



## Be Connected - May 2010

Dear Volunteer,

Last month we referenced a March 20th meeting where a group of 45 volunteers and staff – all of whom are working on various facets of implementing our business plan – came together for a full day to kick-off our task force work. The focus of the day was on Customer Service and much of our time together was spent defining our customers, assessing how we treat them and clarifying how we should treat them moving forward.

After identifying our customers - volunteers, girls, parents, staff, donors, community partners and more - and analyzing some of the key customer experiences that happen throughout our Council, the group identified four ingredients, or core values, that should be embedded in everything we do as we move forward. We are pleased to share these with you today along with a visual depiction of these same "ingredients" that you will soon see on display throughout our Council:

Informed:

- Well-trained staff and volunteers who share a common understanding of where we are and where we're going.
- Transparent, consistent and timely communication should exist throughout all levels of the organization.

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Efficient:

- Clear and simple processes that help everyone accomplish our goals.

Empowered:

- A “can-do” attitude that creates happy and informed customers.
- A culture of mutual trust and respect.

Mission-driven:

- Living by the Girl Scout Promise and Law.
- Building girls of courage, confidence and character, who make the world a better place.

Our challenge to everyone today is to treat these core values as ingredients in a recipe – a recipe for a future that includes: ease of participation, trust, a focus on mission, good information, flexibility, coordination, mutual respect and fun. As we move forward with all of our plans for outdoor and signature programming, new ways of working and better systems for retail, cookie sales and event registration, these four values need to be the ingredients that must be in the recipe of every program, product and meeting. It’s what will move us faster toward our vision - it’s what will open up the pathways for more girls to participate in each and every aspect of Girl Scouts moving forward.

It is our hope that you too will choose to adopt these core values as you provide customer service to your fellow volunteers, our parents, our girls, our staff and anyone else with whom you may cross paths as a member of Girl Scouts in the Heart of Pennsylvania.



Yours in Girl Scouting,

Kate Crowley  
Board Chair

Jane Ransom  
President/CEO

### 2010 Annual Meeting

Nearly 200 council delegates, volunteers and staff members met at Spring Grove High School in York County on April 24, 2010 for third annual Girl Scouts in the Heart of Pennsylvania Annual meeting. The day was full of activities and events for attendees but served primarily as the yearly meeting to conduct official Council business.



The day began with a Girl Scout sing-along with a large group of Girl Scouts leading the morning's songs. The official meeting included a report from the Board Chair Kate Crowley, a financial summary by Board Treasurer Paul Lewis, acting on recommended amendments to Council bylaws, electing a new board of directors and board development committee members to fill the vacancies of those members whose terms were expiring and re-electing those nominated for second terms. President and CEO Jane Ransom also gave a progress report of the Council.

In her remarks, Board Chair Kate Crowley touched on the work of the past year, "It has been a busy year for all of us. It has been one filled with challenges but also plenty of reason for hope and optimism that our Council is turning the corner and

is truly on the path from good to great.”

Crowley also thanked all the volunteers of the Council for their hard work. “You are the ‘heart’ of this Council. The girls who have benefitted from the untold number of hours you all have given as a volunteer, no matter in what capacity, will look back some day on all that you have taught them or helped them achieve and realize the value of your work,” said Crowley.

During the meeting several volunteers were elected to serve on the board of directors. The Members-at-Large were elected for a term ending in 2013: Heidi Nichols, Carolyn Warman, Dr. Sybil Knight Burney, Alycia Schwartz, Karen Snider and Coquese Washington.

The following people were elected to the Board Development Committee for a two year term: Mimi Barash Coppersmith, Mary Jane Saras, Donna Hamilton, Karen Snider and Rosalyn Ward.

Following the election, President and CEO Jane Ransom gave her remarks. Ransom gave updates on the Council’s business plan and focused on the new customer service task force, made up of volunteers and staff, which outlined the Council’s “Customer Service Core Values”.



