



## **COVID-19 and Girl Scouts of California's Central Coast: Frequently Asked Questions**

Updated March 11, 2020

The safety and welfare of our girls is our top priority. We are hearing from our community, and many families and volunteers are concerned about the spread of COVID-19 in our state. Below are answers to some of the most frequently asked questions. We will be adding additional frequently asked questions to this document as they come up. If you have a question, please email [info@girlscoutscoc.org](mailto:info@girlscoutscoc.org) or call 800-822-2427.

### **What is Girl Scouts of California's Central Coast doing in response to COVID-19?**

Girl Scouts of California's Central Coast is monitoring the situation closely. Based on public health authorities' current guidance we are operating as usual in all six counties, but also working on contingency plans for programming and other events to be prepared for changing circumstances. We are actively following the Centers for Disease Control (CDC), the California State Department of Health as well as each County's Public Health so we can respond quickly to any shifts in their recommendations.

In each of our Counties, there are no changes in our programming or services as of today – March 11, 2020.

This is a quickly evolving situation and we will stay in touch with members about any additional changes in public health recommendations and how they affect Girl Scout programming.

### **Will you be canceling any programs? How much notice will you give if you cancel any programs? Will we receive full refunds?**

For all of our six counties, public health authorities' current guidance does not include closures or cancellations of functions such as the program events that are scheduled across our council in the next 30 days. As always, decisions regarding participation in Girl Scout activities, including the Cookie Program, are up to the discretion of parents and guardians. While we are operating as usual in those counties, we are also working on contingency plans for programming and other events to be prepared for changing circumstances.

As always, if council-led programs or events need to be canceled, registered participants will receive refunds as long as they are within the refund policy guidelines. Due to the evolving nature of this situation, cancellations may have to be made with short notice, for instance in the case of a public health directive. We will do our best to contact all those affected as quickly as possible.



*Non-health-related cancellations must be received by the published registration deadline to get a refund or to transfer to a different course. Cancellations received after the published registration deadline are not refundable.*

**If a school or school district closes, will GSCCC close also?**

GSCCC will not be following school or school district closures. Schools may be closed in order to clean them fully, which would not impact Girl Scout programming happening elsewhere in the community. In addition, local health authorities may have different recommendations for schools than for community organizations. We will be relying on the recommendations of public health entities such as the CDC and the California State Department of Health.

**What steps can girls and volunteers take to prevent the spread of COVID-19?**

Please follow all of the steps recommended by the [CDC](https://www.cdc.gov/coronavirus/2019-ncov/index.html). The same simple steps that prevent the spread of ordinary flu viruses work against COVID-19 and other illnesses:

- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer if soap and water are not available.
- Cough into a tissue or your elbow (not your hand). Then throw the tissue away and wash hands.
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Avoid contact with people who are sick.
- Stay home when you are sick, with a temperature above 100.0 F (38.7 C) or do not feel well, appear weak or ill.
- Consult your health care provider if you have special health conditions that put you at increased risk.

**What's happening with the Cookie Program? What will happen with cookie inventory if I or my family is affected by COVID-19?**

Girls' health and safety is our top priority. In our counties public health authorities are not currently advising closure or cancellation of public functions such as the Cookie Sale. As always, decisions regarding participation in Girl Scout activities, including the Cookie Program, are up to the discretion of parents and guardians. While we are operating as usual in those counties, we are also working on contingency plans to be prepared for changing circumstances. We are actively following the Centers for Disease Control (CDC), the California State Department of Health as well as local public health authorities so we can respond quickly to any shifts in their recommendations.

In response to recommendations from public health authorities in our counties, we are encouraging members to consider whether to continue participating in this public phase of the Cookie Sale. We encourage families and troop leaders to work together to make decisions about specific health and safety concerns for their girls, particularly during the Cookie Program.



As with the regular flu, if your Girl Scout or their family members experience fever, they should stay home from their planned activities, including Cookie Sale activities.

If a participating Girl Scout, or their immediate family member, is quarantined for or diagnosed as ill with COVID-19, GSCCC will work with families to return their unsold cookie inventory. If a public health entity directive makes it impossible for the sale to continue as planned, GSCCC will work with troops and families to determine alternative formats or sale dates, as well as returning unsold inventory if necessary. Should a family or troop choose to end their Girl Scout's participation in the 2020 Cookie Program for a reason other than those stated above, the family or troop maintains responsibility for their cookie inventory. All troops should be mindful of releasing booths that will be unused and posting excess cookie inventory on the cookie exchange.