



Updated September 20, 2021

Cookie Selling Protocols

For details on the current stage for your unit's region, visit the [Return to In-Person Guiding stage chart](#) regularly.

It's the responsibility of members to ensure that they are operating within current government and public health guidelines. Prior to proceeding with any sales, members must review the Return to In-Person Guiding protocols, Cookie Selling Protocols and provincial or territorial COVID-19 guidance and regulations. If members have questions about which type of sales method is allowed, they should contact their Cookie Advisor.

Online Cookie Sales

(All Stages)

- Parents/guardians are expected to assist and supervise their Spark, Brownie, Guide or Pathfinder with online cookie sales.
- Girls should not use social media platforms by themselves if they do not meet the eligibility requirements for the platform. For example, you must be 13 or older to use Facebook; a parent/guardian should be posting on the girl's behalf if the girl is younger than 13.
- Only interact with people you know on social media. Don't approach strangers in the hopes of selling more cookies.
- Social media posts should not be public, only your friends/connections should be able to see them. Make sure to check your privacy settings before sharing anything.
- Make sure you don't share any personal contact information in your cookie-selling posts. This includes your name, address, and phone number. All your posts should direct people to your official cookie-selling page.
- Direct people to your official cookie-selling page, don't conduct transactions through a private message.
- Never agree to meet up with strangers from the internet.

Door-to-Door Selling

(Indoor and Outdoor Stages Only)

- Physical distancing must be practiced at all times.
- Masks must be worn during in-person cookie sales unless otherwise stated in the Return to In-Person Guiding protocols. When masks are not required, all members and volunteers must be supported to wear masks if they choose to.





- Step back from the door after knocking or ringing the doorbell.
- Contactless pick up/drop off should be practiced when possible.
- Place the cookies down on the ground and stand back.
- Place an open-mouth container on the ground and allow customers to place the money in the container.
- Girls/Guiders are not able to provide change.
- Hands must be cleaned or sanitized after ringing a doorbell, knocking on a door, etc.
- Money must be left in the collection container for a minimum of 3 days before being touched or counted.
- If choosing to sell door-to-door, we recommended distributing flyers prior to the selling event. The flyers should contain information about the date and time of the campaign, what safety measures will be in place and the direction that only exact change will be accepted.

Group Sales

Indoor and Outdoor Stages

- Indoor group sales are only permitted in Indoor stages.
- Outdoors group sales are permitted in Indoor and Outdoor stages.
- Stores should be made aware of GGC's Return to In-Person Guiding protocols.
- Preference should be given to stores that are able to accommodate outdoor sales or an indoor sales area where there is good air flow such as by doors.
- Physical distancing must be practiced at all times.
- Masks must be worn during in-person cookie sales unless otherwise stated in the Return to In-Person Guiding protocols. When masks are not required, all members and volunteers must be supported to wear masks if they choose to.
- Girls and Guiders must follow the store's mask policies, even if it is stricter than GGC's Return to In-Person Guiding protocols.
- Strong hand hygiene must be practiced, and hand sanitizer should be available for girls and Guiders to use.
- Contactless pick up/drop off should be practiced when possible.
- Place the cookies down on a table and step back.
- Have the customer place the money in an open mouth contained rather taking it from their hand.
- Exact change is strongly encouraged.
- Money must be left in the collection container for a minimum of 3 days before being touched or counted.





***New* Drive-Through Sales**

Outdoor and Indoor Stages

- Units must get permission from property owner or manager prior to the day of the sale.
- Property owner or manager should be made aware of GGC's Return to In-Person Guiding protocols and these protocols must be followed at all times.
- Physical distancing must be practiced by girls, Guiders, volunteers, and customers.
- Masks must be worn during in-person cookie sales, including by customers.
- Strong hand hygiene must be practiced, and hand sanitizer should be available for girls, Guiders, and volunteers to use.
- Traffic must move in one direction.
- The drive-through entrance and exit are clearly marked and controlled.
- Customers will be served at their window and will not exit their vehicle.
- Contactless pick up/drop off should be practiced when possible.
- Maintain as much distance as possible when selling cookies. Consider using a pole, stick or table to ensure that space is maintained.
- Customers should place money in an open-mouth container, instead of handing to girls, Guiders or volunteers.
- Exact change is strongly encouraged
- Money must be left in the collection container for a minimum of 3 days before being touched or counted.

Arranging Drop Offs & Pick Ups from Guiders and girls

(All Stages – unless a provincial council has communicated otherwise)

- Physical distancing must be practiced at all times.
- Masks must be worn during in-person cookie sales unless otherwise stated in the Return to In-Person Guiding protocols. When masks are not required, all members and volunteers must be supported to wear masks if they choose to.
- Strong hand hygiene must be practiced before and after exchanging cases of cookies.
- If cookies are being dropped off, ensure location is secure and dry so cookies are not damaged.

