

# 2010-2011 Serteen Manual



## **Sertoma**

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# SERTEEN CLUB

Serteen Clubs are organized so young men and women may become active in providing service to their schools and to their communities. These clubs first became part of the Sertoma family in July of 1971.

The need for a strong youth program within the Sertoma family is evident in many ways. Ser teens are interested in what is going on in the world and are motivated to improve their world through SERvice TO MAnkind. Ser teens promote service to the less fortunate, service to local communities, good citizenship and good government, freedom and democracy, opportunity for everyone, mutual understanding and tolerance for all people, positive peer association and friendship, and fellowship as opportunities to serve mankind.

The Ser teen Club program is open to young people 11 through 19. The clubs are organized in junior high, middle, and high schools, as well as in the community. Membership is open to young men and women with no restrictions to race, color, disability, creed, gender, national origin, or religion.

Sertoma Clubs organize Ser teen Clubs. Sertoma is a civic service organization for men and women whose primary focus is speech and hearing. Each sponsoring Sertoma Club has a club member who serves as a liaison to the Ser teen Club. However, Ser teen members decide what needs are most important in their schools or communities.

Ser teen Clubs have their own Constitution and Bylaws, and elect their own leaders. They raise their own money, choose their own service projects, and plan their own activities. Above all else, Ser teens learn about themselves and their leadership skills as they provide service to their schools and their communities.

Sertoma needs to invest in our nation's greatest resource – our YOUTH – and help young people become better citizens of tomorrow.

## **Definition of a Ser teen:**

The young men and women who become Ser teens are responsible, dedicated individuals who take an active interest in their community. In order to take full advantage of being a Ser teen, it is expected that Ser teens:

- Attend a minimum number of Club meetings, as outlined by their local Club.
- Devote service hours to Club activities, other than Club or Board meetings.
- Attend Board of Directors/Officers meetings, as appropriate.
- Sponsor, in their Club or in another Club, at least one new member during the Ser teen Club year.
- Fulfill the financial obligations of membership in their local Ser teen Club for the full Club year.
- Visit a Sertoma Club meeting during the year, in order to fully appreciate the lifelong commitment of SERvice TO MAnkind.

## ORGANIZATION

Each Serteen Club must meet the following requirements:

- Have approval of school officials if formed in a school;
- Have a Sponsoring Sertoma Club;
- Have an active adult member of the Sponsoring Sertoma Club serve as Sponsor Club Liaison;
- Have an adult Serteen Club Advisor;
- Adopt the standard Constitution and Bylaws;
- Have a minimum of 15 Charter Members; and
- Agree to prohibit any discrimination in its membership requirements based on race, color, disability, creed, gender, national origin, or religion.

To officially charter with Sertoma, the following items must be submitted:

- Charter fee of \$225 (covers the first year sponsorship fee and club Charter)
- FORM 1-D: Serteen Organization Meeting Report, (see page 71).
- FORM 1-A: Membership Report Roster, (see page 72) names and addresses of all members, officers and advisors; and Club Constitution and Club Bylaws as amended and adopted by the Club (include FORM 1-F: Official Record) (see page 50).

## PROGRAMS AND ACTIVITIES

### **Sponsorship**

The purpose of every Serteen Club is to provide young people the opportunity and experience to learn and to value giving SERVICE TO MAnkind. Through the support of their Serteen Club Advisor and Sponsor Club Liaison, members learn how to identify and address community needs, be that within their school, city, state, or nation. In addition to working on a local level, Serteen Clubs have the opportunity to support the national sponsorship programs of Sertoma. Additional information on these programs is found in Appendix A, beginning on page 27 of the Manual.

## CLUB AWARDS

Serteen Clubs meeting certain standards of excellence in operation, management, and participation in club activities may earn a banner medallion distinguishing them as an "Honor Club." Detailed information about the Serteen Awards Program is located in Appendix B.

### Club Activity Awards

Serteen Clubs are eligible to earn awards for outstanding activities for:

- Publicity Award
- GEMHunt – Annual Membership Drive
- Honor Club Award
- Community Achievement Awards

### Young Citizens Award

Through the Young Citizens Award, Serteen Clubs may recognize outstanding young citizens in their communities. Recognition should be given for humanitarian, heroic, civic, or other service. Anyone under 21 is eligible to receive this award except Serteen Club members. Ideally, the award is presented at a special banquet, school honors program, a Sponsoring Sertoma Club activity, or other appropriate ceremony. Sertoma offers numerous types of recognition. See your Sponsor Club Liaison for assistance with Sertoma recognition materials.

### Serteen Of The Year Award

This is an award that begins at the Serteen Club level. This award is presented to the outstanding Serteen for involvement and leadership in the club, school, or community. Club nominations are judged at the Regional level of Sertoma, and those recipients are forwarded on the national level. Annually, Sertoma presents a national Serteen of the Year Award at the Annual Sertoma Convention. The recipient is invited to attend an awards ceremony.

### Advisor Of The Year Award

The Serteen Club Advisor of the Year award is an opportunity to recognize and award outstanding Serteen Club Advisors for their role in the success of the Serteen program. The award should be based on the Serteen Club Advisor's contributions to the club, school, or community. Club nominations are judged at the Regional level of Sertoma, and those recipients are forwarded on to the national level. Annually, Sertoma presents a national Serteen Club Advisor of the Year Award at the Annual Sertoma Convention. The recipient is invited to attend an awards ceremony.

### Club of the Year Award

The Club of the Year Award recognizes the outstanding accomplishments of a Serteen Club in promoting the goals and ideals of SERvice TO MAnkind. This award is judged only at the national level and is presented at the Annual Sertoma Convention. The Serteen Club President and Serteen Club Advisor are invited to attend an awards ceremony.

## FEES

In order to be a Serteen Club, a Sertoma Club must sponsor you. That Sertoma Club is then responsible for the \$200 renewal fee to Sertoma Headquarters. This is paid each July, beginning with the first July following the charter year. Member supplies (pins, certificates) are sent to the Serteen Club upon request for new members reported on the FORM 1-B: Serteen Biannual Report, (see page 35). Club members and the Serteen Club Advisor(s) determine the amount of dues if needed for the club. If dues are to be collected by the club, appropriate financial management must be arranged and approved by the Serteen Club Advisor. Each club may charge its members an admission fee that is not to exceed \$5.

## REPORTS

The following forms (see Appendix D) are due at Sertoma Headquarters when the new club officially charts:

- Form 1-D: Serteen Organization Meeting Report (see page 71)
- Form 1-A: Membership Report Roster (see page 72)
- Form 1-F: Official Record (see page 50)
- Also include, amended Club Constitution and Bylaws (see Appendix C)

## SERTOMA: YOUR SPONSORING ORGANIZATION

Sertoma is a service club organization represented by approximately 20,000 successful civic leaders – men and women – who are dedicated to volunteerism and SERVICE TO MANKIND. Based in Kansas City, Mo., the organization was founded April 11, 1912.

As the parent organization, Sertoma helps clubs increase the effectiveness of their community service activities. Annually, Sertoma Clubs sponsor thousands of moneymaking projects, raising more than \$20 million to support Sertoma sponsorship projects.

Sertoma Headquarters is open Monday through Friday from 8:00 a.m. to 4:30 p.m., Central Standard Time. A professional full – time staff is dedicated to supporting organization’s programs and services.

Sertoma Headquarters  
**Attn: Sponsorships Department**  
1912 East Meyer Boulevard, Kansas City, MO 64132 – 1174  
Phone (816) 333-8300; FAX (816) 333-4320  
Email: [infosertoma@sertomahq.org](mailto:infosertoma@sertomahq.org)  
Web site: [www.sertoma.org](http://www.sertoma.org)

## **ADULT VOLUNTEERS SUPPORTING SERTEEN CLUBS**

Functionally, adult volunteers who support Serteen Clubs serve as an advisory capacity and, as such, are generally viewed by Serreens as Serteen Club Advisors. While the broad term of “Advisor” is acceptable, a distinction must be made between two types of adult volunteers who support Serteen Clubs—the Sponsor Club Liaison and the Serteen Club Advisor. Because Serteen Clubs are sponsored by Sertoma Clubs, the need exists for a liaison between the Sponsoring Sertoma Club and the Serteen Club.

### **Sponsor Club Liaison**

The Sponsor Club Liaison must be a member of the sponsoring Sertoma Club. This is the person who maintains close contact with the Serteen Club to see that the sponsoring Sertoma Club’s goals for the Serteen Club are being met. The Sponsor Club Liaison is the broad overseer of the Serteen Club and is accountable to the sponsoring Sertoma Club and its Board of Directors for activities and finances of the Serteen Club. The Sponsor Club Liaison is the main contact for Sertoma for the Serteen Club. The Sponsor Club Liaison may also serve as a Serteen Club Advisor.

Because Serteen Clubs are a sponsorship of Sertoma Clubs, it is suggested that sponsoring Sertoma Clubs give the title of “Serteen Director” to the Sponsor Club Liaison. The Serteen Director would also sit on the sponsoring Sertoma Club’s Board of Directors, thereby strengthening the link between the Sertoma Club and the Serteen Club.

### **Serteen Club Advisor**

The Serteen Club Advisor volunteers his or her time to support the Serteen program. The Serteen Club Advisor may or may not be a Sertoma member. This is the person who maintains close contact with the Serteen Club to see that members are gaining from their experiences. The Serteen Club Advisor should counsel and assist with all activities and financial issues when Serteen Club members have questions, but Serteen Club members still direct all club activities.

A close working relationship between the Sponsor Club Liaison and the Serteen Club Advisor needs to be established. Sponsoring Sertoma Clubs may want to invite the Serteen Club Advisor to become a member of the Sertoma Club. In some instances, as a gesture of appreciation, the sponsoring Sertoma Club has paid club fees for the Serteen Club Advisor to Sertoma.

# SERTEEN CLUB LEADERSHIP

## CLUB OFFICERS

Each Serteen Club officer brings a variety of experiences and talents to the office and a solid commitment to making great things happen within the program. Teamwork is the key to a successful year. Every member of the leadership team should have individual assignments. When someone experiences difficulties, others should offer encouragement and help.

As you prepare for your leadership experience, let's review the basic purposes of a Serteen Club:

- To promote acquaintances, friendship and fellowship as an opportunity for service;
- To encourage and foster the idea of service;
- To provide opportunities for members to serve the less fortunate and the general community;
- To promote the principles of democracy;
- To encourage active citizenship; and
- To create acceptance and understanding among all.

At your first club meeting of the new year and occasionally after that, take a few minutes to review the purposes with members of your Serteen Club. These purposes serve as a way to measure progress and to help determine if your club is on the right course.

### **PRESIDENT**

The President leads and supports the special team of officers.

The President must organize, lead, suggest and inspire. To prepare the President should:

- Develop and implement a plan of action, with support of the Serteen Club Advisor and club members;
- Have a written agenda for each club meeting;
- Become familiar with parliamentary procedure;
- Delegate responsibilities to Officers, Directors, and Committee Chairs to ensure club success;
- Select capable members to be Committee Chairs; and
- Work closely with the Secretary and Serteen Club Advisor to ensure reports are submitted on time.

#### **Personal Development**

As leader of the organization, the President must be prepared to handle a variety of situations. It begins with you. Your character will greatly determine your success. Good leaders are tactful, friendly, objective, and must always have integrity.

Attitude is the most important factor in leadership. You can predetermine your success by expecting positive results throughout the year. Take the initiative; make things happen.

Communication is as important as attitude. No matter how much one talks, successful communication occurs only when someone listens. In addition to speaking, you must be an active listener to truly hear what others are saying.

Leadership techniques must be acquired and developed. They do not come with the office. You should develop an understanding of and constantly improve your ability to:

- Delegate responsibilities;
- Preside at meetings; and
- Motivate members toward achievements.

