator Position Description	1-2
Informal Rewards	4
Motivating Volunteers	5
Research	7-8
Official Awards	9-21
Writing a Great Endorsement/Nomination	22
The Service Unit Recognition Event	23

Volunteer Recognitions Chair Position Description

Pathway:

- Long-Term Direct Service Long-Term Indirect Service
 Short-Term Direct Service Short-Term Indirect Service

Time Commitment:

Duration 1 year(s) month(s) week(s) day(s)
For 5 hour(s) per year month week day

Summary:

The nature of this position requires the individual to provide indirect service to volunteers by coordinating SU and Council volunteer recognition strategies on the SU level. Recognition should happen year round, while some months may be more or less involved than others.

Reports to:

Service Unit Administrator

Support:

The Service Unit Volunteer Recognitions Chair will receive full support, guidance, and encouragement from council staff. She/he will have access to relevant learning opportunities and materials, and will undergo the required training/learning and orientation to Girl Scouting that will enhance her/his knowledge and confidence to work successfully with girls, and will enrich her/his Girl Scout volunteer experience.

Responsibilities/Tasks:

- Use resources provided to understand GSBDC and GSUSA awards and recognitions.
- Attend and participate in GS Service Unit meetings.
- Ensure adult records are current and accurate.
- Track recipients of awards and recognitions.
- At Service Unit meetings, present an overview of awards available to volunteers.
- Organize nominations and endorsement letters ensuring documentation supports each volunteer recognition.
- Submit order forms for awards and recognitions
- Conduct a Service Unit Recognitions event with the Service Unit Administrator.

Core Competencies-Required:

- Demonstrate dependability, honesty, and credibility
- Adaptability: Adjust, modify own behavior, and remain flexible and tolerant in response to changing situations and environments

- Oral communication: Express ideas and facts clearly and accurately
- Fostering diversity: Understand and embrace differences

Additional Competencies, Skills, or Requirements:

- Be a registered adult member of GSUSA and have GSBDC volunteer paperwork on file
- Receive appropriate volunteer screening as outlined in the volunteer policies and procedures
- Be at least 18 years old
- Accept the principles and beliefs of Girl Scouting and support local and national Girl Scout policies
- Ability to organize, plan, delegate, and work with other adults in the community and the service unit
- Ability to interpret Girl Scouting to individuals and groups
- Ability to conduct interesting, information, timely and efficient conversations at Service Unit meetings
- Commitment to the mission of Girl Scouting
- Commitment to Girl Scouts of Black Diamond

Recognizing Volunteer Contributions

People volunteer for countless reasons, but underneath it all, most volunteers are motivated by the quality of their performance. When volunteers know their time and energy are appreciated and that they are valued by Girl Scouts, they commit themselves to the organization. Volunteers also want to know that their service is helping the greater good—that together we made a difference in girl’s lives and, through our mission, made a difference in the world. Therefore, volunteer recognition is one of the most powerful tools for retaining the invaluable women and men who volunteer for Girl Scouts.

The key to successfully recognizing volunteers is:

- Do it well.
- Do it often.
- Make it meaningful.

Creating a Year-Round Culture of Appreciation

A culture of appreciation is one where anyone working for the mission of Girl Scouts feels respected and valued for her or his service and contribution. GSBDC has created this type of culture by providing processes for identifying the appropriate recognition methods, adequate tools and resources to implement those methods, and clear accountabilities for staff and volunteer involvement throughout each phase of the Volunteer Management System. The ideal volunteer-recognition system includes a mixture of informal and formal methods that acknowledge all volunteer accomplishments, regardless of role and length of service, and meet a wide variety of personal preferences. When thinking of ways to thank volunteers, ask yourself, “What can our council and or service unit do to show appreciation in a meaningful way?” Key elements for a successful recognition system include inclusiveness, accessibility, and consistency.

Be sure to consider how your service unit’s recognition efforts affect retention and volunteer re-engagement. Thanking a volunteer at the end of her or his term of appointment is a great opportunity to market and encourage participation in the same role or other opportunities throughout your service unit and the council. However, be sure to show appreciation in appropriate ways throughout each term and not *only* at the end of the term or at one recognition event.

