

March 15, 2020

Dear Girl Scouts Heart of the Hudson Members,

As we have communicated to you throughout this unprecedented world-health situation, we have been continuing to monitor the COVID-19-related decisions and guidance from our relevant county health departments, the federal Centers for Disease Control and the state Department of Health and apply them as sensibly and effectively as possible to Girl Scouting.

Given recent action by them, including increased school closures, we are suspending all Council-led Girl Scout activities effective Monday, March 16, 2020 through Tuesday, March 31, 2020. Members across our council please communicate this decision to families, potential meeting sites, sales booth locations and any other needed entities. Please continue to follow all official regulations in your communities, and also refer to our earlier communications about safety protocols.

Girl Scouts, who always endeavor to do what's right, are following the lead of our seven county governments and their various school districts. We are recommending that all Service Units and troops temporarily suspend all in-person troop activities, including troop meetings, events, and cookie booths.

The GSHH leadership team wants to reassure our Girl Scouting family that we will continue to constantly monitor the situation and regularly discuss best courses of action.

While the GSHH team will not be in our regular office locations starting March 16, that doesn't mean that we aren't available to help you as we all navigate this situation together. All staff will be working remotely to address your concerns. Please be patient as we are all adjusting to this new way of work.

## **Programs**

We are currently working on rescheduling our Council led programs that were scheduled to occur during the suspension dates. We cannot guarantee that we will be able to reschedule ALL of the affected programs. If the program is rescheduled, you will be given the option to attend the new date, apply the funds to another program, or receive a refund. We will be reaching out to the registrants for the affected programs. If the program is not able to be rescheduled, you will be able to apply the funds to another program or receive a refund.

## **Cookie Program**

We are working on possible solutions for the many cookie program challenges. We will be extending the sale, pushing back the ACH sweep dates, working with troops to

secure booth locations for the future, and working with troops individually on their inventory questions. We are still working out the details, but you will receive further information in the near future.

The timing of this virus coinciding with our annual cookie program and deliveries brings with it challenges that would not be present at other times of our Girl Scouting year. But be assured that does not deter us from always doing what is right, which is the Girl Scout way.

In this context, we would appeal to our community supporters in all seven counties who are interested in buying our cookies online. Anyone interested in supporting a Girl Scout cookie booth virtually can contact us at [customercare@girlscoutshh.org](mailto:customercare@girlscoutshh.org)

Please look for another communication from us later this week on how we will be supporting you and options for virtual programming during this time.

We are all working through “uncharted territory” and many people have a heightened sense of unease as there is much unknown at this time. We too, have the same feelings, but we are working tirelessly to be there for you. Each of us can take a moment to breathe and look around us at what really matters the most – the ones we love. The family we were given and the families we choose. Let’s remember what’s most important and give our family members an extra hug.

If you have any questions or concerns, please email us at [CustomerCare@girlscoutshh.org](mailto:CustomerCare@girlscoutshh.org)

Yours in Girl Scouting,

A handwritten signature in cursive script that reads "Marie Reger".

Marie Reger

CEO