Learn the rules and procedures required for the club to operate efficiently and effectively. Review carefully your Club Constitution and Bylaws.

Remember that help is available. Your Sertoma leaders and staff at Sertoma Headquarters are eager to serve your club.

Keep notes on ideas and things to do. A good checklist will be beneficial to you as a leader. Establish a schedule for completion of each item on your agenda.

Establish specific goals, such as service, fellowship, and self-improvement for members. Keep these objectives in mind and put your goals in writing.

Learn parliamentary procedure in order to become familiar with the basics of how to conduct a meeting.

Review your club's sponsorship agenda. Provide a good variety of activities for all of your members.

Know the team. Get to know your members, especially those who don't come to meetings. Make sure the active members are involved in your club. Members who don't come to the meetings may be waiting for your invitation to return.

## **RESPONSIBILITIES**

### **Club Organization**

Your leadership team is crucial to the success of your club. Get to know your club officers and members of the Board of Directors. The club President must fully understand how the leadership team and club operate. Become familiar with each leader's responsibilities and personality.

### **Constitution and Bylaws**

The Club Constitutions and Bylaws are designed to provide a basic foundation for your club. Review them carefully.

### **Club Meetings**

Meetings should open and close on time. The presiding officer should follow a well-prepared timed agenda. The Secretary usually prepares or helps the President prepare the agenda (see Sample Club Meeting Agenda on page 20). An interesting meeting often depends upon the morale, tone, and quality of programs and presiding ability of the President.

Do everything possible to maintain the interest of members and encourage fellowship. As President, meet and greet guests before the meeting starts. Your personal welcome will add a nice touch. Don't forget the importance of remembering a person's name. Be sure that during the meeting you introduce any guests. Have them stand for recognition. Following a guest's visit, you should follow up with a "thanks for coming" note, along with a copy of the club newsletter (if one is printed) in which that person's name appears.

### **The Community**

Be sure the community knows that your club can be depended upon to provide valuable services. Take time to offer your club's cooperation to other schools and local charitable organizations. Whatever commitments you make, be ready to follow up. Your club must be known as an organization that keeps its word.

### **Organizing Committees**

The sample Serteen Club committee structure in this manual was designed to help you. Study it carefully.

Identify the standing and special committees your club needs. What would each committee need during the year in order to meet the goals of the club. Put your conclusions in writing. Which member of your club would be the best person to chair each committee or project? Be ready to appoint committee chairs before the year begins. Make sure these individuals are willing to handle the assignment.

Consider the make-up of your members and make sure everyone is involved. Do not overlook or overwork anyone.

### **Board/Officers' Meetings**

The President is responsible for holding meetings at times specified in the Club Bylaws. Practically all business and general operations of the club should be handled at Board/Officers' Meetings, not at club meetings.

The President should develop the meeting agenda. Generally, the Board/Officers' Meeting will be held on a day and at a time other than a regular club meeting, (see Sample Board/Officers' Meeting Agenda on page 21).

## **CLUB PRESIDENT'S PLANNING CALENDAR**

### **Year-Round Reminders**

- Prepare President's Message for every club newsletter.
- Use a written agenda for each club meeting.
- Remind club Secretary to submit FORM 1-B: Serteen Biannual Report (see page 35) and FORM 1-C: Serteen Biannual Report (see page 35) on time. Due at Sertoma Headquarters postmarked my October 10<sup>th</sup> and February 10<sup>th</sup>
- Plan to send a story and photo to the Sertoma Headquarters this year on a unique club project.
- New member induction should be scheduled whenever a new member joins the club.
- Visit meetings of your sponsoring Sertoma Club.

### **July**

- Hold a club social activity.

### **August**

- Begin preparations for opening of school year.

### **September**

- The Club Officer Installation is a top priority.
- Have Membership Committee kick off a new member recruiting drive at the first meeting in the Fall.
- Review and study the Serteen Club Manual.
- Invite members of your sponsoring Sertoma Club to a Serteen Club meeting.
- Schedule your first Board of Directors/Officers' meeting as early as possible.
- Determine sponsorship activities for the year.
- Hold a social activity.

### **October**

- FORM 1-B: Serteen Biannual Report, (see page 36) due at Sertoma Headquarters postmarked by October 10<sup>th</sup>.
- Have Membership Committee review goals and progress of membership drive.
- Conduct a Sponsorship activity.

### **November**

- Awards Committee should review awards rules and present them to the club membership.
- Hold a progress meeting with the Board of Directors/Officers.
- Determine your club recipient for Serteen Club Advisor of the Year.
- Determine your club recipient for Serteen of the Year

### **December**

- Conduct a sponsorship activity.
- Plan a club social activity.

### **January**

- Send photographs and story to Sertoma Headquarters, attn: Sponsorships Department on a club project.
- Conduct a sponsorship activity.

### **February**

- FORM 1-C: Serteen Biannual Report (see page 36) is due at Sertoma Headquarters postmarked by February 10<sup>th</sup>.
- Serteen of the Year entries due to Sertoma Director by February 15<sup>th</sup>.
- Serteen Club Advisor of the Year entries due to Sertoma Director by February 15<sup>th</sup>.
- Review with the Board of Directors/Officers the club's goals for the year.
- Recognize club achievers.
- Begin preparing a national Serteen Club of the Year entry.

### **March**

- National Sertoma Club of the Year Advisor entries due to Sertoma Headquarters by March 15<sup>th</sup>.
- Prepare entries for other club awards before March 31<sup>st</sup>.
- Urge members to think about holding elective offices in the club.
- Conduct a sponsorship activity.

### **April**

- Observe Sertoma's anniversary, April 11, 1912, the founding date.
- FORM 1-H Award Affidavit (see page 42) is due by April 1<sup>st</sup>.
- FORM 1-I: Honor Club Certification (see page 44) to be submitted with Form 1-H: Award Affidavit.

### **May**

- Elect club officers.
- Submit a news article and photographs about your club's sponsorships to Sertoma Headquarters.
- Hold progress meeting with the Board of Directors/Officers.
- Plan summer social activities for the club.
- Begin plans for next year's sponsorship and membership activities.

### **June**

- Hold a club social activity.

## **VICE PRESIDENT**

Sertoma Clubs may decide to have more than one Vice President, but usually no more than three. Each one assists the President in the administration of club affairs.

Traditionally, the Vice Presidents serve as chair of one of the club's three major committees: Membership, Programs and Sponsorships. However, one of the Vice Presidents may serve as chair of a Fundraising Committee or a Publicity Committee.

## **VICE PRESIDENT MEMBERSHIP**

Works with the President in developing and implementing an effective membership development plan, including:

### **MEMBERSHIP RECRUITMENT**

- Membership retention,
- Orientation for new members,
- New member induction, and
- Processing of membership nominations.

### **VICE PRESIDENT SPONSORSHIP**

- Ensures the club has a healthy program of sponsorships or service projects.
- Encourages the leadership team to make sure sponsorships are planned and implemented throughout the school year.
- Oversees the sponsorship sub – committees in collaboration with other leaders.

### **VICE PRESIDENT PROGRAMS/SOCIAL**

- Emphasizes importance of having an occasional "outside" guests at a regular club meeting.
- Greets guest speakers and ensures they are comfortable.
- Helps the President involve every member, particularly new members, in club activities.
- Plans social activities.

## **SECRETARY**

- Keeps minutes of the club and Board/Officer Meetings.
- Assists in planning the agenda.
- Maintains an accurate roster of the club membership.
- Updates all club records, including membership and attendance records, meeting minutes and committee reports.
- Reports all membership changes to Sertoma Headquarters on Biannual Reports October 10<sup>th</sup> and February 10<sup>th</sup>.
- Submits the Award Affidavit on time.
- Maintains correspondence for the club with other Serteen Clubs, Sertoma leadership, and Sertoma Headquarters.
- Receives, answers and files all club correspondence and requests.
- Reads all correspondence from Sertoma Headquarters and Sertoma leaders at Board/Officer Meetings.
- Becomes familiar with past practices, policies of the club and the Constitution and Bylaws.
- Submits entries on behalf of club members eligible for awards.
- The Secretary works closely with the person who is designated as Club Newsletter Editor, ensuring its regular publication. In some cases, the Secretary serves as editor.

## **TREASURER**

The Treasurer if required is responsible for all club funds. The Secretary may hold this position. The Treasurer should submit monthly financial reports to the club members and the Serteen Club Advisor. Appropriations from the treasury should be made only upon approval of the Board of Directors/Club Officers and the Serteen Club Advisor.

The Treasurer must keep complete and accurate financial records for the club. All club funds must be placed in a depository set up by the sponsoring Sertoma Club.

## **SERGEANT-AT-ARMS**

The Sergeant-at-Arms is responsible for ensuring that all club property is properly placed for each meeting and returned after the meeting. The Sergeant-at-Arms is the official greeter for the club, makes all visitors welcome and sees that the club President properly introduces them.

## **BOARD OF DIRECTORS/OFFICERS**

Some Serteen Clubs have a Board of Directors, mirroring the Sertoma Club structure. The Serteen Club Board of Directors manages the functions of the Serteen Club. It is comprised of the officers and directors. The Board of Directors/Officers has a variety of specific responsibilities including the following:

- Develop and maintain club goals;
- Develop, approve and monitor the club budget;
- Consider the eligibility of proposed members;
- Formulate club policies;
- Consider long - term and short - term plans for the club; and
- Receive, evaluate and act upon various committee reports.

Committee chairs, if not members of the Board of Directors, should attend meetings of the board.

## MEMBERSHIP FEES AND DUES

The dues and fees structure and related responsibilities are important to every club and to every member. The Treasurer should be familiar with these matters, as defined in the Club Bylaws.

### Operating and Sponsorship Money

Clubs must clearly account for the use of all funds, specifically those acquired from fundraising projects. All funds raised to support a sponsorship must go toward that sponsorship, less any direct expense of the fundraising project. The staff at Sertoma's Headquarters can assist the Serteen Club Liaison and Advisor if they need assistance or have questions concerning the handling of operational (fees or dues) and sponsorship monies.

## SERTEEN CLUB COMMITTEES SPONSORSHIPS

The Sponsorships Committee should consider the following fundamentals of Serteen Club sponsorships:

- "Teens in SERvice TO MAnkind" is the cornerstone of a Serteen Club.
- The active member performs this service.
- A member's contribution or service varies in proportion to his or her interests.
- The project must be interesting.
- The project must not be an overwhelming task either financially or in service hours required.

The most successful Serteen Club sponsorships are those that have been carefully nurtured and maintained until they have become identified with the club. Sponsorships may assist in community development or provide service to individuals or groups. After identifying a sponsorship, the committee must develop a plan for meeting that need and decide how to finance the project.

**Publicity:** When selecting a sponsorship, a club's first concern should be the opportunity to serve. Publicity however, may help advance the project while recognizing the club and is worth consideration.

Publicize sponsorships to club members through the club newsletter and to the entire community through newspaper, radio, and television if possible. Tell Sertomans and Ser teens everywhere about your success stories by sending complete information and photographs to the Sertoma Headquarters for exposure in a Sertoma publication.

### How To Select A Sponsorship

To select a sponsorship program for your club, review any sponsorship history and the program's present status. What projects are currently being sponsored, and what are the interests of club members?

The Sponsorships Committee must have an enthusiastic Chairman to promote the research and implementation behind outstanding service projects. In a new club or in a club without a satisfactory sponsorship, pursue a short-term project first. After short-term sponsorships are mastered; the committee may decide the club is ready for a long-term challenge.

A club will gain a greater sense of accomplishment and pride if it provides a service not available from any other organization in the community. Search your community for a real need your Club can fill.