Ransom also touched on other aspects of the business plan and updated the audience on the developments with each task force. But she urged everyone to not forget who Girl Scouting is for and why we must keep working towards a goal of serving as many girls as possible through Girl Scouts in the Heart of Pennsylvania. “This is why we need to follow our plan of investing in the experiences that make girls grow in courage, confidence and character, and in the people who make it happen,” said Ransom.



Ransom concluded her remarks by thanking everyone for their hard work this year. “Thank you for the honor of working with all of you. Thank you for the great conversations we’ve had. Thank you for working together to move our mission forward,” commented Ransom.

After the official business meeting was concluded, the Volunteer Recognition Ceremony and Graduate Bridging Ceremonies were held. [Click here](#) for a list of all volunteers who received recognitions.

During a boxed lunch, volunteers were treated to a talk from keynote speaker Eileen Doyle. She serves as vice

president of program development for GSUSA.

An open forum with the CEO and Board Members followed lunch.

Many thanks to Members 1st Federal Credit Union and Glatfelter for sponsoring the 2010 GSHPA Annual Meeting.

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### **Volunteer Recognitions**

The following volunteers were recognized for the extraordinary service to Girl Scouts and the Council through a special volunteer recognition ceremony during the 2010 Annual Meeting. Congratulations to all the recognition recipients and thank you for your hard work and dedication to the Girl Scout movement.

#### **"Forever Green Pin"**

Ruth Baxter, Lewistown  
Angela Bickhart, Danville  
Beth Anne Bodtorf, Lewistown  
Melissa Brandt, Danville  
Bonnie Burke, Danville  
Deborah Clerico, Lancaster  
Rose Crater, Julian  
Karen Grubb, Bellefonte  
Angela Soto Hamlin, New Cumberland  
Mary Makuch, Danville  
Vickie Parks, Danville  
Karen Payonk, Lancaster  
Theresa Riglin, Bellefonte  
Joan Scott, York  
Martha Stout, Effort  
Rona Vitrano, Lancaster  
Michelle Willoughby, Danville

#### **"Heart of PA Pin"**

Carol Bartoe, Selinsgrove  
Mary Ann Chmiola, New Cumberland  
Kimberly King, Lewisburg

#### **"Appreciation Pin"**

Lora Bierce, Carlisle  
Amy Black, Hop Bottom  
Kathy Clepper, Carlisle  
Linda Erdman, Herndon  
Louise Frye, York  
Holly Graybill, Columbia  
Joan Keehan, Danville  
M. Lynn Peterson, Effort  
Rebecca Savidge, Herndon  
Martha Suskie, Littlestown  
Melinda Young, Carlisle

"Honor Pin"

Maria Carr, Dallas  
Mary Gruber, Enola  
Stacy Hull, Chambersburg  
Dianna Kish, Saylorsburg  
Dianna Onstott, Camp Hill

"Thanks Badge"

Lynn Bixler, Hanover  
Peggy Frantz, York  
Leanna Muscato, Riverside

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### **SU Best Practices**

It's time to start thinking about your plan of work for 2010-2011 troop year. Do you have a service unit best practice you'd like to share with everyone? Please send us details about what your service unit does to make the troop year (or just one event) run smoothly. Send information to [csmith@gshpa.org](mailto:csmith@gshpa.org) and we'll share your best practices with the entire Council.

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### **Global Girl Scouting**

April 10th, 2010 marked the 100th anniversary of Girl Guiding and Girl Scouting, Girl Scouts of the USA is pleased to announce the 2010 Girl Scouts Global Action patch.



The Girl Scouts Global Action patch, developed in partnership with the World Association of Girl Guides and Girl Scouts (WAGGGS), is an exciting and enriching way for Girl Scout Daisies to Ambassadors to participate in realizing the United Nations' Millennium Development Goals (MDGs) which aim to reduce extreme poverty and impact major world concerns by 2015. By earning the Global Action patch, girls can learn, in a fun and educational way, about serious global issues affecting girls, young women, and their communities. Each Girl Scout who completes activities will join in WAGGGS' international movement of 10 million girls who together are sowing the seeds of social change. The Global Action patch offers girls an opportunity to advocate for themselves and others, both locally and globally—one of the five national Take Action outcomes detailed in the Girl Scout Leadership Experience.