Informal Rewards for Volunteers

Informal rewards are day-to-day ways to say “thank you” to volunteers—they are intangible benefits and heartfelt displays of recognition. These sincere expressions of appreciation are based on specific contributions and are given in a timely manner. Informal recognition is powerful and effective, because volunteers feel valued by a personal touch. Examples of meaningful informal rewards include:

- A welcome or thank-you card or letter
- Skill-building learning opportunities (For example, how to use social media to network)

- A recommendation for a promotion
- Sending the volunteer's supervisor or CEO a letter recognizing her/his contributions
- Complimenting a volunteer's work to a supervisor or co-worker (in the volunteer's presence)
- Showing interest in a volunteer's personal life (such as asking about a volunteer's grandchild or weekend plans)

Formal Rewards for Volunteers

Unlike informal rewards—which are given as often as possible—formal awards are the periodic presentation of tokens of recognition and are more official in nature. Formal awards are given to an individual or group of volunteers and are particularly useful in generating a sense of connectedness among a group and to the organization.

Examples of meaningful, formal awards include:

1. Achievement certificates
2. Nominations for local, state, and national awards
3. Public recognition in front of peers and/or media
4. Personalized gifts or awards (such as a five-year anniversary memento)
5. Badges and pins

When planning formal recognition, ask yourself these questions:

1. Is this real and relevant to the entire audience?
2. Is this how volunteers want money and time to be spent?
3. Will this build the team and create a sense of celebration? If possible, arrange the room so that members face each other, i.e., a circle or semi-circle. For large groups, try U-shaped rows.
4. Choose a location suitable to your group's size. Small rooms with too many people get stuffy and create tension. A larger room is more comfortable and encourages individual expression.
5. Use visual aids for interest (e.g., posters, diagrams, etc.). Post a large agenda up front to which members can refer.
6. Vary meeting places if possible to accommodate different members. Be sure everyone knows where and when the next meeting will be held.

Motivating Volunteers

What motivates a volunteer? This is the fundamental question that, once answered, is the first step to placing her in the best role and following up with meaningful recognition. Now you can use the same information to select one or several of the following eight primary motivation factors and consider ways to reward her informally and formally:

Connection with the Mission and Girls

These volunteers want to be part of Girl Scouts' positive impact on girls. The most meaningful recognition for these volunteers comes from the girls themselves.

- Examples of informal rewards: Personal thank-you notes, posters, or blog posts commenting on specific contributions; photos of girls participating in Take Action projects
- Examples of formal awards: Awards that reflect volunteers' specific achievements; pins or certificates from the council or national level

Making a Difference

Motivated by making an impact on their communities, changing the world, and connecting to a great cause, these volunteers are attracted to programs with measurable goals, data, and outcomes.

- Examples of informal rewards: Photos of girls participating in Take Action projects; statistics on programs, accomplishments, and outcomes
- Examples of formal awards: Awards that reflect volunteers' specific impact

Friend Referral

A trusted friend who is a Girl Scout volunteer makes a powerful recommendation and inspires her or him to join.

- Example of informal rewards: Assignment to work on a team or project with the referring friend
- Examples of formal awards: Awards or certificates at an event or dinner where friends can socialize and network

Social Interaction

These volunteers are motivated by social activities, like to meet people, engage in friendly interactions, and work in groups to help others.

- Examples of informal rewards: Opportunities for peer-to-peer networking and socializing; personalized coaching; personalized notes
- Examples of formal awards: Banquets, picnics, and other social events

Leadership Opportunities

These volunteers are motivated by being in charge and giving advice. They like positions with status and prestige and enjoy influencing people and activities.

- Examples of informal rewards: Opportunities to provide your council with feedback and participate in task groups; pins and certificates with leadership themes
- Examples of formal awards: Awards from high administrators and leaders

Skill Sharing and Skill Development

Motivated by accomplishing goals, these volunteers enjoy challenges, sharing their skills, and learning new ones. Because these volunteers often strive for excellence, providing feedback while they accomplish their goals helps them feel valued.

- Examples of informal rewards: Responsibility for a challenging and respected project; flexibility in how an assignment is completed; opportunities to set own goals

- Examples of formal awards: Pins or certificates earned from council or national level for specific skills and accomplishments

Give-and-Take

If something is in it for them, volunteers may feel strong motivation. For instance, if a mother wants her daughter to join and the only way is for her to volunteer, that may be a strong motivator to join Girl Scouts.

- Examples of informal rewards: Seeing her daughter discover, connect, and take action
- Examples of formal awards: Pins or certificates earned from council or national level

Required Service

These volunteers have been referred by their employer or instructor, or they have community-service hours or credits to fulfill.

- Examples of informal rewards: Tracking of hours and note to employer about quality service
- Examples of formal awards: Certificates or letters verifying hours served

Looking at Girl Scout Recognition Research

GSUSA received feedback from existing volunteers through a survey on what types of recognition and awards they appreciated the most. The following recognition methods were highlighted as the most meaningful to the volunteers surveyed.