**Factors to Consider:** When considering possible sponsorships, the committee should evaluate several factors:

- The interests of club members. Do they want to expend money, service hours, or both? Do members want to develop an entirely new project? (A questionnaire may help to determine these projects.)
- The amount of money available for immediate use and over a long term
- The interest in investing service hours over a short or long period and in what ways
- The community's needs. Survey your city to determine the needs the Serteen Club can fill - Consult city officials, school officials and nurses, county welfare and medical officials, and your own sponsoring Sertoma Club members.

## TYPES OF SPONSORSHIPS

### Short-Term Projects

Short-term projects may be used for brief activity and interest on one or more occasions.

- Send a child to summer camp.
- Buy an article or furnish a wheelchair for a disabled child or a set of encyclopedias for an orphanage.
- Give to an organized charity, such as the March of Dimes, Red Cross, etc.
- Leadership hours.
- Provide tutoring services for school.

### Long-Term Projects

Long-term projects are permanent sponsorships that are best started on a small scale and expanded. Long-range planning over a year is desirable.

- Service hours. Devote time regularly over a long-term period.
- Entertainment, recreation, and visitation activities at a nursing home.
- Leadership hours. Because of the time involved, a leader often can't commit time to a project regularly. Therefore, some club members prefer to lean on a professional leader for continuity of program and then participate in an occasional leadership activity.
- Ask how many hours they would personally donate to the project.
- Ask how much money they think the club should spend on the project.
- Ask their opinions on previous years' National Heritage Programs.

See Appendix A: Sponsorships for more information.

## MEMBERSHIP COMMITTEE

The Membership Committee is responsible for strengthening the club through membership recruiting and conservation. One of the main objectives of a progressive Serteen Club is to build and maintain a strong membership. Whenever possible, the club should continually recruit new members.

New members mean:

- New ideas
- More fellowship
- More members to participate in club activities
- More significant community contributions
- More effective community recognition
- Greater financial achievement.

Your club and your community profit by a strong membership. More Serteen members involved in SERVICE TO MANKIND will make your community a better place to live.

### Attendance – Sub Committee or Activity of Membership

Instructive and entertaining programs are important BUT an effective, lively Attendance Committee may also keep members attending meetings. Sixty percent is considered minimum, 70 percent is good; and 80 percent is desirable. When a member becomes delinquent in attendance, the Attendance Committee finds out WHY.

If a club member misses four consecutive meetings, the Committee Chairman and Vice President should make a personal call. Approach the member by asking "What's wrong with our club? How can we improve it? We miss you and need your help." Members must realize they are important to the club and the club wants their assistance.

### Suggestions

Recognize perfect attendance. Have attendance contests with competition among individuals or teams. Provide attendance prizes at each meeting, drawing for recipients among those present.

## PROGRAMS AND SOCIAL COMMITTEE

One of the most important elements of a regular club meeting is the presentation made by a speaker, often times an outside speaker. This is called "the program" and should not be confused with the service program called "sponsorships." This is an important role as this committee has the responsibility to put fun and excitement into the activities of their Serteen Club. Be it a regular club meeting or an educational social outing, this work is critical to:

- **Maintaining Interest:** Much of the members' interest in the club is developed and maintained, or weakened, by the character of the meetings. Consistently good programs play a large part in maintaining interest.
- **Improving Attendance:** Because attendance reflects interest, the Program Committee may have much to do with improving a club's attendance record.
- **Club Education:** The program offers an opportunity to inform club members.
- **Informing the Public:** Reports of good meetings appearing in the school press is an excellent technique for educating fellow students about the value of your club.
- **Aiding Growth:** Non-members will welcome invitations to membership if they attend as guests and decide to join the club.

## ELEMENTS OF A GOOD PROGRAM

**Friendliness:** The manner in which announcements and introductions are made, the recognition of visitors, and other activities help make the program successful.

**Humor:** Tasteful skits and humorous references are valuable in almost any program, but they should not detract from the dignity and standing of the club.

**Keeping to Schedule:** An agenda is important to conducting a meeting efficiently. If your program includes a speaker, advise the individual how much time has been allotted for his or her presentation. ADJOURN ON TIME!

## PROGRAM SOURCES

A careful inventory of the program material available in the community will be useful. These suggestions may help develop an inventory.

**Members of the Club:** The atmosphere of fellowship in a club should allow every member to take part. Members might be asked to speak on personal goals or accomplishments or hobbies or outside interests.

**Other Citizens of the Community:** Every community has qualified speakers who would welcome an opportunity to appear on a club's program to address their area of expertise.

**Institutions and Organizations:** Possibilities include teachers, executives of libraries, orphanages, hospitals, etc. or representatives of national organizations that have a local office. Do not limit this to speakers coming to your meetings; consider tours and visits to museums or other places of interest and value to the members.

**Miscellaneous:** Representatives of national organizations may often speak without expense to the club. Investigate this by corresponding with the organization's central office.

## SOCIAL EVENTS

These offer a great opportunity to build and strengthen the club. These events are also a good way to reward the hard work that goes into any successful sponsorship or fundraising effort. Social activities do not have to be a freestanding event, anytime the club has a meeting, consider how to build some "social time" for the members to enjoy. Make sure social activities are appropriate and designed to involve all the members and guests.

**Responsibilities:** The Social Activities Chairman and the Committee Members put the fun and excitement into the weekly and monthly activities of their Serteen Club.

Serteens work hard, but they play hard, too. It is important to provide social activities to interrupt the heavy work schedule of your club, so members and their families may become better acquainted.

## INTER-CLUB COMMITTEE

**Responsibilities:** The Inter-Club Committee ensures the club becomes completely involved with other Serteen Clubs in the same and adjacent geographical areas.

**Communicate:** The first step is to establish communications with the Serteen Clubs in your area - put them on your mailing list and see that they get your newsletters, making them aware of your activities.

The Committee can then arrange for friendly contests to be worked out between all of the clubs in your area. For instance, hold contests relating to service, development of membership, fundraising contests, athletic competitions such as volleyball, softball, and other activities.

**New Clubs:** Don't overlook welcoming newly chartered clubs into the great family of Serteen Clubs. Make them feel welcome. Invite members to attend one of your club meetings. Let them know you really care!

**Exchange ideas:** Arrange joint meetings with the Serteen Clubs in your area for a complete exchange of ideas on fundraising, sponsorships, membership growth, and all other aspects of good club management.

**Social and Fellowship Development:** In cooperation with your Social Committee, arrange for parties, dances, attendance at major sporting events and other activities that can involve your Serteen Club and others.

**From Attendance:**

**Make Up Attendance**

A member may make up an absence by attending one of the following meetings one week prior to or one month following the missed meeting:

- Another Serteen Club meeting; (attested by a certificate signed by that club's Secretary).
- A club Board of Directors/Officers' meeting;
- A Sertoma Sponsor Club meeting or Sponsor Club Board meeting; or
- A meeting of another organization that the member is attending as a representative of the Serteen Club.

**Programs:** Many committees develop numerous new ways to socialize. These are some of the most popular:

- |                                       |                   |
|---------------------------------------|-------------------|
| • Dances                              | • Picnics         |
| • Sporting Events                     | • Holiday Parties |
| • Educational Trips                   | • Movie Parties   |
| • Dinner - Honorary, Ceremonial, Etc. | • Guest Speakers  |

## FUNDRAISING COMMITTEE

A great deal of service does not require fundraising. However, if you are going to raise funds to support your club's sponsorship, than choosing the right one is important. This committee should work closely with the Sponsorships Committee to determine an appropriate activity.

**Remember:**

- Many good fundraisers take more than one year to become successful.
- Successful fundraisers need active participation from all members.
- Use a chairman, committee(s), and a lot of good planning and, of course, follow through.
- Don't expect to earn HUNDREDS the first year.
- Don't over-commit your resources. Member burnout could result from "over" commitment.

Your Serteen Club may use one of the topics included as a fundraiser or one of its own. We encourage you to share that information with other Serteen Clubs. Send fundraising project ideas or questions to Sertoma Headquarters in Kansas City.

## Miscellaneous Money –Makers

**Sales:** Balloon, Bake, Cake, Bulbs or Flowers, Calendar, Holiday Ornaments, Cook Books, Coupon Books, Flags, Garage, Light Bulbs, Pumpkins, Used Books, White elephants

**Marathons or Tournaments:** Chess, Basketball, Bike, Frisbee Hand Ball, Jogging, Night Golf, Ping Pong, Putt Golf, Skiing, Soccer, Softball, Tennis, Volleyball, Wheelchair Basketball or Softball, Backgammon, or Badminton.

- All You Can Eat Breakfast
- Aluminum Recycling
- Bake Off
- Cake Walk
- Car Washes
- Holiday Gift Wrap
- Concession Stands
- Cross Country Ski Races
- Curb Painting
- Dunking Booths
- Face Painting
- Hay Rides for Hire
- Hole in One Contest
- Holiday Singing Telegrams
- Lawn Mowing
- Photo Contest
- Photos with Santa
- Pie Eating Contest
- Pie Throwing Contest
- Puppet Show
- Trivial Pursuit Contest
- Window Wash

## THE PUBLICITY COMMITTEE

### Responsibilities

See that an advance announcement or a follow-up report of each meeting appears in the school paper. Send news releases and photographs of interest to the Sertoma Headquarters for Sertoma publications. Compile the yearly scrapbook. Supervise the advance publicity on all major club sponsorship projects and social events. Publish the club newsletter.

### The Club Newsletter

The club newsletter is the club's primary method for maintaining contact with all members. A Sertoma member uses this to keep up-to-date with club activities. The newsletter should educate, share interests, and entertain its readers.

**Circulation.** Copies of each issue of the club newsletter should be sent to Sertoma Headquarters and your sponsoring Sertoma club.

### Content. A club newsletter should:

- Announce the program for the next meeting to create interest and improve attendance;
- Briefly outline important points of the preceding meeting for members who were unable to attend, and to refresh members who did attend;
- Announce Board/Officer Meetings and report on Board/Officer actions;
- Report committee appointments, activities and the date, time, and place of committee meetings;
- Stimulate active interest in club sponsorships;
- Promote social and athletic events;
- Recognize members who receive honors or achievements in the community;
- Announce new members to promote a spirit of fellowship and goodwill; and
- Note terminations of memberships and changes of address.

## Tips for a Better Club Newsletter

Now you know what to put into your newsletter. The trick is to make sure your club members read it.

- Separate items through the use of headlines, CAPITALIZATION and paragraphs (or a combination of these methods). Your newsletter will be more easily read and will have a neater appearance.
- Avoid filling your newsletter with jokes, which should be used as fillers, not as the main body of the newsletter. Jokes or illustrations of a questionable nature have no place in Serteen publications.
- Use names! Everybody likes to see his or her name in print. List committees, sponsorship workers and participants in the last meeting. Attribute funny stories or experiences to members, perhaps even for some of those filler jokes. (That way you won't have to take the blame for them!)
- Write, as you would speak. Present the facts, noting highlights of interest to your readers. Note interesting or unusual happenings at meetings
- If you have the space and time, prepare a concise, well-planned editorial on some item of interest to your membership.
- Take pride in your newsletter, and your newsletter will make you proud.

## SERTEEN CLUB MEETINGS AND CEREMONIES

### BOARD/OFFICER MEETINGS

People who give time as volunteers tend to be the busiest people in your school and community. That is why it is critical how you hold a board, club, or committee meeting. Do not waste time by not being prepared.

- Make sure agenda is clear;
- See that people have any information they need at or before the meeting;
- Start on time, finish on time, and follow the agenda;
- Control the meeting – understand and use Robert's Rules of Order;
- Make sure speakers and committee presenters know how long they have and hold them to it; and
- Always allow time for questions following a speaker or committee presentation.