Participation activities for Daisies to Ambassadors are online, and the patch will be available at Girl Scouts shops in the next few weeks.

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### **Music Stands Needed**

The Archives Task Group is seeking donations of folding music stands. Please send

donations directly to the attention of Kris Gross at the York Service Center. Thank you!

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### **Your Voice Counts!**

There is still time to voice your opinion about the Girl Scout Leadership Experience! Throughout the months of April and May registered girls, parents and volunteers are invited to share their opinions and experiences through a series of short surveys. This effort is very important for Girl Scouting, as the results will help efforts in Girls Scouts in the Heart of Pennsylvania and at the national level in many different areas—program, membership, integration of girl voices, and volunteer support, to name just a few. The survey link has been emailed to all girls and adults for whom we have a current email address. We apologize if we inadvertently missed you. Should you wish to have the survey link emailed to you or would like to request a paper copy (to complete and mail to us), please contact Jennifer Stolte at 1.800.692.7816 ext. 1236 or [jstolte@gshpa.org](mailto:jstolte@gshpa.org). We thank you in advance for your participation.

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### **Support Healthy Media Images for Girls! Urge Your Member of Congress to Cosponsor H.R. 4925**

Did you know...

- Nearly 90% of girls say the media places a lot of pressure on teenage girls to be thin
- Only 46% of girls think that the fashion industry does a good job of representing people of all races and ethnicities
- 55% of teenage girls admit they diet to lose weight and 37% know a girl with an eating disorder

(Girls & Body Image, 2010)

Girl Scouts worked closely with Congresswomen Tammy Baldwin (D-WI) and Shelley Moore-Capito (R-WV) to introduce the Healthy Media for Youth Act (H.R. 4925). This bill supports media literacy programs and youth empowerment groups, facilitates research on how images of women and girls impact youth, and establishes a National Taskforce on Women and Girls in the Media to develop voluntary standards that promote healthy, balanced, and positive images of girls and women.

Be a voice for girls--contact your U.S. Representative today and ask him or her support H.R. 4925! Visit the Girl Scouts Advocacy Network at <http://www.girlscouts4girls.org> for more information.

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### **The Girl Scouts Advocacy Network Be the Voice For Girls**

The Girl Scouts Advocacy Network provides a tool for you to become a voice for girls and to make a difference in your community and across the nation. Together, we can educate policymakers and community leaders on issues that directly affect girls and the Girl Scouts. By being an advocate, you will have an impact on girl policy issues moving through Congress and the state legislatures. When you join the Girl Scout Advocacy Network, you will ensure your voice is heard in Congress,

the state legislatures and your local governments.

<http://capwiz.com/girlscouts/issues/alert/?alertid=14860896&queueid=492325023>  
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**Opportunities for Girls  
Gold Award: Save the Date!**

2010 Gold Award Luncheon

Saturday, June 26, 2010

at the National Civil War Museum in Harrisburg, PA

More info coming soon!

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**Program Updates**

Check out the Calendar at the bottom of the main page of [www.gshpa.org](http://www.gshpa.org) where you can find all program listings and search for programs in your town, county, or that great art or science programs your girls want to attend. Hope to see you at the great GSHPA Programs!

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**destinations**

There are still great destinations available for 2010. The destinations that are not marked FULL on the GSUSA website are accepting late applications. As the destinations fill, they will update the website to reflect the change. Because it is past the standard late application deadline of Feb.16, there are no hard dates for when the event sponsors will stop accepting applications.