Being recognized by individual and groups of Girl Scouts was the most appealing form of recognition—nearly 9 out of 10 volunteers found this method appealing. In fact, many volunteers expressed concern and disappointment if not thanked or appreciated by girls and their parents for their time and work.

While this tells us how Girl Scout volunteers would like to be recognized for their service, few of them knew that it was possible to receive those types of recognition from councils. The bottom line: Girl Scouts of Black Diamond Council needs resources and practices that recognize all volunteers in ways *the volunteers* find meaningful.

Check out the research on the next page!

Research Statistics

Method of recognition	Type of recognition	Percentage of volunteers who are aware of recognition	Percentage of volunteers who found the recognition type appealing
Recognition from troops and individual girls	Formal and Informal	13.1 %	88.9 %
Free Girl Scout learning opportunities and workshops	Informal	17.0 %	88.5 %
Council shop discounts	Informal	4.1 %	87.5 %
Acknowledgment in council publications	Formal	26.1 %	82.7 %
GSUSA awards (badges, pins) and certificates	Formal	21.6 %	80.2 %
Council-specific awards (badges, pins) and certificates	Formal	20.6 %	78.7 %
Volunteer-of-the-month gift certificate	Formal	0.8 %	76.7 %
Acknowledgment on council or national Web site	Formal	7.2 %	72.4 %
Recognition at local event	Formal	17.9 %	71.5 %
Handwritten thank-you notes	Informal	11.7 %	70.8 %

Official GSUSA and GSBDC Adult Awards

For decades, national GSUSA Adult Awards have provided a consistent framework and valuable resources to help councils formally recognize volunteers who devote time and energy to our movement. In 2010, GSUSA revised the adult awards in order to meet the needs of the volunteer roles that emerged to support the Girl Scout Leadership Experience and implementation of Pathways.

The following is a summary of the GSUSA and GSBDC Adult Awards. Detailed descriptions of each award, along with nomination criteria and examples of potential award candidates can be found later in this guide.

The Volunteer of Excellence

This award recognizes volunteers who have contributed outstanding service while partnering directly with girls in any pathway to implement the Girl Scout Leadership Experience through use of the National Program Portfolio **or** who have contributed outstanding service in support of the council's mission delivery to girl and adult members

The Appreciation Pin

The Appreciation Pin also recognizes an individual's exemplary service in support of delivering the GSLE, but for this pin the impact is within **one geographic area of service**.

The Honor Pin

The Honor Pin recognizes an individual's exemplary service in support of delivering the Girl Scout Leadership Experience; this support has had measurable impact on **two or more geographic areas of service** to reach and surpass the mission-delivery goals of the council.

The Thanks Badge

The Thanks Badge honors an individual whose ongoing commitment, leadership, and service have had an exceptional, measurable impact on meeting the mission-delivery goals and priorities of the entire council or the entire Girl Scout Movement.

The Thanks Badge II

The Thanks Badge II honors a previous Thanks Badge award recipient who has continued to provide exemplary service in a leadership role which resulted in a measurable impact benefitting the entire Girl Scout Movement.

Black Diamond Pin

The Black Diamond Pin is a black enamel diamond-shaped pin with gold lettering. It is worn on the right side of the uniform above the personalized identification pin or in a similar position if the ID pin is not worn. The Black Diamond Pin is exclusively available to members of Girl Scouts of Black Diamond Council.

The President's Award

The President's Award recognizes the efforts of a service team, committee, or volunteer team whose exemplary service in support of delivering the Girl Scout Leadership Experience surpassed team goals and resulted in significant, measurable impact toward reaching the council's overall goals.

The Juliette Gordon Low World Friendship Medal

This prestigious national award is granted to individuals and councils who have enhanced and progressed the understanding of the global aspects of Girl Guiding and Girl Scouting, which empowers girls to be global citizens. (Please note, the nomination forms for this award are not customizable.)

Nomination and Approval of Official GSUSA and GSBDC Adult Awards

Volunteers and staff across all departments and functions within the council are encouraged to participate in the nomination of adults or volunteer teams for formal awards, including the GSUSA & GSBDC Adult Awards.

Once the information is gathered, use the following chart to determine the approval and presentation process for each award. Nomination and Endorsement forms can be found at <http://www.bdgsc.org/for-adults/Volunteering/Adult-Recognitions>.