## SAMPLE CLUB MEETING AGENDA

Date:

Time:

Order of Agenda:

- a) Call to Order by President
- b) Invocation
- c) Pledge of Allegiance
- d) Fellowship
- e) Introduction by guests
- f) Birthdays
- g) Brief Committee Reports
- h) Announcement of Serteen of the Week or Month
- i) Other Special Announcements
- j) Sergeant-at-Arms Report
- k) Adjournment

If your club invites a guest to speak at your club meeting you would want to add the following section to your agenda:

- a) Introduction by Guest Speaker
- b) Guest Speaker
- c) Question and Answer Period
- d) Appreciation to Guest Speaker

# SAMPLE BOARD/OFFICERS' MEETING AGENDA

Date:

Time:

Order of Agenda:

- a) Meeting called to order
- b) Invocation
- c) Pledge of Allegiance
- d) Roll Call
- e) Remarks by the President
- f) Reading and approval of the Minutes
- g) Report of the Secretary
- h) Reports of the Treasurer
- i) Committee Reports
  - Membership
  - Sponsorship
  - Fundraising
  - Publicity
  - Social
- j) Unfinished Business
- k) New Business
- l) Adjournment

## PARLIAMENTARY PROCEDURE AT A GLANCE

	To Do This:	You Say This:		Must Motion be Seconded?	Order of Precedence	May Motion be Amended?	May Motion be Debated?	Who Decides the Outcome?
<b>Main Business Actions</b>	Introduce business (make a main motion)	"I move that..."		YES		YES	YES	MAJORITY
		Change a motion or resolution	"I move that this motion be amended by?"	YES		YES	YES	MAJORITY
<b>Delaying or Blocking Actions</b>	Postpone indefinitely	"I move that we postpone consideration of this question indefinitely."		YES		NO	YES	MAJORITY
		Refer to Committee	"I move that we refer this to the Committee on..."	YES		YES	YES	MAJORITY
		Postpone to a definite time	"I move that consideration of this matter be postponed until..."	YES				
		Lay on the table	"I move we table this."	YES		NO	NO	MAJORITY
		Recess the Meeting	"I move we recess until..."	YES		YES	NO	MAJORITY
		Adjourn the meeting	"I move we adjourn."	YES		NO	NO	MAJORITY
<b>Speeding up Actions</b>	Limit Debate	"I move that discussion be limited to (period of time)"		YES		YES	NO	2/3 VOTE
		Stop debate by calling for a vote	"I move the previous questions."	YES		NO	NO	2/3 VOTE
		Get a matter taken up ahead of schedule	"I move that we suspend the rules and consider..."	YES		NO	NO	2/3 VOTE
<b>Other Actions</b>	Obtain the floor to reply immediately to a personal affront or to call attention to a nuisance or an emergency	"Point of privilege."		NO		NO	NO	THE CHAIR
		Object to an improper procedure	"Point of order"	NO		NO	NO	THE CHAIR
		Get information about a procedure	"Point of information."	NO		NO	NO	THE CHAIR
		Get a count taken to verify a voice vote	"I call for a division of the assembly." Or "Division!"	NO		NO	NO	MAJORITY (if someone objects)
		Reconsider a matter already disposed of	"I move that we reconsider (now or later) our action on..."	YES		NO	YES (if original motion was debatable)	MAJORITY

For easy reference, the principle kinds of parliamentary action are grouped according to the general purpose they are intended to accomplish. Each action is bracketed with the specific words used to initiate it and the basic rules that will affect its outcome. If you want to know which actions get prior consideration over other actions...and in any lively debate you may need to know that...refer to the column "order of precedence." There, each motion or point that can be ranked has a rank - number assigned to it. The lower the number, the higher the motions' rank, that is, the fewer

other motions it yields to. A motion to adjourn thus takes precedence over any other motion on the chart. Amendment must be germane to the motion. An amendment that would nullify a motion is out of order. An amendment may be amended only once. Generally, any action that interferes with Members' rights requires a two-thirds vote. These motions have no fixed rank, but they may not be brought up while any other motion is pending. A person wishing to raise a point of privilege, order or urgent information may interrupt another person who has the floor; otherwise it's out of order to interrupt a speaker. A motion for a vote count must be made during or immediately after a voice vote, and an appeal motion must be made immediately after the chair's ruling is announced; both kinds of motion must be disposed of immediately. Neither has a general ruling except when the ruling being appealed has to do with the appealing Member's conduct or behavior in the meeting.

## INDUCTION CEREMONIES

### **New Members**

The importance of formally inducting a new member into a Serteen Club cannot be over-emphasized. The new member who receives a warm friendly welcome and is impressed with the serious obligation and privilege of being a Serteen will be a better member. The formal induction should be held at a regular club meeting. The club President normally conducts the induction ceremony.

### **Induction Ceremony No. 1**

As President, it is my pleasure to welcome (first name) as a member in the (name) Serteen Club. (First name), you are about to begin sharing with us the honor and privilege of Teens in SERvice TO MAnkind through community activities.

### **Induction Ceremony No. 2**

It is an honor for me today to present (First name) with a Serteen member certificate and pin. We are proud of you as a new member and hope you will show your pride in this Serteen Club. Our sponsorships provide community support. We encourage you to be involved. Our fundraisers are not only important to the life of our club; they are fun. Our Serteen Awards are important. We encourage you to achieve these also. Welcome to our club! Welcome to Serteens!

### **Installation of Officers and Directors**

The sponsoring Sertoma Club President or Sponsor Club Liaison should be invited to install new Serteen Club officers at a special meeting arranged for this purpose

### **Installation Ceremony**

The (name) Serteen Club begins a new year. Because of your interest, enthusiasm, experience, and demonstrated abilities of leadership, you have been elected to serve as the Officers for this New Year. The guidance of the club is now your responsibility. Its progress, sponsorship activities, and welfare during the year will depend upon how well you perform your duties.

### **President:**

(First name), you have been elected as the President of the (name) Serteen Club. You are the leader of a great organization, and your club now looks to you for leadership. Don't do all of the club's work yourself. Your ability to select capable committee chairman and to delegate work to the various officers will be the key to your success as President and to the success of the club during your administration. It is your responsibility to organize, lead, suggest, and inspire.

In working with your officers, their opinions and ideas should be respected always. Regular Board/Officer meetings are essential and exchange of opinions, ideas and suggestions is a sign of a healthy organization. It is with pleasure that I install you as President of the (name) Serteen Club.

### **Vice President(s):**

(Name them by name), you have been selected to the next highest office and are the right hand(s) of your President.

The President will assign you various duties in addition to those already assigned through your Club Bylaws. In the absence of the President, (one of) you will serve in his or her place with like powers and duties.

**Treasurer:**

(First name), as Treasurer, you are responsible for the finances of the club and all financial records. It is your duty to accurately account for all monies placed in your custody and to issue payments on behalf of the organization.

**Secretary:**

(First name), as Secretary, you are responsible for the records of the organization. You must keep an accurate record of the membership of your club; report changes in membership to Sertoma Headquarters; make all reports required by your Board of Directors/Officers from time to time; take care of all correspondence of the club and perform other duties as may be assigned to you. Your reports and correspondence are the primary source of information about your club.

**Sergeant-at-Arms:**

(First name), as Sergeant-at-Arms, you must preserve order at club meetings, and care for the gong, gavel, banner and badges. A good Sergeant - at - Arms is an asset to the club, not only from the point of preserving order but the many courtesy duties that are your responsibility.

See that members wear their pins. New or prospective members must be greeted cordially and made to feel welcome. No matter how friendly other officers are or how club meetings go, an enthusiastic Sergeant-at-Arms can enhance them all.

## PROTOCOL FOR USE OF THE U.S. FLAG

The flag of the United States of America should be at the center and at the highest point of the group when a number of flags of states or localities or pennants of societies are grouped and displayed from staffs.

When flags of states, cities, or localities of pennants of societies are flown on the same halyard with the flag of the United States, the latter should always be at the peak. When the flags are flown from adjacent staffs, the flag of the United States should be hoisted first and lowered last. No such flag or pennant may be placed above the flag of the United States or to the United States flag's right if facing the audience.

When flags of two or more nations are displayed, fly them from separate staffs of the same height. The flags should be approximately equal in size. International usage forbids the display of the flag of one nation above that of another nation in time of peace.

When used on a speaker's platform, the flag, if displayed flat, should be displayed above and behind the speaker. When displayed from a staff in a church or public auditorium, the flag of the United States of America should hold the position of superior prominence, in front of the audience and in the position of honor at the clergyman's or speaker's right as he or she faces the audience. Any other flag so displayed should be placed on the left of the clergyman or speaker or to the right of the audience.

No disrespect should be shown the flag of the United States of America. The flag should not be dipped to any person or thing. Regimental colors, state flags, organizational, or institutional flags are dipped as a mark of honor.

The flag should never touch anything beneath it, such as the ground, the floor, water, or merchandise.

The flag should never be carried flat or horizontally, but always aloft and free.

The flag should never be used as wearing apparel, bedding, or drapery. It should never be festooned, drawn back, nor up in folds, but always allowed falling free. Bunting of blue white and red may be used for covering a speaker's desk, draping the front of the platform and for decoration in general.

During the ceremony of hoisting or lowering the flag, or when the flag is passing in a parade or in review, all persons present, except those in uniform, should face the flag and stand at attention with the right hand over the heart. Those present in uniform should render the military salute. When not in uniform, men should remove their hats with their right hand and hold it at the left shoulder, the hand being over the heart. Aliens should stand at attention. The salute to the flag in a moving column should be rendered at the moment the flag passes.

During the rendition of the national anthem when the flag is displayed, all present, except those in uniform, should stand at attention facing the flag with the right hand over the heart. Men not in uniform should remove their hats with their right hand and hold it at the left shoulder, the hand being over the heart.

Persons in uniform should render the military salute at the first note of the anthem and retain this position until the last note. When the flag is not displayed, those present should face toward the music and act in the same manner they would if the flag were displayed there.

Pledge of Allegiance to the flag should be rendered by standing at attention facing the flag with the right hand over the heart. When not in uniform, men and women should remove their hats with their right hand and hold it at the left shoulder, the hand being over the heart.

When the flag of the United States is displayed from a staff projecting horizontally or at an angle from the windowsill, balcony or front of a building, the union of the flag should be placed at the peak of the staff unless the flag is at half - staff. When the flag is suspended over a sidewalk from a rope extending from a house to a pole at the edge of the sidewalk, the flag should be hoisted out, union first, from the building.

When displayed either horizontally or vertically against a wall, the union should be uppermost and to the flag's own right, that is, to the observer's left. When displayed in a window, the flag should be displayed in the same way, with the union or blue field to the left of the observer in the street.

The flag, when carried in a procession with another flag or flags, should be on the marching right; in other words, it should be on the flag's own right, or, if there is a line of other flags, in front of the center of the line.

The flag should not be draped over the hood, top and sides, or back of a vehicle or a railroad train or a boat. When the flag is displayed on a motorcar, the staff shall be fixed firmly to the chassis or clamped on the right fender.

No other flag or pennant should be placed above, or if on the same level, to the right of the flag of the United States of America.



# APPENDIX

**APPENDIX A  
SPONSORSHIPS OF SERTOMA**

SERTOMA SAFE EARS! ...TO HEAR THE FUTURE<sup>®</sup> ..... 28

NATIONAL HERITAGE/FREEDOM AND DEMOCRACY PROGRAM ..... 29

## **SERTOMA SAFEEARS! ...To hear the future<sup>©</sup>**

A collaborative effort with WISE EARS! ®

“Sertoma SAFEEARS! ...To hear the future” is the Sertoma service project to promote the important message of hearing loss and prevention.

The project involves giving a flyer providing information on hearing loss prevention at home, work and play, and will include a set of disposable hearing protection. Sites for this project may be local home improvement centers, events such as car and motorcycle races or air shows.

