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Summer Program FAQs

At GSOSW, we are continuing to monitor the COVID-19 pandemic with a hopeful eye toward the future. We know girls and volunteers are eager to be together again, and we are, too. Much is still uncertain about the months ahead, and we do not have a reliable predictor of when it will be safe to gather in groups again. As always, the health and safety of girls, families, volunteers and staff is our highest priority. **It is for this reason, and with a heavy heart, that we have made the decision to cancel overnight camp, day camp and Puentes programs for 2020, and extend the cancellation of all in-person Girl Scout activities through August 31, 2020.**

Girl Scout Programs

Q: If stay at home orders are lifted, will programs resume?

A: Overnight camp, day camp and Puentes programs are cancelled for 2020 and will not be held this summer even if stay at home orders are lifted. We are closely monitoring, and following appropriately, guidance from public health authorities and official orders from Oregon and Washington states, and will continue to do so. Should recommendations change significantly in the coming months, we will review how these changes influence our ability to hold in-person Girl Scout activities (such as troop meetings, service unit meetings and *Program Guide* activities) and we will communicate updates as quickly as possible. Decisions will be made based on safety and public health guidelines at the time.

Q: What is the status of specific programs and activities?

A: The chart below provides details on the status of specific programs and Girl Scout activities.

Program/Activity	Status	Details
In-person Troop Meetings	Cancelled through August 31, 2020	Should public health recommendations change significantly in the coming months, we will review how these changes influence our ability to hold in-person Girl Scout troop meetings, and we will communicate updates as quickly as possible. Troops are encouraged to seek virtual troop meeting options in the meantime to stay connected and keep the Girl Scout adventure going. Find helpful tips and tools for virtual troop meetings at girlscouts.org/athome .
In-person Service Unit Meetings	Cancelled through August 31, 2020	Should public health recommendations change significantly in the coming months, we will review how these changes influence our ability to hold in-person service unit volunteer meetings, and we will communicate updates as quickly as possible. Service units are encouraged to seek virtual meeting options in the meantime to stay connected and keep the Girl Scout adventure going.
Overnight Camp	Cancelled for 2020	The decision to cancel overnight camp was not made lightly and was made with the health and safety of girls, families, volunteers and staff as our highest priority. Refunds will be issued by GSOSW; please allow three weeks for refunds to be initiated. Thank you for your patience! See below for

		additional details. GSOSW is exploring virtual camp options; stay tuned for more information coming soon!
Day Camp	Cancelled for 2020	The decision to cancel day camp was not made lightly and was made with the health and safety of girls, families, volunteers and staff as our highest priority. Refunds will be issued by individual day camps; day camps will contact campers directly with refund processes. Refunds will be initiated by May 18, 2020. Thank you for your patience!
Puentes	Cancelled for 2020	The decision to cancel Puentes summer programs was not made lightly and was made with the health and safety of girls, families, volunteers and staff as our highest priority.
Troop Travel	Cancelled through August 31, 2020	Should public health recommendations change significantly in the coming months, we will review how these changes influence Girl Scouts' ability to travel domestically and/or internationally, and we will communicate updates as quickly as possible. Decisions will be made based on safety and public health guidelines at the time.
GSUSA Destinations	Cancelled through August 31, 2020	Girl Scouts approved for Destinations travel will be contacted directly by GSOSW and their Destination host with information about cancellation or rescheduling options.
Great Wolf Lodge Super Seller Event - August	Still planned; subject to change	Should circumstances change, it is our hope to be able to hold the Super Seller event as planned in August. At this time, we are holding the date. However, nothing is guaranteed and the decision to hold this event will be made based on safety and public health guidelines at the time.

Q: How did you make the decision to cancel in-person programs through August?

A: The decision to cancel programs was not made lightly, and was informed by expert guidance from Girl Scouts of the USA, the American Camp Association, and national and local public health officials, among others. In addition to prioritizing the health and safety of girls, families, volunteers, and staff, we considered the strengths and challenges GSOSW would face in offering summer programming under current conditions. Capacity to maintain safe social distancing and working/volunteering conditions, staff and volunteer capacity, and the uncertainty of convening Girl Scouts too early in a potential recovery period, all factored into our decision making. We believe this decision, while heartbreaking, is the right decision in the best interest of girls, families, volunteers, and staff.

