

## **GSCCS Social Media Guidelines**

### **What are the GSCCS Social Media pages for?**

All of our social media pages are intended for its members and the community to exchange ideas, collaborate, and talk about Girl Scout events and experiences. All members who interact on our social media pages are expected to follow the guidelines outlined in this document and to always live by the Girl Scout Promise and Law. We encourage our members to share their stories, engage in content posted by the Council and help maintain a positive environment that facilitates the Girl Scout Leadership Experience. GSCCS social media pages should not be used as a general inquiry center. For any specific questions or concerns, please contact us directly at [customercare@girlscoutscs.org](mailto:customercare@girlscoutscs.org) or 800-490-8653. Customer Care will review your questions and escalate your case to the appropriate department or manager to ensure a timely and accurate response. Any person, post, or comment that does not abide by these guidelines and the Girl Scout Promise and Law will be removed from GSCCS social media pages.

### **Where Can I Connect with Girl Scout Volunteers on Social Media?**

There are many small groups for service units, troops, and beyond, but you can also join the Council-wide Girl Scout volunteer community on social media (listed below). If you have a question about anything posted on these Facebook pages or a question for Council, please contact us directly at [customercare@girlscoutscs.org](mailto:customercare@girlscoutscs.org) or 800-490-8653.

### **General GSCCS Social Media Pages**

[Girl Scouts of Central California South Facebook Page](#)

[Girl Scouts of Central California South Twitter Page](#)

[Girl Scouts of Central California South Instagram Page](#)

[Girl Scouts of Central California South LinkedIn Page](#)

### **GSCCS Facebook Groups**

Along with the Council's official [Facebook page](#), we also manage three closed Facebook groups to foster collaboration within specific Girl Scout communities. These groups are intended for members to exchange ideas, collaborate, and talk about Girl Scout events and experiences. Because these groups are intended for specific members, they are not available to all audiences. When people request access to the closed groups, their membership will be verified through Salesforce, our member data system. If for any reason they do not meet the requirements of the group, they will be removed or denied access.

- » **GSCCS Troop Leaders and Volunteers** – This group is for official GSCCS leaders and volunteers only and is intended to be a space for everyone to share meeting ideas, troop stories, and service projects or to ask for suggestions from other troop leaders. This is not a venue to receive customer care from the Council or any of its staff. This group is designed to connect volunteers from across our Council in a fun and collaborative environment.
- » **GSCCS Service Unit Leaders** – GSCCS is comprised of many Service Units that are a collection of troops within a geographical area. This group is a secondary way for Council to connect directly with Service Unit Team Volunteers to share important updates and other information. To find more information or to get involved with your Service Unit, contact us at [customercare@girlscoutscs.org](mailto:customercare@girlscoutscs.org) or 800-490-8653.
- » **Lead the Way: Adult & Leader Symposium** – This group is for anyone interested in our Lead the Way: Adult & Leader Symposium. Lead the Way is an enrichment event where volunteers can develop their leadership skills, explore new ideas for their troops, learn how to make fun of arts and crafts, and gain knowledge from experienced volunteers. This event is open to all volunteers or older Girl Scouts (Seniors and Ambassadors). Find more information on this event at our website [girlscoutscs.org](http://girlscoutscs.org).
- » **Girl Scouts of Central California South Alumnae** - This page connects all of our fabulous Girl Scout Alum. Our Alum post updates on upcoming Alum events and find ways to support today's Girl Scouts.
- » **GSCCS Rocks** – GSCCS Rocks is a special scavenger hunt designed especially for Girl Scouts and their families. All members of this rocking club will get outside and enjoy time together all while spreading messages of kindness.

All GSCCS groups and pages are held to strict guidelines. We expect that all volunteers who engage in any of our social media pages read the guidelines posted within each group before engaging to avoid posts being removed or access to that page is denied. We also conduct a “spring cleaning” in these groups. If we are unable to verify your volunteer status or if you are using an alias Facebook name, you will be removed without direct notice. If you are removed and feel that you should be in the group, please simply request to join the group again, we will re-verify to let you back in. If you ever need to reach the Council directly, you can contact us at [customercare@girlscoutscs.org](mailto:customercare@girlscoutscs.org) or 800-490-8653.

### **Social Media & the Girl Scout Promise and Law**

As a Girl Scout, the Girl Scout Promise and Law should guide all your actions even when you're using social media. When in doubt, ask yourself, “Is this action in line with the Girl Scout Promise and Law”

1. **Be honest and fair.** Be transparent about your role as a Girl Scouts of Central California South volunteer. Always be honest in your communication to help others facilitate a positive experience for all volunteers.
2. **Be friendly, helpful, considerate, and caring.** Treat others as you want to be treated. Don't use social media to attack other volunteers, Girl Scouts, troop members, or staff members.
3. **Be courageous and strong.** Careful monitoring of social media is important in maintaining a welcoming and supportive community. We empower you to speak up or ask questions. If you see posts, comments, or behavior that concerns you, please contact Customer Care at [customer care@girlscoutscs.org](mailto:customer care@girlscoutscs.org) or 800-490-8653.
4. **Be responsible for what you say and do.** Remember that what you post online will be around for a long time (think of it as your online carbon footprint), and nothing is private anymore. Use discretion and if you have questions about whether or not you should post something, we recommend reaching out to another volunteer or contacting the Council directly at 800-490-8653.
5. **Respect yourself and others.** We encourage the sharing of diverse perspectives and feedback of all kinds, as long as it is done in a respectful manner and the appropriate venue. Respect other people's privacy and your boundaries by using discretion when choosing to connect with a fellow volunteer or girl guardian. Also, please do not publish girls' full names online—girl safety is a top priority!
6. **Respect authority.** If your actions on social media—as with any other kind of actions taken as a Girl Scout volunteer—do not support the Girl Scout Promise and Law, we do reserve the right to take corrective action.
7. **Use resources wisely.**
8. **Make the world a better place and be a sister to every Girl Scout.** This is true regardless of how you are communicating!

As a representative of Girl Scouts, your online presence can reflect positively or negatively on Girl Scouts. It's always important to remember to practice the Girl Scout Promise and Law while interacting on any Girl Scout social media pages. We hope to continue to use our social media pages as a way to share girl/volunteer stories, Council events/announcements, and as a place for volunteers to share ideas and stories of their own positively and collaboratively.

### **Guidelines for GSCCS Troop Leaders and Volunteers Page**

Welcome to the GSCCS Troop Leaders & Volunteers group! We're excited to have another convenient way to keep you connected with all the latest in Council news. Be the first to hear important Council announcements that directly affect you. By being accepted to the group, you acknowledge the GSCCS Social Media Guidelines. If you do not abide by the

guidelines, you will be removed from the Facebook group. We cannot wait to see all of the amazing collaboration between our amazing leaders.