WISE EARS! Is providing the technical and education information for the printed materials, as well as supporting our efforts to expand the scope and quality of this project through the other members of the WISE EARS! Coalition.

Materials for the project can be found on the Sertoma Web site under Members. If you would like other printed materials for distribution, like bookmarks and door hangers, you can go to [Http://www.nidcd.nih.gov/health/education/index.asp](http://www.nidcd.nih.gov/health/education/index.asp) and download them. You can also order and distribute free publications from [www.nidcd.nih.gov](http://www.nidcd.nih.gov) and related organizations listed on the Fact Sheet Brochure. Grab bags that may include free earplugs, relevant brochures, a hearing checklist and a decibel chart and baby hearing checklist are also available from these sites.

The club members can take the Sertoma /Sertoma & You Brochure, in addition to the suggestions above, to selected locations such as schools and businesses. The clubs should stamp their club contact info on all of this literature that is left at each location.

For more information on “Sertoma SAFEEARS! ...To hear the future” and the WISE EARS! materials, please contact the Sponsorships department at Sertoma Headquarters.

# NATIONAL HERITAGE FREEDOM AND DEMOCRACY PROGRAM

One of Sertoma's Sponsorships is the National Heritage Program. The program provides activities that your club can do to increase national pride throughout the community.

The following provides many ideas for National Heritage and Freedom and Democracy projects that can be altered to suit your local situation. Our Serteen countries have vast and varied heritages that your club can celebrate. Look at the ethnic groups that make up your country's population. Draw on the various heritages of your area to develop a meaningful heritage program:

**Commitment.** A questionnaire will help you get a feel for your club's general commitment to the National Heritage Program. After tabulating survey results, report them to the club so that everyone has the necessary information to guide club activities. If you find the commitment level is low, maybe your club should try another project. Don't be afraid to recommend the club skip a National Heritage project if members are telling you they'd rather find another way to Serve Mankind. Club members will likely be more committed to a project if they perceive an unmet need in the community. Find an unclaimed service niche and fill it to get the most "bang for your buck" in terms of publicity and club commitment.

**Time and Planning.** Everything takes more time than you expect! Remember, too, that you're dealing with volunteers and tapping into their valuable time. Develop an approximate time line for your project, and then add a week to everything on the time line. When planning your project, set measurable goals (i.e. Get 100 entries in the Essay Contest, award three plaques and 100 certificates, receive mention in two newspapers and one local newscast). Set goals as a club and make them known to all club members, so that everyone knows what the group is trying to achieve.

**Professionalism.** As in any club project, rely on the special knowledge club members may be able to offer. If you're working with teachers on a school-wide project, take their advice on what methods work best. Enlist the help of as many "experts" as you need.

**Visibility.** Tell the world about your club's sponsorship successes! Watch the news for features on other groups' projects. Note any gimmicks or visual appeal that lured the TV crew to that event instead of others. Appoint a person or committee to handle publicity, which may include pre-event news releases to TV and radio stations and newspapers. Send pictures from previous events to convince them to cover this year's effort.

Notify your sponsoring club of your project and send a photo and story to the Sponsorships Department - "Serteens in Service" always makes a great feature in the *Sertoman* magazine. If you're sponsoring a National Heritage poster contest, ask a local shopping mall or bank to display the poster entries. Mall managers like this approach because it gets parents into the mall to view their children's entries (and buy from the merchants). Have celebrities judge the contest. Selecting local newscasters as judges practically guarantees a story on the late news!

Always search for ways to enhance the project's visibility. And remember, publicizing your sponsorships will increase awareness of your club - a big plus in fundraising and new member recruitment.

**Recognition.** Extend a big thank you to all project participants. The media may also notice plaque presentations. Contact Sertoma Headquarters at (800) 593-5646 to order special recognition items to suit your needs.

**Evaluation.** After the project is finished, evaluate it. All club members should participate in this exercise. Ask: Was it a good project? Should we do it again? What worked well? What didn't work? What should we change? How can we do it better? Keep very detailed notes of these evaluation comments for the next National Heritage Chairman.

## NATIONAL HOLIDAYS

### UNITED STATES

New Year's Day - January 1

Martin Luther King's Birthday - Third Monday in January

Lincoln's Birthday - February 12

Washington's Birthday - Third Monday in February

Good Friday

Easter Sunday

Memorial Day - Last Monday in May

Independence Day - July 4

Labor Day - First Monday in September

Columbus Day - Second Monday in October

Election Day - First Tuesday after First Monday in November

Veteran's Day - November 11

Thanksgiving - Fourth Thursday in November

Christmas - December 25

### CANADA

New Year's Day - January 1

Commonwealth - Second Tuesday in March

Good Friday

Easter Monday

Queen's Birthday Victoria Day - Monday preceding May 24

Canada Day - July 11

Labor Day - First Monday in September

Thanksgiving - Second Monday in October

Remembrance Day - November 11

Christmas - December 25 - 26

### MEXICO

New Year's Day - January 1

Constitution Day - February 5

Benito Juarez Birthday - March 21

Holy Thursday

Good Friday

Labor Day - May 1

Victory at Puebla - May 5

Independence Day - September 16

Columbus Day - October 12

All Saints Day - November 1

All Souls Day - November 2

Anniversary of 1910 Revolution - November 20

Our Lady of Guadalupe - December 12

Christmas - December 25

New Years Eve - December 31

Here are ideas for projects that may be used as they appear here or modified to suit your local situation. The possibilities for National Heritage activities are unlimited. Look at the ethnic groups that make up your community's population. Draw on the various heritages of your area to develop a meaningful Heritage program, or focus on freedom and democracy issues.

#### Freedom Week

The United States Freedom Week is held during President's Week in February each year. Sertoma club members can make a special observance through distribution of historical documents and program presentations.

#### Kid's Bill of Rights

Schedule Serteens to visit elementary schools and explain in simple terms what each right listed in the Bill of Rights means. Then, have the students write their own Kids' Bill of Rights. This can be done as an individual project or as a class with teacher participation. Kids could write a Bill of Rights for their particular school or classroom (i.e. Kids at Jefferson Elementary have the right to freely trade lunch items with other students; Kids in Mrs. Jones' class have the right to sit wherever they want in the classroom). This activity shows kids what democracy is and what rights they already enjoy at school. Distribute copies of the Bill of Rights or miniature US flags.

### **Speech Contest**

A speech contest on Freedom and Democracy is an exciting opportunity and an excellent project for community involvement. The contest may be directed toward:

- Upper elementary school students
- Junior high school students
- Senior high school students

The specific topics (although generally related to National Heritage), time frame and schedule are up to every club to determine. The following guidelines are suggested:

- Appoint a project chairman.
- Form a small committee to ensure that all details are accomplished.
- Write to the school superintendent or the school board and explain the intent of the project.
- Contact the school principal to ensure that this program would be acceptable to the school.
- Following the guidelines of the principal, contact the classroom teacher(s) to distribute information to the students.
- Develop simple rules for the speech contest and distribute to all participants. Rules should include the subject, time limit, dates for presentation and recognition of recipients.

Special order award certificates and plaques may be available by calling Sertoma Headquarters, (800) 593-5646.

### **Art Contest**

A National Heritage Art Contest is a fun and creative program for people of all ages. It offers everyone from school-age children to senior citizens the opportunity to express what freedom means to them, in an artistic manner.

Depending on the participants' ages, this contest allows for community appreciation through businesses that may be willing to display the winning artwork in their windows following the contest.

Suitable certificates, plaques and prizes may be available by calling Sertoma Headquarters, (800) 593-5646.

### **Essay Contest**

Sirteen Clubs may choose to participate in the National Heritage Essay Contest program. This contest is normally for elementary or junior high school students. Clubs have the option of adopting their own guidelines.

The following guidelines are suggested:

- The club president appoints a program chairman for the Essay Contest.
- The program chairman contacts the elementary or junior high school principal to make sure the program is acceptable to the school.
- Make contest guidelines available in written form to the teacher for distribution to students.
- Rules must include subject, word limitation, form of entry, (hand written or typed) and dates of contest.
- Certificates or plaques may be used for recognizing winning contestants.

An interesting twist is to encourage hearing impaired or non-speaking students to enter, presenting their message in sign language or using augmentative and alternative communication devices.

### **Freedoms Foundation**

The Freedoms Foundation at Valley Forge, PA, is a non-profit, apolitical, and nonsectarian organization that, since it's beginning in 1949, has directed its efforts toward preserving and perpetuating the principles embodied in America's freedom documents. Its national awards program recognizes individuals and organizations who "speak up for America" through words and actions supporting freedom and who seek to help solve critical issues facing the nation.

The Freedoms Foundation National Awards Program recognizes and draws public attention to constructive words and deeds that support the United States' social, political and economic system suggest solutions to critical issues and contribute to responsible citizenship.

Citizens and residents of the United States who speak out in editorials, speeches, sermons, cartoons, letters to editors, and by special projects may participate in the Freedoms Foundation Awards program. Material and activities first written, developed or released during the current academic year ending June 30 are suitable for the awards.

For additional information, write:

**Freedoms Foundation**  
1601 Valley Forge Rd.  
Valley Forge, PA 19482 – 0706  
Phone 800-896-5488  
Web site: [www.ffvf.org](http://www.ffvf.org)

### **Historical Documents**

Students in the United States study American History and historical documents such as the Bill of Rights and the Declaration of Independence. These are available through Sertoma Headquarters, (800) 593-5646.

The following guidelines are suggested:

- Contact the school board or the school principal to see if permission is necessary to distribute the documents; Coordinate the distribution with school teachers;
- National Heritage documents can be purchased from Sertoma Headquarters, (800) 593-5646; and
- Present and explain the documents to students.

### **Pledge Of Allegiance In American Sign Language**

National Grange, an agricultural organization that also serves people with hearing impairments, has developed a poster featuring the US Pledge of Allegiance in American Sign Language. The poster is ideal for use in schools and any other instance when a club wishes to tie in the speech and hearing message with the National Heritage Program.

### **Sample Sertoma Serteen Freedom Week Proclamations**

One effective method for reinforcing your club's National Heritage Program is asking local or state officials to proclaim Sertoma Freedom Week during February or when ever your National Heritage Program is most visible. Here are sample formats for State and Mayoral Proclamations:

## SAMPLE STATE PROCLAMATION

WHEREAS, we believe that man was endowed by his Creator with certain inalienable rights, and

WHEREAS, we believe that among those rights is that of Freedom, and

WHEREAS, the light of Freedom flickers weakly in many parts of the world today, due to the misconception of those inalienable rights and the perversion of true values, and

WHEREAS, our nation today remains the bulwark of the Free Way of Life, and

WHEREAS, Sertoma, a Civic Service Organization, has adopted an annual "Freedom Week" program to elucidate and reaffirm those principles of Freedom in conjunction with the organization's motto, "Service to Mankind," and

WHEREAS, Serteen Clubs in the State of \_\_\_\_\_ plan to carry out special patriotic and civic activities during Freedom Week, and

WHEREAS, it seems proper and fitting to accord official recognition to this patriotic effort,

NOW, THEREFORE, I, \_\_\_\_\_ Governor of the State of \_\_\_\_\_ do hereby proclaim the Week of February \_\_\_\_\_, 20\_\_\_\_\_.

### SERTEEN FREEDOM WEEK

And call upon all citizens of the State of \_\_\_\_\_ to reaffirm their faith in the principles of the Declaration of Independence and to rededicate them to the Free Way of Life.