Award	Approval
Volunteer of Excellence	A nomination form is completed and submitted, along with the appropriate supporting paperwork as defined by the council, to the recognition committee or the appropriate service-delivery team. The recognition committee or service-delivery team approves or denies the nomination.
Appreciation Pin	A nomination form is completed and submitted, along with two endorsements on the endorsement forms, to the recognition committee. The recognition committee approves or denies the nomination and then sends the decision to the council board for confirmation.
Honor Pin	
Thanks Badge	A nomination form is completed and submitted, along with three endorsements on the endorsement forms, to the recognition committee. The recognition committee approves or denies the nomination and then sends the decision to the council board for confirmation.
Thanks Badge II	
Black Diamond Pin	
President's Award	A nomination form is completed and submitted, along with the appropriate supporting paperwork as defined by the council, to the recognition committee. The recognition committee approves or denies the nomination.
Juliette Gordon Low World Friendship Medal	A council or individual completes the GSUSA nomination form(s) in full and mails to the Vice President of Global Girl Scouting. Upon approval, the Vice President of Global Girl Scouting is responsible for acquiring the medal and coordinating the presentation of the award to the nominee.

Recognition Resources

Grade Level Volunteer Pins

Volunteer pins for each grade level are available through the Girl Scout shop. These pins are great resources to welcome and thank volunteers into roles working directly with girls or supporting a grade level behind the scenes. These position pins are not earned, but given in recognition of service supporting Girl Scouts in a variety of ways.

Volunteer Position Bars

Each position an adult member in Girl Scouting can hold (including staff) has a corresponding position bar. The position colors and corresponding categories are:

Red		Program Volunteers, Event and Camp Pathway Volunteers
Orange		Series and Travel Pathway Volunteers
Yellow		Troop Pathway Volunteer and Volunteers In Training (girls)
Lime green		Learning Facilitator
Light Blue		Service Team Volunteers, Administrative Volunteers, USAGSO Committee Chairs/Overseas Committee Members and Council Volunteers
Navy Blue		National Board Officers
Beige		Staff members
Silver		Council Board Member, Board Committee Members
Dark gray		Council President
Maroon		National Operational Volunteers (NOVs) and National Board Committee Members
Dark green		National Board of Directors

Certificates

Certificates of appreciation are often highly valued by volunteers and community partners. Groups or individuals who have had a positive impact on your council by volunteering, providing in-kind or financial donations, or providing other support can be presented with a certificate of appreciation customized to indicate the specific service provided. This is a low-cost, yet meaningful way to thank a volunteer or community partner, nurture that relationship, and encourage long-term reengagement.

Certificates of completion can be provided to volunteers after completing various coursework or other requirements for the volunteer role. Volunteers can use these tokens of appreciations to track continued learning throughout their Girl Scout experience and provide proof of continuing education for personal or professional development outside of Girl Scouting.

Samples and templates are available at <http://www.bdgsc.org/for-adults/Volunteering/Adult-Recognitions>

Online Resources

Technology is a great way to support a council-wide culture of appreciation and to provide everyone with easy tools to be able to really do it well, often and in meaningful ways. Technology changes quickly, but there are some online tools which are standing the test of time and being used successfully for volunteer recognition by both external organizations and many Girl Scout councils.

- Electronic greeting cards: Most greeting card companies have online tools for you to send free e-cards for any occasion. You can send your e-cards by e-mail or even post to Facebook! Here are a just few examples of e-card sites: [Blue Mountain](#), [American Greetings](#), [Hallmark](#), and [e-Greetings](#).
- Virtual flowers: Similar to electronic cards, you can send electronic versions of flowers! Pick a picture of the flowers you would like to send and simply send by e-mail. There are several options available online, but a few examples include: [virtualflowers](#), [iflowers](#), and [123greetings](#).
- Facebook: Councils staff and volunteers post welcoming and appreciative messages to their volunteers as a great tool for recognition, as well as recruitment and reengagement, and it can be done quickly at any time. Here is a great example from Girl Scouts of Southeast Florida:

"... delighted to welcome 177 new Girl Scout Leaders to training at Broward College in Coconut Creek 30 minutes ago :-) That means approximately 1,500 girls will benefit from these dedicated volunteers!!"

GSBDC Online Resources

Go to <http://www.bdgsc.org/for-adults/Volunteering/Adult-Recognitions> for additional copies of this guide, additional resources, certificates/templates as well as nomination and endorsement forms. Online forms are also available for quick, easy and paper free processing!

Official GSUSA and GSBDC Award Details

Volunteer of Excellence

Description

The Volunteer of Excellence award recognizes those volunteers who have contributed outstanding service while partnering directly with girls in any pathway to implement the Girl Scout Leadership Experience through use of the national program portfolio or who have contributed outstanding service in support of the council's mission delivery to girl and adult members.