Q: What virtual camp experiences will be offered?

A: The Outdoor Program team is currently developing a plan for virtual summer camp programming. Continue to check girlscoutsosw.org for details! We'll also reach out by email and social media once more information about these programs is available.

Q: What virtual Girl Scout experiences are being offered?

A: Together with Girl Scouts of the USA, we are making sure girls have lots of opportunities to engage as Girl Scouts from home. We encourage you to explore resources for girls, caregivers and volunteers at girlscouts.org/athome, and to follow along with our council as we release new program activities in STEM, the outdoors or life skills each day on our [Facebook page](#) and at girlscoutsosw.org. GSOSW staff are also actively exploring ways to bring beloved summer programs and events to girls virtually, so stay tuned!

Refunds

Q: Are overnight camp fees being refunded?

A: Full refunds will be automatically issued for all cancelled GSOSW overnight camp programs. You do not need to contact us to request a refund; registered campers should have received an email on April 27,

2020, with more information on the refund process. Please allow up to three weeks for your refund to be initiated. Thank you for your patience! If you are registered for a 2020 GSOSW overnight camp program and did not receive an email about the refund process, please contact answers@girlscoutsosw.org.

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Q: Are day camp fees being refunded?

A: Full refunds will be issued by day camps to all registered campers. Day camps will contact registered campers directly with more information on specific refund processes. Please allow up to three weeks for your refund to be initiated. Thank you for your patience!

Q: Are Program Guide activity fees being refunded?

A: Full refunds will be automatically issued for all cancelled program activities run through GSOSW. You do not need to contact us to request a refund. Please allow up to three weeks for your refund to be initiated. Thank you for your patience! If you registered for your activity directly through the program partner (not GSOSW), please contact the partner directly for information on cancellation and refund policies.

See Girl Scout Properties section for information on Girl Scout property reservation refunds.

Cookie Program Recognitions, Cookie Credits and Adventure Passes

Q: When will 2020 Girl Scout Cookie Program recognitions be distributed?

A: We know girls and families are eager to receive their well-earned Girl Scout Cookie Program recognitions. In accordance with public health and safety guidance given in March 2020, distribution of physical recognitions is currently prohibited. Given recent announcements from the governors of Oregon and Washington (as of May 7, 2020), GSOSW is re-evaluating this prohibition and developing guidelines for volunteers to distribute recognitions to girls safely. Stay tuned for detailed guidance from GSOSW coming in the next few weeks. Thank you for your patience!

Q: If I planned to use my 2019 Cookie Credits for camp this year, what can I do now?

A: Cookie Credits previously expiring on September 15, 2020, have been extended for use through December 31, 2020. 2021 overnight camp registration will open early December 2020, so you will have an opportunity to use these credits to register for camp for next summer if you wish.

Q: If I planned to use my 2019 Adventure Pass for camp this year, what can I do now?

A: Adventure Passes previously expiring on September 15, 2020, have been extended for use through December 31, 2020. 2021 overnight camp registration will open early December 2020, so you will have an opportunity to use these passes to register for camp for next summer if you wish.

Girl Scout Properties

Q: Are all current property reservations cancelled through August 31, 2020?

A: Yes, as we feel it is the most responsible action at this time for the safety of girls, volunteers and staff.

Q: Will property reservation fees be refunded if cancelled?

A: Yes. Our site registrar, Janet Francis, will be in contact with you regarding your refund.

Q: May we postpone our current property reservation(s) to a later date?

A: Yes. Girl Scout members may check the private-access online property calendar for available dates <http://calendar.girlscoutsosw.org/calendar> or contact the site registrar, Janet Francis, at jfrancis@girlscoutsosw.org. Non-members may contact Janet Francis regarding their reservations.

Q: Does the policy still apply at this time that troop reservations cannot be made more than six months in advance and service units one year in advance?

A: With *existing* reservations made through August 31, 2020, the policy will be waived until September 1, 2020, at which time the policy will be reinstated.

Q: May we book a *new* reservation now for dates after August 31, 2020?

A: Yes, but the policy would apply that troop reservations cannot be made more than six months in advance and service units not more than one year in advance.

More Questions?

Have a question that you don't see answered here? Contact us! Email answers@girlscoutsosw.org or call 800-338-5248 for support.