(Seal here)

Given under my hand and the Executive Seal

This \_\_\_\_\_ day of 20 \_\_\_\_\_

Secretary of State \_\_\_\_\_ Governor \_\_\_\_\_

## APPENDIX B REPORTS AND AWARDS – GUIDELINES AND FORMS

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# FORM 1-B: SERTEEN BIANNUAL REPORT

(This form must be postmarked by October 10<sup>th</sup>)

## I. CLUB INFO

Date: \_\_\_\_\_  
Serteen Club Name: \_\_\_\_\_  
City, State, Zip: \_\_\_\_\_  
Sponsoring Sertoma Club: \_\_\_\_\_  
Sponsor Club Liaison: \_\_\_\_\_  
**School Advisor who is to receive all correspondence:**  
**Name:** \_\_\_\_\_  
**Address:** \_\_\_\_\_  
**City, State, Zip:** \_\_\_\_\_  
**Daytime Phone:** \_\_\_\_\_  
**Email:** \_\_\_\_\_

## II. MEMBERSHIP INFO

### Special Instructions:

Fall Report must include a roster of all current Members including names and addresses. Use Form 1-A: Membership Report Roster (see page 72.)

- |  |       |
|--|-------|
| 1) Number of continuing members from last semester | _____ |
| 2) Number of new Members                           | _____ |
| 3) Number of deleted Members/Graduates             | _____ |
| 4) Total number of current members                 | _____ |

## III. CLUB ACTIVITIES

**Brief Description of Serteen Club Activities since last report:**  
(Include service projects, fundraisers, speakers, social activities, etc.)

# FORM 1-C: SERTEEN BIANNUAL REPORT

(This form must be postmarked by February 10<sup>th</sup>)

## I. CLUB INFO

Date: \_\_\_\_\_  
Serteen Club Name: \_\_\_\_\_  
City, State, Zip: \_\_\_\_\_  
Sponsoring Sertoma Club: \_\_\_\_\_  
Sponsor Club Liaison: \_\_\_\_\_  
**School Advisor who is to receive all correspondence:**  
Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City, State, Zip: \_\_\_\_\_  
Daytime Phone: \_\_\_\_\_  
Email: \_\_\_\_\_

## II. MEMBERSHIP INFO

### Special Instructions:

Fall Report must include a roster of all current Members including names and addresses. Use Form 1-A: Membership Report Roster (see page 72.)

5) Number of continuing members from last semester \_\_\_\_\_  
6) Number of new Members \_\_\_\_\_  
7) Number of deleted Members/Graduates \_\_\_\_\_  
8) Total number of current members \_\_\_\_\_

## III. CLUB ACTIVITIES

**Brief Description of Serteen Club Activities since last report:**  
(Include service projects, fundraisers, speakers, social activities, etc.)

## SERTEEN OF THE YEAR AWARD

The Serteen of the Year Award is the top recognition award that a Serteen member can receive. The award should be based on the member's contribution to the Serteen Club, school, or community. This is an award that begins at the Serteen Club level. The Club President appoints the Committee (of not more than 3 people) and Chairperson. The Committee should include the Serteen Club Advisor. The Committee solicits club candidates, promotes opportunity to the Serteen Club and conducts judging. Judging must be completed and the recipient announced no later than January 14<sup>th</sup>. The Committee prepares the Club entry.

The Serteen of the Year Award is presented at the local, Regional, and national levels.

### Requirements:

- Entry must be received by the Sertoma Director by February 15<sup>th</sup>
- Entry will consist of a report (1,000 words or less, typed on 8 1/2" x 11" paper) of the activities the Serteen has undertaken since the prior July 1<sup>st</sup>

### Areas to consider include:

- The Serteen's involvement in club activities
- The Serteen's involvement in school activities
- The Serteen's ability to encourage other youth to serve mankind and their community
- Work in the community to raise awareness of the Serteen Club activities; and
- Ability to promote community service at all age levels

### Entry Format:

The title page should include:

- Name of the Award
- Name and location of the Serteen Club
- Name of the Serteen (as it should appear on plaque)

Remaining pages should include:

- Description of the activities listed above
- Statement of why the youth is deserving of this honor
- Any other individual awards this Serteen has earned
- Outstanding personal qualities

Do not include videos, tapes, exhibits, and newspaper clippings.

Judging: The Sertoma Director appoints judges within the Region. A minimum of three and a maximum of five judges should be selected. Included in the selection should be a Serteen Club Member, a school official and a Sertoman. The Regional recipients must be submitted to Sertoma Headquarters no later than March 15<sup>th</sup> for national Award Judging. Headquarters will then forward all entries received by this date to the judges.

The Sertoma Vice President, the two most recent Past Presidents, and two members of the Sertoma Board appointed by the Sertoma President will select the recipient. The Vice President will serve as Chairman of the Judging Committee. The Sertoma judging will take place during the period of March 15<sup>th</sup> through April 15<sup>th</sup>.

The national Serteen of the Year, or their parents, should be notified by May 1<sup>st</sup>.

## SERTEEN CLUB ADVISOR OF THE YEAR AWARD

The Serteen Club Advisor of the Year award is an opportunity to recognize and reward outstanding Advisors for their role in the success of our Serteen program. The award should be based on the Advisor's contributions to the Serteen Club, School and Community. The Serteen Club Advisor is the person volunteering his or her time to support the Serteen program. The Sponsor Club Liaison, when serving as a Serteen Club Advisor, is eligible for this award. The advisor may or may not be a Sertoma member. Any Serteen member or Sertoman may make nominations.

The Serteen Club Advisor of the Year Award is presented at the local, Regional, and national levels.

### Requirements:

- Entry must be received by the Sertoma Director by February 15<sup>th</sup>
- Entry will consist of a report (1,000 words or less, typed on 8 1/2" x 11" paper) of the activities the Serteen Club Advisor has undertaken since the prior July 1<sup>st</sup>

### Areas to consider include:

- Commitment level to Serteen
- Role model for volunteerism
- Availability for meetings and activities
- Promotion of Serteen and community service to students
- Relationship with Sponsoring Sertoma Club

### Entry Format:

The title page should include:

- Name of Award
- Name and location of Serteen Club
- Name and location of Sponsoring Sertoma Club
- Name of Serteen Club Advisor (as it would appear on plaque)

Remaining pages of the entry should include:

- Description of how the Advisor exemplifies the above qualities
- Statement of why this Advisor is deserving of this honor
- Level of commitment and availability to Serteen
- Increase in Serteen Club membership (good promotional qualities)

Judging: The Sertoma Director appoints the judges within the Region. A minimum of three and a maximum of five judges should be selected. Included in the selection should be a Serteen Club Member, a school official and a Sertoman. All Club entries must be received by the Sertoma Director no later than February 15<sup>th</sup>. The Regional recipients must be submitted and received at Sertoma Headquarters by March 15<sup>th</sup>. Headquarters will then forward all entries received by this date to the judges.

The Sertoma Vice President, the two most recent Past Presidents, and two members of the Sertoma Board appointed by the Sertoma President will select the recipient. The Vice President will serve as Chairman of the Judging Committee. The Sertoma judging will take place during the period of March 15<sup>th</sup> through April 15<sup>th</sup>.

The national Serteen Club Advisor of the Year should be notified by May 1<sup>st</sup>.

## SERTEEN CLUB OF THE YEAR AWARD

The Club of the Year Award recognizes the outstanding accomplishments of a Serteen Club in promoting the goals and ideals of SERvice TO MAnkind. At the Sertoma Convention, the Serteen Club President and Serteen Club Advisor attend an awards ceremony in honor of the club.

The Serteen Club of the Year Award is presented at the national level.

### Requirements:

Entry must be received at Sertoma Headquarters by March 15<sup>th</sup>.

Entry will consist of a report (1,500 words or less, typed on 8 1/2" x 11" paper) on the activities and/or fundraising programs the club has undertaken since the prior July 1<sup>st</sup>, which will reflect the following:

- Participation of club members
- The effect of activities on the community, school, etc.
- Application of SERvice TO MAnkind
- Application of the Sertoma President's theme for the year

Club must have submitted all required reports to Sertoma Headquarters as required, and the Sponsoring Sertoma Club must have paid the \$200 Serteen Sponsorship fee.

Judging: The Sertoma Vice President, the two most recent Past Presidents, and two members of the Sertoma Board appointed by the Sertoma President will select the recipient. The Vice President will serve as Chairman of the Judging Committee. The Sertoma judging will take place during the period of March 15<sup>th</sup> through April 15<sup>th</sup>.

The national Serteen Club of the Year should be notified by May 1<sup>st</sup>.

## YOUNG CITIZENS AWARD

The Young Citizens Award is Serteen's number one recognition award for outstanding young citizens who are not members of a Serteen Club. Recognition should be given for humanitarian, heroic, civic, or other service. Anyone under 21 is eligible to receive this award except Serteen Club members. Ideally, the award is presented at a special banquet, school honors program, a Sponsoring Sertoma Club activity, or other appropriate ceremony. Sertoma offers numerous types of recognition. See your Serteen Club Advisor for assistance with Sertoma recognition materials.

Areas to consider include:

- Need for service performed
- If developed, a new program or service
- Supports an existing program or service
- Uniqueness of program or service

The Young Citizens Award is presented at the local level and may be presented any time throughout the Serteen Club Year.

## SERTEEN CLUB INCENTIVES

The awards are furnished by Sertoma and sent to the Sponsoring Sertoma Club for presentation at an appropriate ceremony. Serteen Clubs should submit Form 1-H: Awards Affidavit (see page 42-43) by April 1<sup>st</sup>.

### PUBLICITY AWARD

NAME OF AWARD: Publicity Award

PURPOSE: To encourage Serteen Clubs to promote and publicize their contributions to the community.

AWARD: Club receives banner medallion

AWARDED TO: Club

AWARDED BY: Sertoma

FURNISHED BY: Sertoma

TIME & PERIOD: Beginning of school year through March 31<sup>st</sup>

DEADLINE: April 1<sup>st</sup>

REQUIREMENTS: Must complete three of the five following requirements:

- a) Display a meeting sign inside. This may be on a school bulletin board, display case or other location and should list the time and place of regular meetings.
- b) Display a road sign. Suggestion: This may be a handmade sign or an addition to the Sponsoring Sertoma Club's road sign that says, "Sponsor of the Serteen Club"
- c) Publish two articles and/or photographs in local press or school newspaper.
- d) Submit photographs of posters and other promotional materials distributed by the Serteen Club that publicize club events and activities.
- e) Submit a letter from a Serteen Club Advisor that a local station has broadcast a Public Service Announcement (PSA) about Serteen members or their activities.

The club also should submit a letter of explanation signed by the Serteen Club Advisor or Sponsor Club Liaison, plus copies of photos and/or articles verifying completion of requirements, to Sertoma's Sponsorship Department. It may be sent with the Awards Affidavit (Form 1-H see page 42-43) and must be POSTMARKED by April 1<sup>st</sup>.

NOTE: The award will be sent to the Sponsoring Sertoma Club for presentation to the club at an appropriate ceremony.

### OPERATION GEMHUNT

(Good Enthusiastic Member)

NAME OF AWARD: Operation GEMhunt Award

PURPOSE: To recognize membership growth by Serteen Clubs during the period immediately following the October Biannual Report.

AWARD: Club receives a banner medallion

AWARDED TO: Club

AWARDED BY: Sertoma

FURNISHED BY: Sertoma

TIME & PERIOD: October 1<sup>st</sup>- December 31<sup>st</sup>

DEADLINE: April 1<sup>st</sup>

ELIGIBILITY: Any Serteen Club

REQUIREMENTS:

- a) Have a NET gain of six members between October 1<sup>st</sup> and December 31<sup>st</sup>.
- b) FORM 1-B: Serteen Biannual Report (see page 35) must be submitted to Sertoma Headquarters, postmarked by Oct. 10<sup>th</sup>.
- c) Beginning membership is the figure reported on the October Biannual Report.