Criteria

- The candidate is an active, registered adult Girl Scout.
- The candidate has successfully completed a term of service and all requirements for the position.
- The candidate has performed beyond expectations for the position to deliver the Girl Scout Leadership Experience to girls using the national program portfolio, or
- The candidate's performance has been beyond the expectations of the position and has supported council's mission-delivery 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, MarComm).
- The candidate actively recognizes, understands, and practices the values of inclusive behavior.

Nomination

A nomination form is completed and submitted, along with supporting documentation needed to indicate how the nominee meets the criteria. Based on the nominee's position (council, regional, or local level), the service-delivery team or recognition committee reviews the nomination documentation, then approves or denies it.

Example of candidate

A volunteer Program Advisor works over the course of the year with a teen advisory committee. Otherwise, lowercase of 30 current Girl Scout Seniors and Ambassadors who plan and deliver four performance day camps, using content from the aMuse journey, targeted to girls in underserved areas in the council. As a result, those areas had a combined total of 210 new Junior girl members and 16 new adult volunteers; 92 percent of the girls at camp also signed up for other opportunities during the year.

A college-student volunteer who was recruited by IT to help with data entry saw a posting on the council's Facebook page encouraging recognition of volunteers on Leader's Day. She saw the opportunity to use the council's Web site to make this type of volunteer recognition easy and relevant for everyone to use. In coordination with council staff, she helped launch a recognition page on the Web site that leverages tools like e-cards and online voting campaigns, highlights real volunteer success stories, and provides valuable information on ways to thank all volunteers throughout the year. As a result, 4,700 personal thank-yous were sent to volunteers last year by council leadership and staff, volunteers, parents, and girls. Nominations for council and GSUSA earned awards also rose by 35 percent, and volunteers reported feeling highly valued on satisfaction surveys 22 percent more than the previous year.

Appreciation Pin

Description

The Appreciation Pin recognizes an individual's exemplary service in support of delivering the Girl Scout Leadership Experience. This service, which has had measureable impact on one geographic area of service, helps reach and surpass the mission-delivery goals of the area.

Criteria

- The candidate is an active, registered adult Girl Scout.
- The service performed by the candidate is above and beyond the expectations for the position held, and made an impact on a geographic area within the council's jurisdiction.

Nomination

A nomination form is completed and submitted to the council's recognition committee, along with supporting documentation needed to indicate how the candidate or nominee meets the criteria. The recognition committee reviews the nomination documentation, then approves or denies it. The recognition committee sends notification of the decision to the council's board of directors for confirmation.

Example of candidate

At an event, a Troop Leader noticed that the diversity of the girls did not match the diversity of the community. She talked with her council staff and found that they had identified a potential for membership increase among the Hispanic communities in her area. She partnered with the service-delivery team to create and implement recruitment strategies to reach both girls and adults and new ways of work to support new members. As a result, Hispanic girl membership rose by 14 percent and adult membership by 15 percent last year. While those new members participated in series and camps, 78 percent of them participated in troops.

Honor Pin

Description

The Honor Pin recognizes an individual's exemplary service in support of delivering the Girl Scout Leadership Experience, which has had measurable impact on two or more geographic areas of service, allowing the council to reach and surpass its mission-delivery goals.

Criteria

- The candidate is an active, registered adult Girl Scout.
- The service performed by the candidate is above and beyond the expectations for the position held and made an impact on two or more geographic areas within the council jurisdiction.

Nomination

A nomination form is completed and submitted to the council's recognition committee, along with supporting documentation needed to indicate how the candidate or nominee meets the criteria. The recognition committee reviews the nomination documentation, then approves or denies it. The recognition committee sends notification of the decision to the council's board of directors for confirmation.

Example of candidate

A Facilitator realized that although the council created online courses and resources on the GSLE, at volunteer meetings she heard comments indicating that many volunteers still were hesitant to use Journeys to deliver the GSLE to girls. She worked with the Volunteer Management department to develop a GSLE Coach role, which would support all direct-service volunteers as they implemented what they learned in the courses and put Journeys into action. This role was piloted in four service-delivery teams where, after the first year, Journey sales increased by 30 percent; girls shared the impact of 14 new take-action projects via the council's Web site; and the volunteer-satisfactions scores increased by 12 percent.

Thanks Badge

Description

The Thanks Badge honors an individual whose ongoing commitment, leadership, and service have had an exceptional, measurable impact on meeting the mission-delivery goals and priorities of the entire council or the entire Girl Scout Movement.

Criteria

- The candidate is an active, registered adult Girl Scout.
- The outstanding service performed by the candidate resulted in outcomes that benefitted the total council or the entire Girl Scout organization, and is so significantly above and beyond the call of duty that no other award would be appropriate.

