

February Service Unit Manager Meet-Up

Important Links:

- [Request Looker Access](#)
- [Delegates & Governance](#)
- [Jump 2 Journeys Registration](#)
- [Juliette Website](#)
- [View Juliette Guide](#)
- [Juliette Parent/Caregiver Training](#)
- [Brand Resources](#)
- [Shop Hours](#)
- [Volunteer Recognitions](#)

General Questions

- Are Service Units limited to two Looker admins?
 - Most Service Units have two people with Looker access. There are some exceptions such as aligning SUs. If anyone needs more than two, please email customercare@girlscoutshh.org with the subject line: Increase Looker Access.
- When is the Annual Meeting?
 - The Annual Meeting will be held on May 4, 2022.
- When are the Silver and Gold Award Ceremonies?
 - The Gold and Silver Award Ceremonies will be on Saturday, June 4th at Camp Addisone Boyce. Girls and their parents received the Save the Date for the ceremony on Thursday, 3/3. Additional details will follow soon.
- Are there any plans for Girl Scouts 110th Anniversary on March 12th?
 - We do not have specific plans for the 110th Anniversary, although there are girl events being hosted throughout the week.
- Who handles COIs (Certificates of Insurance) for meetings, cookie booths, etc.?
 - Customer Care handles all COIs. If you have a COI request, email customercare@girlscoutshh.org with the subject line: COI Request.

Adult Learning

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- Is there any more information on the outdoor training weekend April 2-3?
 - As we shared in H&H, GSHH is hosting the Adult Outdoor Training Skills Weekend. This will be an opportunity for adult volunteers to get the outdoor skills they need along with required outdoor training that is needed to feel comfortable enjoying outdoor activities with their Girl Scouts. The registration link will go live on March 9, 2022. [Click here for updates.](#)
 - Will there be upcoming training opportunities for Cook Out/Camp Out held on a Saturday or Sunday?
 - There will be other trainings scheduled in April that will be on a Saturday and Sunday including our Adult Outdoor Skills weekend April 2-3 so there will be other opportunities to do that training.
 - Do you know if there will be training for low ropes or archery for volunteers?
 - We are looking at the opportunity to offer archery and low ropes trainings and will communicate these opportunities as soon as we have the information.

Recruitment

- The Make New Friends date for the events at Wendy overlap with Brownie Secrets that the green hats are holding on 5/21. Is that correct?
 - We will be finalizing the dates for the Make New Friends series for Pre-K girls and once finalized, we will share the information in Headlines & Happenings.

Adult Recognitions

- When do the results for adult recognitions come out?
 - The nominators will be notified on March 4th and awardees will be notified on March 7th. We let the nominators know first in case they want to be the ones to share the good news.
- Does the GSHH Adult Recognition event include the Volunteer of Excellence recipients?
 - Volunteer of Excellence is awarded at the Service Unit level. [Click here](#) for more information on this and other awards.

Customer Care

- How long of a turnaround can we expect from Customer Care? Some queries are waiting a week right now.

- Turnaround is about a week at this time due to the high volume of requests regarding cookie season and camp registration. We appreciate your patience and please do not send second inquiries.

Girl Experience

- Where is the GSHH Girl Scouts Celebration Day event on 3/12 being hosted?
 - This event has reached maximum capacity and registration is closed.

Cookies

- Are we anticipating the cookie shortage that keeps being announced on FB from other councils?
 - As of this moment, the information we have communicated is up to date. S'mores are not available and Adventurefuls will only be available through girl delivery. We have not been made aware of any other changes at this point. As we know more information or if anything should change, we will be sure to let you know.

COVID-19 Questions

- When will GSHH update its COVID-19 guidelines?
 - GSHH's [COVID-19 Guidelines](#) were updated on March 1st. This update removed the indoor mask mandate and COVID-19 pre-screening questionnaire.
- Are GSHH's COVID-19 guidelines required or recommended?
 - The GSHH COVID-19 guidelines document includes both required and recommended guidelines to best guide you.
- Where do the GSHH COVID-19 guidelines come from?
 - GSHH management monitors the most current updates from the CDC, NYS, and local DOH departments and reviews the existing guidelines to ensure that you have up to date information.
- How do we push to have them more updated to the present CDC and school rules, etc.?
 - GSHH is not affiliated with educational settings. We continue to monitor the available mandates by NYS, CDC, and will update as necessary for Girl Scouts.