- d) To claim GEMhunt Award, the Serteen Club Advisor must send a letter to Sertoma Headquarters listing the names and addresses of the six new members and verifying that they were recruited during the time period above. Letter must be POSTMARKED by April 1<sup>st</sup>.
- e) Club must have been chartered before Oct. 1<sup>st</sup>.

## **SERTEEN COMMUNITY ACHIEVEMENT AWARD**

NAME OF AWARD: Serteen Community Achievement Award

PURPOSE: To recognize Serteen Clubs which have demonstrated outstanding performance and community service.

AWARD: Club receives banner medallion

AWARDED TO: Club

AWARDED BY: Sertoma

FURNISHED BY: Sertoma

TIME & PERIOD: July 1<sup>st</sup> through March 31<sup>st</sup>

DEADLINE: Biannual Reports must be submitted on time. That is, they must be POSTMARKED no later than October 10<sup>th</sup> and February 10<sup>th</sup>. Award Affidavit Form 1-H must be POSTMARKED by April 1<sup>st</sup>.

### **REQUIREMENTS:**

- a) Have a net gain in membership between October and February Biannual Reports
- b) Complete at least two local sponsorships (service projects).
- c) Publish one club bulletin or newsletter per month during the club's active months.
- d) Submit a news release or a newspaper clipping about the club's service activities.
- e) Conduct a new member/member orientation program to familiarize members with the club.
- f) Maintain 50 percent attendance of members at meetings.
- g) Hold one Board/Officer's meeting per month during the club's active months.
- h) Average 35 hours per member for the school year up to March 31<sup>st</sup> based on the October 10<sup>th</sup> Biannual Report membership figure and Form 1-H Award Affidavit.
- i) Submit written description of Serteen programs, which includes date started, description of program and activities, number of youth served and service hours accumulated in the project.
- j) Report should be signed by the Serteen Club Advisor and sent to Sertoma Headquarters with Form 1-H: Award Affidavit (see page 42-43). This must be POSTMARKED by April 1<sup>st</sup>.

NOTE: The award will be sent to the Sponsoring Club for presentation to the club at an appropriate ceremony, by May 1<sup>st</sup>.

## **HONOR CLUB AWARD**

NAME OF AWARD: Honor Club Award

PURPOSE: To recognize Serteen Clubs which have demonstrated outstanding performance and community service.

AWARD: Club receives banner medallion

AWARDED TO: Club

AWARDED BY: Sertoma

FURNISHED BY: Sertoma

TIME & PERIOD: July 1<sup>st</sup> through March 31<sup>st</sup>

DEADLINE: Biannual Reports must be submitted on time. That is, they must be POSTMARKED no later than October 10<sup>th</sup> and February 10<sup>th</sup>. Award Affidavit Form 1-H must be POSTMARKED by April 1<sup>st</sup>.

## FORM 1-H: AWARD AFFIDAVIT

(To be submitted for/or in conjunction with the following awards: Publicity Award, Community Achievement Award, and Honor Club Award)

Date: \_\_\_\_\_

Indicate which award club is seeking:

Publicity    Community Achievement    Honor Club

Serteen Club Name: \_\_\_\_\_

Current Membership Total (from February Biannual Report): \_\_\_\_\_

Serteen Club Advisor: \_\_\_\_\_

Sponsor Club Name: \_\_\_\_\_

\*For service projects (sponsorships): specify total man-hours (i.e. 2 people working 2 hours each=4 man-hours)

\*For fundraising activities: specify man-hours and gross dollars raised (before project expenses are subtracted)

\*For projects scheduled in April or later: submit an estimate of the man-hours and dollars you expect to raise/spend

SPONSORSHIP	MAN HOURS	DOLLARS SPENT
<b>SPEECH &amp; HEARING</b>	Total Speech & Hearing	Dollars Spent
Brief description of project(s):   		
<b>NATIONAL HERITAGE/FREEDOM &amp; DEMOCRACY</b>	Total National Heritage	Dollars Spent
Brief description of project(s):   		
<b>SERTEEN PROGRAMS</b>	Total Serteen Programs	Dollars Spent
Brief description of project(s):   		

OTHER SERVICE PROJECTS	Total Other Service Projects	Dollars Spent
Brief description of project(s):		
FUNDRAISING PROJECTS	Total Fundraising Projects	Dollars Spent
Brief description of project(s):		
GRAND TOTALS:	Total Man-hours	Total Dollars Spent

# FORM 1-I: HONOR CLUB CERTIFICATION REPORT

(To be submitted with FORM 1-H: Award Affidavit)

(Must be POSTMARKED to Sertoma Headquarters by April 1<sup>st</sup>)

## Eligibility Requirements for "Honor Club" Status:

Have a minimum of 15 members on February 10<sup>th</sup> Report YES NO

Submit biannual reports and required information by October 10<sup>th</sup> and February 10<sup>th</sup>. YES NO

Hold a minimum of one Club meeting per month from the beginning of the school year through March 31<sup>st</sup>. YES NO

Meet all criteria for the Serteen Community Achievement Award and participate in at least two of the following programs:

- Young Citizen Award Program
- Participate separately, or in conjunction with a Sertoma Club in the National Heritage Program
- Conduct at least one Club fundraising project
- Participate in at least one community service project

Describe club participation here:

## Certification:

Serteen Club Name: \_\_\_\_\_

Serteen Club President Signature: \_\_\_\_\_

Serteen Club Secretary Signature: \_\_\_\_\_

Serteen Club Advisor Signature: \_\_\_\_\_

**APPENDIX C  
GOVERNING AND LEGAL DOCUMENTS**

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# CONSTITUTION

## ARTICLE I. NAME AND LOCATION

**Section 1. Name.** The name of this Serteen Club is \_\_\_\_\_ and Sertoma Inc. in Kansas City, Missouri, USA, charters it.

**Section 2. Location.** The Serteen Club is located in \_\_\_\_\_.

## ARTICLE II. PURPOSE AND AUTHORITY

**Section 1. Purpose.** The purpose of the Club is to be of SERVICE TO MANKIND.

**Section 2. Authority.** No individual(s) or Club is authorized to commit Sertoma to any obligation without specific approval of the Sertoma Board of Directors.

## ARTICLE III. MEMBERSHIP

**Section 1. Qualifications.** Membership in this Club is open to any person regardless of race, color, disability, creed, national origin, gender or religion who are 11 through 19 years of age.

**Section 2. Procedure for Election to Membership.** All applications for active membership shall be handed to the membership Vice President/chairman. The membership committee shall make a full and careful investigation of the applicant. The committee will make a recommendation for acceptance or rejection of the applicant and announce its recommendation at the next meeting of the Board of Directors/Officers. The Board/Officers shall vote upon the application at the meeting during which the Vice President in charge of membership makes a report. A majority vote of the entire Board of Directors/Officers shall be necessary to elect an applicant to membership.

**Section 3. Expulsion of Members.** The Board of Directors/Officers shall have the power by a three-fourths vote of the entire membership of the Board/Officers to expel Members of the Club for any of the following causes:

(a) Misconduct of such character, as to be deemed by the Board/Officers to be a violation of the ethics and standards of the Club. Before any Member can be expelled for misconduct, the Member must be notified of the charges against him or her, just notice should be given by mail, and not less than 10 days before the Board plans to take action, the Member should be given an opportunity to appear before the Board in defense of the charges.

(b) Non-attendance of any Member at regularly scheduled meetings of the Club for a period of time that shall be considered by the Board to be unreasonable in view of the circumstances of the case in question.

(c) Failure to pay financial obligations due the Club within 30 days after the mailing of a bill by the Club Treasurer or within 30 days after personal delivery of such a bill by the Treasurer. The Board may at its discretion extend the time for the payment of a financial obligation in a particular case.

**Section 4. Resignation of Member.** The resignation of any Member shall become effective immediately upon delivery of the same to the Club President, Secretary or Treasurer, in writing, and its acceptance by the Board.

**Section 5. Disposition of Membership Fees and Dues.** Any Member, who resigns, is expelled or in any way forfeits membership in this Club shall also forfeit all monies paid into the Club and shall not be entitled to any refund of fees or dues paid. In extenuating circumstances the Board may, in its discretion, waive such forfeiture in a particular case and allow a refund of monies paid.

## ARTICLE IV. OFFICERS

The Officers of the Club shall be:

President (also presiding Officer of the Club Board of Directors)

Vice President(s)

Secretary

Treasurer (One person may hold both the offices of Secretary and Treasurer)

## ARTICLE V. BOARD OF DIRECTORS

**Section 1. Administration.** The administration of the affairs of this Club shall be in the control of the Board of Directors. It shall have the power to adopt suitable Bylaws for the Club, the power to remove Officers or Directors from office upon a showing of good cause, the power to generally oversee the operation of all committees and to control all Officers. The Board may hear appeals from the decision of any committee or the ruling of any Officer. The Board shall meet at least once per month from September 1 through April 30<sup>th</sup>.

**Section 4. Board Decisions.** Decisions of the Board on all matters shall will be final unless challenged by the general membership of the Club. To overrule a Board decision, there must be a two-thirds majority vote of the Club Members present at the regular Club meeting.

**Section 5. Attendance at Board Meetings.** In the event that any Member of the Board misses two consecutive regular Board meetings, the Board, may, if it deems the reasons for such absence insufficient, declare the office of such Member vacant. Board meetings shall at all times be open to the general membership of the club and any Club Member may attend and enter into discussions and debates. However, only Board members may vote at such meetings.

#### ARTICLE VI. EXECUTIVE COMMITTEE

**Section 1. Composition.** The President, Vice President(s), Treasurer and Secretary shall constitute the Executive Committee of the Club, with the President presiding as Chairman.

**Section 2. Responsibilities.** The Executive Committee shall make plans for the operation of Club activities, devise plans for operating the club finances, audit books and records of the Club each year in May or as required and carry out any duties or functions assigned to it by the Board.

**Section 3. Meetings.** The Executive Committee shall meet at least once each month and always before the regular monthly Board meeting. The Committee at the regular Board meeting will outline plans for the following month.

#### ARTICLE VII. DUTIES OF OFFICERS

**Section 1. President.** The President shall: Be present at all Club meetings and Executive Committee Meetings. Perform all duties necessary to insure the successful operation of the Club. Delegate specific functions to other Club Officers. Appoint committee chairmen. Oversee operation of all committees. Annually attend a District Leadership Conference. Preside over the Board of Director's meetings.

**Section 2. Vice President.** The Vice President shall: Preside in absence of the President. Carry out duties arranged by the President. Be the Ex-officio Member of Sponsorship, Fundraising, Membership, Program and Attendance Committees.

**Section 3. Secretary.** The Secretary shall: Keep all records of business transactions. Maintain a roster of Club Members and addresses. Arrange for publication of the Club newsletter. Act as recording Secretary at Board Meetings. Carry out responsibilities of the office and others specifically assigned by the Board of Directors. Submit records and dues to Sertoma with

copies of the reports going to the sponsoring Sertoma Club.

**Section 4. Treasurer.** The Treasurer shall account monthly and maintain records of the Club finances and dues status of membership. Upon leaving office, will conduct an audit with President, Advisor, and new Treasurer (New Treasurer assumes control of Club funds.)

#### ARTICLE VIII. ELECTION OF OFFICERS AND DIRECTORS

**Section 1. Time of Election.** The annual meeting of the Club shall be the first meeting of the Club held in May, at which time the Officers and Directors will be elected.

**Section 2. Term of Office.** Officers shall serve for a period of one year commencing on July 1 following election to office or until their successors shall have been elected and assumed office. Directors shall serve for a term of two years commencing with July 1 following election of office.

**Section 3. Vacancies in Office.** Any vacancy in an office or directorship that occurs after the annual election of Officers, shall be filled by the Board of Directors for the unexpired term.