Nomination

A nomination form is completed and submitted to the council's recognition committee, along with supporting documentation indicating how the candidate or nominee meets the criteria. The recognition committee reviews the nomination documentation, then approves or denies it. The recognition committee sends notification of the decision to the council's board of directors for confirmation.

Example of candidate

A volunteer saw an opportunity to use Journeys to increase membership in one of the council's target markets through the camp pathway. She helped the council partner with local companies and groups to provide in-kind, financial, and volunteer support to build a Take-Action Tree House at each camp. She led a task group of girls to design and develop progressive programming, based on girl-led processes and Journey content, which culminated in take-action projects. The three-year project brought in 300 new Girl Scouts, a 5 percent overall increase in camp registrations the following year, 90 new volunteers, and new partnerships with 11 local organizations.

Thanks Badge II

Description

The Thanks Badge II honors a previous Thanks Badge award recipient who has continued to provide exemplary service in a leadership role, resulting in a measurable impact that benefits the entire Girl Scout Movement.

Criteria

- The candidate is an active, registered adult Girl Scout.
- The candidate has received the Thanks Badge.
- The outstanding service performed by the candidate resulted in outcome(s) that benefitted the entire Girl Scout organization, and is so significantly above and beyond the call of duty that no other award would be appropriate.

Nomination

A nomination form is completed and submitted to the council's recognition committee, along with supporting documentation indicating how the candidate or nominee meets the criteria. The recognition committee reviews the nomination documentation, then approves or denies it. The recognition committee sends notification of the decision to the council's board of directors for confirmation.

Example of candidate

After receiving the Thanks Badge, the volunteer from the Thanks Badge example was motivated by the success of the Take-Action Tree House project and submitted to present this best practice at a GSUSA conference. She then served for the two years on a national task group to help educate and support all 111 other councils to create long-term plans that integrate all council departments to implement the camp pathway to grow membership and deliver the Girl Scout Leadership Experience (GSLE) through Journey use.

Black Diamond Pin

Description

The Black Diamond Pin is a black enamel diamond-shaped pin with gold lettering. It is worn on the right side of the uniform above the personalized identification pin or in a similar position if the ID pin is not worn. The Black Diamond Pin is exclusively available to members of Girl Scouts of Black Diamond Council.

Criteria

- The candidate is a registered Girl Scouts of Black Diamond Council volunteer.
- The service benefits the total council and makes a significant impact on council goals.
- The service is outstanding and is so significantly beyond expectations that no other award is appropriate.
- The candidate has demonstrated dedication to the goals of Girl Scouts of Black Diamond Council for at least six (6) years.

Nomination

An individual or group familiar with the service performed submits an application or nomination that documents the service and its scope and impact to the council's recognitions committee. Three individuals or groups familiar with the service performed submit letters of endorsement to the council's recognitions committee. Endorsement must reflect input from the greater council jurisdiction.

Example of Candidate

- A retiring council president whose years of service has made a lasting impact on the lives of girls in the council jurisdiction.
- A chairperson of a strategic planning group whose foresight and dedication has fostered significant positive change in the organization.
- A person so dedicated to the mission of Girl Scouts of Black Diamond Council that no other recognition would be appropriate.

The Juliette Gordon Low World Friendship Medal

Description

The Juliette Low World Friendship Medal is awarded to individuals and councils who have enriched and leveraged the global understanding of Girl Guiding and Girl Scouting to grow responsible global citizens. This prestigious national award is approved by the Girl Scouts of the USA National Board of Directors.

Criteria

- **Impact on girls:** The nominee's efforts include girl involvement resulting in increased opportunities for girl-led global opportunities and Take Action projects resulting in significant global impact.
- **Commitment:** The nominee has demonstrated dedication and commitment over a significant amount of time by continuously promoting and expanding the global dimension of Girl Guiding and Girl Scouting. The nominee has promoted the Juliette Low World Friendship fund or other global Girl Scouting funding opportunities.
- **Global awareness:** The nominee has created and promoted resources and opportunities that increase the understanding of the global dimension of Girl Guiding and Girl Scouting to the council and the larger community.
- **Leadership:** The nominee is recognized by girl and adult members, and the larger community, as a leader who leverages the global impact of Girl Guiding and Girl Scouting.
- **Membership:** The nominee is a current registered Girl Scout adult member in a council or USA Girl Scouts Overseas.