Here's the link to the destinations website:

[http://www.studio2b.org/escape/destinations/event\\_list.asp?catid=0](http://www.studio2b.org/escape/destinations/event_list.asp?catid=0)

Trip to Guatamala

There's still time to sign up for a great trip to Guatamala. [Click here for details.](#)

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**Outdoor Learning Opportunities**

Planning to go camping this spring or summer? Planning to attend Camping Connection or the Girl Scout Camp-O-Ree at Hersheypark? You will need "Ready, Set, Go!" as well as "Basic Outdoor Skills" before you set out with your troops on any of these activities. "Ready, Set, Go!" is available right now online as well as in classroom sessions. More "Basic Outdoor Skills" courses are coming beginning in April. These are 2-day weekend courses and there is a fee of \$15.00. Courses close 2 weeks before the course date, so register now.

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**Adult Opportunities**

**STAR Center Facilitators**

The STAR (Science, Technology, and Adventure Researchers) Center at Camp

Small Valley is GSHPA's hands-on science facility where girls can discover new skills and learn about science, technology, engineering and math (STEM) as they take on the role of scientists by observing, problem-solving, and hypothesizing.

STAR Center Facilitators nurture and build girls' interest in STEM subjects through interactive activities and experiments. We are looking for volunteers to join the STAR Center Facilitator team. If you are interested in science and are willing to share your interest with girls, please contact Susan Neville at 1-800-692-7816 ext. 1035 or email [sneville@gshpa.org](mailto:sneville@gshpa.org).

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### **Outdoor Odyssey is Coming!**

What's Outdoor Odyssey??? It is a great opportunity to learn new outdoor skills to teach your girls when you go camping. Picture it...nature, you, instructors and lots of other adult volunteers who share your love for the outdoors! It's a great weekend of fun, friendship and learning.

Mark your calendar...this Adult Learning Conference will take place August 21 through August 22, 2010 at Camp Golden Pond.

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### **Camp Open Houses Coming Up**

There's a GSHPA Summer Sleepaway Camp Open House coming up soon. Don't miss this opportunity to see a GSHPA camp and learn about all the exciting things happening there this summer. All open houses go from 1:00 p.m. until 5:00 p.m. and are held rain or shine.

#### **May 9th**

Camp Furnace Hills  
Camp Louise

#### **May 16**

Camp Archbald

#### **May 23**

Camp Small Valley

[Please click here to register for an open house.](#)

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### **Introductory Alternative Energy Educator's Workshop**

Join the Pennsylvania Department of Environmental Protection and its partners (Department of Education [PDE], Erie County Conservation District, Northwest Pennsylvania Collegiate Academy, Harrisburg Area Community College, Green Center of Central Pennsylvania and Dickinson College's Center for Environmental and Sustainability Education) for a free Introductory Alternative Energy Educator's Workshop to be held on the following dates and locations:

- June 22, 2010 Northwest Pennsylvania Collegiate Academy, Erie (in partnership with the Northwest Pennsylvania Collegiate Academy and the Erie County Conservation District); Lunch will not be provided.
- June 29, 2010 Dickinson College, Carlisle (in partnership with Dickinson College's Center for Environmental and Sustainability Education); Lunch will be provided by Dickinson College.
- July 13, 2010 Harrisburg Area Community College (HACC), Midtown Campus, Harrisburg (in partnership with HACC and the Green Center of Central Pennsylvania); Lunch will be provided by HACC.

The workshops will be held from 8:30 – 4:00 p.m., except for the June 22nd workshop in Erie, which will be held from 9:00 a.m. – 4:00 p.m. Teachers will be eligible for 6.0 or 6.5 Act 48 credit hours. Workshop participants will learn about and explore alternative energy technologies through presentations, hands-on activities and a field trip to see alternative energy technology in action. This workshop is geared for upper elementary, middle and high school teachers and non-formal educators and is based upon Pennsylvania's Academic Standards for Environment and Ecology and Science and Technology. Educators will receive background information and standards-based curricular materials.