Nomination process

A Girl Scout council* or individual nominates a candidate or council* that meets all the criteria and has not previously received this award. The GSUSA nomination form is to be completed in full and submitted along with two letters of endorsement describing how the nominee meets the criteria for the award. Nominations may be submitted at any time by mailing the nomination form and endorsement letters to the Vice President of Global Girl Scouting at the address provided on the form. The nomination is presented to the International Commissioner for review. Final approval is by the GSUSA National Board of Directors. Upon approval, the Vice President of Global Girl Scouting will coordinate the presentation of the award to the nominee.

Examples of nominees

The first example is an individual with a passion for travel, international volunteering, and Girl Scouting who has served as the council's Global Volunteer Liaison for four years. In this role, she was tasked with increasing the global dimension of Girl Scouting throughout both the council and the community at large. She began by collaborating with council Membership staff members to identify the most underserved girls in the council's jurisdiction. She found a huge opportunity for growth among Hispanic girls and volunteers, and specifically within the Honduran community, spanning several urban and rural areas. By reaching out to the leaders and those communities, she forged partnerships and led girl- and volunteer-recruitment efforts that brought a 68 percent increase in girl membership and a 72 percent increase in adult membership over four years.

She also helped launch a twinning opportunity with a Honduran school for daughters of single moms. Through this partnership, the volunteer helped 15 Girl Scouts plan and attend an international trip to Honduras to help build and supply a new library for this school. During her four years as Global Volunteer Liaison, she led two other international trips to World Association of Girl Guides and Girl Scouts World Centers for 35 Girl Scout Ambassadors. She also has spoken and shared her experiences at each bi-

annual volunteer enrichment workshop, encouraging and recruiting other Girl Scout volunteers to lead trips to the five World Centers.

In addition to sharing her passion and expertise in global Girl Scouting, this volunteer has been a regular contributor to the Juliette Low World Friendship Fund and has spoken to 10 local corporations about financial support for the fund.

Another example is a Girl Scout council that identified the need to increase its global impact and awareness of the global aspect of Girl Scouting in its strategic priorities, so it developed a five-year implementation plan. Throughout those five years, the council created a travel fund to support girl involvement in global Take Action projects and dedicated half of a full-time staff position to coordinating staff and volunteer fund-raising efforts for the fund and the Juliette Low World Friendship Fund.

The council encouraged Girl Scout Bronze, Silver, and Gold Award candidates to think globally. As part of its annual plan, the council hosted an event for award candidates to talk with girls who completed international projects and travel, as well as talk with potential award sponsors to plan for global impact and sustainability within the project.

The council also sponsored twinning opportunities with organizations in countries that represent the diversity of its girl and adult membership. Throughout a five-year period, the council has actively helped girls plan international trips to the five World Centers and successfully recruited volunteers to lead those trips.

Through effective communication of the intercultural aspects of Girl Scouting and Girl Guiding, this council has become a leader for cultural awareness and global action in the community. A page on its Web site is dedicated to sharing successes of its girls and volunteers in regard to global efforts. It also offers a course about global Girl Scouting for existing volunteers and community partners, and it provides girl and volunteer speakers at community events.

President's Award

Description

The President's Award recognizes the efforts of a service-delivery team or committee whose exemplary service in support of delivering the Girl Scout Leadership Experience surpassed team goals and resulted in significant, measurable impact toward reaching the council's overall goals.

Criteria

- All service-team members are registered Girl Scouts.
- All service-team members have met all requirements and expectations of the positions held.
- The service-delivery team has significantly contributed to meeting one or more of the council's mission-delivery goals
- The service-delivery team reflects the diversity of the target audience or area it serves, in girl and adult membership, in all pathways offered.
- The service-delivery team actively recognizes, understands, and practices the values of inclusive behavior.

Nomination

A nomination form is completed and submitted to the council's recognition committee, along with supporting documentation needed to indicate how the team meets the criteria. The recognition committee reviews the nomination documentation, then approves or denies it.

Example of candidate

A service-delivery team saw the need to better communicate information and opportunities with girls and adults in their area, so they organized a group of 15 teens and five volunteers, representing all communities in their jurisdiction, to create new communication strategies using social media (including Facebook, Twitter, and NING). As a result, 36 percent more girls attended their local events, 90 percent of open service-team positions have been filled, and they have 1,350 friends on Facebook.

How to Write a Great Nomination/Endorsement

Be Specific

If the form asks you to describe a service provided that meets the qualifications of the award, be very descriptive.

Uninformative Example:

Lisa Leadsalot should receive the award because she is always organized and is great with parent volunteers. We are all very fond of her and are willing to be under her leadership.

Informative Example:

Lisa Leadsalot should receive the award because she is a great example of adult volunteer leadership to both girls and adults. Under the wing of her leadership 10 parents are actively volunteering with troop functions. She recently delegated event preparation details to us while she was out of town for a few weeks. Because she sends regular troop volunteer emails about the bank account status, upcoming adventures, year to day troop goals progress, and continuing volunteer needs, we felt informed and organized to step up to the leadership challenge!

Lisa is always paying thanks to our support to the troop. When she came back from her trip, she paid thanks to us at the Service Unit meeting. She organized a potluck in recognition of her troop volunteers who provide her with endless support. Other troop leaders at the meeting were taking notes on all of her great ideas!

2. Show Results

Uninformative Example:

Tonya Trainer provided an excellent training at our Service Unit meeting.

Informative Example:

Tonya Trainer not only provided an excellent day camp training to volunteers at the Service Unit meeting, she was called upon last minute when the assigned trainer became ill. Because of her volunteer service, 50 current girls and 20 new recruits had a chance to experience outdoor leadership skills at summer day camp.

The Service Unit Volunteer Recognition Event

What is the event?

Part of the annual volunteer cycle includes volunteer recognition. Although volunteer recognition should occur year round on an informal level, Service Units get together at the end of each year to organize a special recognition event for volunteers. This is a time celebrate and reflect upon the year; recognizing the outstanding commitments brought forth by fellow volunteers. Create your own SU awards or present Council and/or GSUSA awards that you see in this guide. Whether you are on the giving end or receiving end of these formal recognitions, this is a special time for all!

Who organizes the event?

The Service Unit team hosts the event. The Volunteer Recognitions chair can make event recommendations to the SU team, in preparation of the annual event.

Council Support Available

Council funds are available to help support the cost of the event. The Volunteer Recognitions Event Subsidy is available upon request. The rate of payment is \$1.50 per adult registered by December 31st.

Girl Scouts of Black Diamond Council SERVICE UNIT RECOGNITION EVENT SUBSIDY

Service Unit Name _____

Date of Recognition Event _____

Name and Address where check should be sent: _____

Membership Development Coordinator _____ Date _____

Mail to : Girl Scouts of Black Diamond Council
Diane Murphy
P.O. Box 507
Charleston, WV 25322



For Office Use (date and initials)
 Approved:
 Denied:
 Pending:
 Additional Info Needed:

NOMINATION FORM FOR ADULT AWARDS

Nominee's Name _____

Nominee's Address _____

Nominee's City, State, Zip _____

Home Phone _____

Email _____

Service Unit Number/ Name _____

I formally nominate this person for the award indicated below (check one):

COMMITTEE & BOARD APPROVED RECOGNITIONS DEADLINE January 15, 2012*	# of Endorsement Forms required	✓
Appreciation Pin	2	
Honor Pin	2	
Thanks Badge	3	
Thanks Badge II	3	
Black Diamond Pin	3	
SERVICE UNIT APPROVED RECOGNITIONS DEADLINE ESTABLISHED BY UNIT	# of Endorsement Forms required	✓
Volunteer of Excellence	1	

*Send complete packet (nomination form and the required number of endorsements) by the award deadline to:
 Diane Murphy; P.O. Box 507, Charleston, WV 25322 or via email at diane.murphy@bdgsc.org

1. Please list previous awards earned by the nominee (include dates if known).

2. List all current and previous Girl Scout volunteer positions, if applicable.

3. Please give a detailed description of how the nominee has delivered service beyond the expectations of the position(s) held within the description of the award being considered.



Endorsement Form for Adult Awards

Please return to the sponsor/nominator who asked you to complete this form for submission of award packet.

Nominee's Name _____

I am documenting support for the above-named nominee for the award indicated below (check one):

COMMITTEE & BOARD APPROVED RECOGNITIONS DEADLINE January 15, 2012	✓
Appreciation Pin	
Honor Pin	
Thanks Badge	
Thanks Badge II	
Black Diamond Pin	
President's Award	
SERVICE UNIT APPROVED RECOGNITIONS DEADLINE ESTABLISHED BY UNIT	✓
Volunteer of Excellence	

Please thoroughly read the award criteria for the award in which you are endorsing. In the space below, state your reasons for endorsing this nomination. Describe the capacity in which you are familiar with the nominee's performance/contribution to Girl Scouting. Give a specific example(s) of service by this individual that you've observed directly or indirectly. Explain how the nominee's performance has been outstanding (or beyond expectation). Please provide specific, detailed comments and not general statements. **If you prefer; you may attach a typed page or type below. Please limit your endorsement to one page typed or one and a half pages written.**

Endorser's Name _____ Date _____
 Address _____
 City, State, Zip _____
 Home Phone _____ Email _____