**Section 4. Succession in Office.** No Officer or Director may serve more than one consecutive term in the same office except the Treasurer or Secretary who may serve successive terms. No person may hold more than one office or directorship at the same time except that one person may serve as both Secretary and Treasurer.

#### ARTICLE IX. CLUB FISCAL YEAR

The Club fiscal year shall begin on July 1 and end on June 30.

#### ARTICLE X. AMENDMENTS

This Constitution may be amended at any regular meeting of the Club by a two-thirds vote of all the Members present, provided that a quorum of the membership is present and provided that a written copy of any proposed amendments has been mailed to each Club Member at least 10 days prior to the meeting at which it is to be voted on. Changes or modifications germane to such proposed amendments may be adopted at such regular meetings without further notice. Amendments to the Constitution shall become effective only upon approval by the Executive Director of Sertoma.

# BYLAWS

## ARTICLE I. CLUB MEETINGS.

**Section 1. Regular Club Meetings.** Regular Club meetings shall be held every \_\_\_\_\_ at \_\_\_\_\_ A.M./P.M. unless otherwise ordered by the Board.

**Section 2. Board of Directors Meetings.** Regular monthly Board meetings shall be held on \_\_\_\_\_ at a time fixed by the Board.

## ARTICLE II. QUORUM.

**Section 1. Club Quorum.** One-third of the Members of the Club in good standing shall constitute a quorum of the Club for the transaction of Club business.

**Section 2. Board/Officers Quorum.** A majority of the total membership of the Board/Officers shall constitute a quorum of the Board/Officers for the transaction of business.

**Section 3. Proxies.** Proxies, verbal or written, shall not be recognized for any purpose in this Club.

## ARTICLE III. DUES AND DISBURSEMENTS.

**Section 1. Fees and Dues.** All Club fees and dues shall be determined by the Serteen Club Advisor and Club Members.

**Section 2. Club Admission Fee.** A Club admission fee shall not exceed \$\_\_\_\_\_. This payment may be a condition precedent to membership.

**Section 3. Annual Dues.** The annual individual dues of this Club shall be \$\_\_\_\_\_.

**Section 4. Funds.** The sponsoring club shall maintain an account for all funds. All funds raised for sponsorships must be used solely for sponsorship and charitable projects.

**Section 5. Disbursements.** All disbursements will be made by the sponsoring club.

## ARTICLE IV. ORGANIZATION OF COMMITTEES.

**Section 1. First Meeting.** Within 30 days of the election of Officers, the President Elect shall call a meeting of the newly elected officers and Directors (and the Directors holding over) for the purpose of assigning chairmanships and memberships of each of the committees for the coming year beginning July 1<sup>st</sup>.

**Section 2. Committee Reports.** At the beginning of each fiscal year, each committee shall make a written report to the Board of Directors of the plans for the operation of the committee(s) during the following year. The Board of Directors may accept, amend or reject the recommendations of the committees.

## ARTICLE V. COMMITTEES.

**Section 1. Membership Committee.** There shall be a Membership Committee headed by a Chairman, as designated by the President, which shall screen all membership applications and recommend acceptance or rejection of applicants.

**Section 2. Program Committee.** There shall be a Program Committee headed by a Chairman, as designated by the President, which Committee shall arrange for interesting, informative or education programs for all meetings except business meetings.

**Section 3. Fundraising Committee.** There shall be a Fundraising Committee headed by a Chairman, as designated by the President, which shall arrange for fundraising projects and activities.

**Section 4. Sponsorship Committee.** There shall be a Sponsorship Committee headed by a Chairman, as appointed by the President, which shall arrange for sponsorship projects and activities.

**Section 5. Attendance Committee.** There shall be an Attendance Committee headed by a Director appointed by the President that shall promote good attendance at Club meetings.

**Section 6. Social Committee.** There shall be a Social Committee headed by a Director appointed by the President that shall arrange for Club social activities.

**Section 7. Sergeant-at-Arms Committee.** The Sergeant-at-Arms, who is appointed by the President, shall preserve order at Club meetings and Board meetings. The Sergeant-at-Arms shall have custody of name badges, banners, gongs, gavels and other meeting room equipment, and appoint a committee to greet Members and prospective Members at Club meetings. This committee shall also insure that the meeting room is properly arranged prior to each meeting.

**Section 8. Other Committees.** The President and/or the Board of Directors may create and appoint such other committees as are needed to efficiently carry on Club activities.

## ARTICLE VI. ELECTIONS AND NOMINATIONS.

**Section 1. Elections for President, Vice President, Treasurer or Secretary/Treasurer, and Directors.** All voting in elections will be done by secret written ballot.

**Section 2. Nominations.** In nominating a person to office, if a given ballot does not disclose a clear majority for any candidate, the candidate receiving the lowest number of votes will be dropped, and the balloting shall continue in like manner until, upon a given ballot, one candidate receives a clear majority.

**ARTICLE VII. PARLIAMENTARY AUTHORITY.**

Robert's Rules of Order (revised and latest version) shall be the parliamentary authority for all matters and procedures not covered by the Constitution and Bylaws.

**ARTICLE VIII. AMENDMENTS.**

These Bylaws may be amended by the Board of Directors at any meeting upon two-thirds vote of the Members of the Board present. However, no change to any provision respecting Sertoma dues or reports may be made without express approval of the Board of Directors of Sertoma.

## FORM 1-F: OFFICIAL RECORD

(To be used in conjunction with amended Constitution and Bylaws. Submit at time of Club Charter)

Date Adopted: \_\_\_\_\_, 20 \_\_\_\_\_

Sertoma Club Name: \_\_\_\_\_

Sponsor Sertoma Club: \_\_\_\_\_

Sponsor Sertoma Club President: \_\_\_\_\_

Sponsor Sertoma Club Secretary: \_\_\_\_\_

Approved this day \_\_\_\_\_, 20 \_\_\_\_\_

\_\_\_\_\_  
Sertoma Executive Director



## Sertoma Club Insurance Program

Sertoma is pleased to present your Lockton Companies Team. Insurance professionals are just a phone call away. Please don't hesitate to call for direction and assistance regarding our new insurance program.

**Coverage questions:**      **Terri McClaskey**                      **(816) 960-9241 direct phone line**  
   **Account Executive**                      **(816) 783-9241 direct fax**  
   **tmclaskey@lockton.com**      E-mail address

**Peggy Henley**                              **(816) 960-9026 direct phone line**  
   **Vice President**                              **(816) 783-9026 direct fax**  
   **phenley@lockton.com**              E mail address

**Certificate of Insurance**      **Michael Barkley**                      **(816) 960-9382 direct phone line**  
   **Administrative Assistant**              **(816) 783-9382 direct fax**  
   **mbarkley@lockton.com**              E mail address

**Main office:**      **Lockton Companies**  
                                 **444 West 47<sup>th</sup> Street, Suite 900**  
                                 **Kansas City, MO 64112**  
                                 **(816) 960-9000**

Sertoma insurance program includes the following:

**General Liability Insurance-** Philadelphia Insurance - Policy #PHPK135912  
**Hired & Non Owned Automobile Liability** - Philadelphia Insurance- Policy #PHPK135912  
**Professional Liability** (Human Services Organization coverage for errors and omissions) Philadelphia Insurance- Policy #PHPK135912  
**Employee Dishonesty Coverage** (volunteers are defined as employees) Philadelphia Insurance- Policy #PHPK135912  
**Umbrella Liability-** Philadelphia Insurance- Policy #UB050974

### Who Is Insured?

Sertoma  
Their clubs, districts, regions, Serteen, Collegiate clubs  
Sertoma Canada

Club members and volunteers are also insured when involved in Sertoma activities.

### General Liability – Coverage outline

#### The Limits of Liability are:

\$1,000,000      each occurrence for Bodily Injury and Property Damage  
\$2,000,000      annual aggregate limit  
\$5,000              Medical Payments coverage  
\$100,000        Fire Legal liability  
\$1,000,000      Hired & Non Owned Automobile Liability

#### Coverage basics:

Sertoma's General Liability Insurance Policy protects clubs and club members in their activities, while acting within the scope of their duties. The policy provides coverage for the insured for their liability for bodily injury and property damage arising from accidents on premise or in the course of their business operations. This Policy also provides medical payment benefits to third parties without admission of legal liability. This coverage applies either on club premises or at club events where you may be held responsible by contract for that premises.

#### Coverage extensions:

Updated March 2010

- Premises, Operations and Activities
- Products and Completed Operations
- Contractual Liability
- Broad Form Property Damage
- Personal Injury Coverage
- Fire Legal Liability (\$100,000 limit)
- Incidental Malpractice
- Hired and Non-owned Automobile Liability (\$1,000,000 limit)
- **Host Liquor Liability** - This policy **does not cover any public event where liquor is being sold, either directly or as part of a ticket**. Additional coverage is required for the club in those instances.

## COVERAGE LIMITATIONS:

### Host Liquor-

Host Liquor Liability is included when alcoholic beverages are served by others at functions incidental to your club activities. The policy **SPECIFICALLY EXCLUDES** liquor liability when your club is selling alcohol directly or indirectly. The club will need to submit a Special Event - Liquor Liability Supplemental Application to place this very important coverage.

In addition, the policy specifically states that you may NOT BE IN THE BUSINESS OF manufacturing, serving, selling alcoholic beverages. That determination of whether your club is IN THE BUSINESS OF selling or serving alcoholic beverages is based on your state law. Factors included in this determination can be: total dollars of sales, the number of days in which alcohol is sold, the location or type of activity involved, etc. Before selling alcohol, consult with local law enforcement or liquor control authorities to determine the criteria in your jurisdiction.

### Hired & Non Owned Automobile-

Liability for the use of automobiles (including buses and trailers) owned or leased by the named insured are not covered, but liability (not comprehensive or collision coverage) for the use of non-owned automobiles and hired automobiles is covered. If a Sertoma organization owns an automobile (or other vehicle), it must be insured separately.

### Special Events-

**Events** and activities held throughout the year are automatically covered under your General Liability policy with the following exceptions, subject to terms, conditions and exclusions:

- **The following activities require Special Event Coverage and are excluded under the General Liability policy:**
  - a. Parades
  - b. Any event involving Aircraft
  - c. Motorcycle runs and automobile rallies
  - d. Fireworks
  - e. Firearms
  - f. Animals
  - g. Carnivals and fairs involving mechanical rides
  - h. Rock, Hip-Hop or Rap concerts
  - i. Events including contact sports- Contact sports are those sports where regular physical contact is expected, i.e.: football, wrestling, boxing, rugby etc. Non-contact sports would include sports such as; golf, tennis, softball, baseball, basketball etc. **PARTICIPANTS ARE NOT COVERED AT ANY TIME FOR THE SPORT ACTIVITY.**
  - j. Rodeos
  - k. Political Rallies
  - l. Any event lasting more than three days
  - m. Any event with more than 500 people present at any one time (volunteers do not count toward this number)
  - n. Any public event where liquor is being sold, either directly or as part of a ticket, additional coverage is required for the club.

The club needs to submit Special Event- Liquor Liability Supplemental Application whenever alcohol as outlined above is present.

The other events listed above may require the purchase of additional coverage as well under a Special Events policy. The club will

need to submit a Special Event- General Liability Supplemental Application. Both forms follow this section of the manual. If you have any questions regarding events or the need for additional coverage please contact your Lockton representative for assistance.

Although we have attempted to list specific exclusions, other club activities may be considered unreasonably hazardous. If your club sponsors an activity that might fall within this category, you should check with Lockton Companies several weeks prior to the event for a specific determination of coverage. In doing so, you will help us to limit your exposure to personal liability.

**Activities Involving Outside Contractors/Vendors- protect yourself from the liability of others:**

In general, the policy applies to normal operations and activities of clubs and Divisions. It is emphasized that proper certificates of insurance must be obtained from any party who conducts or assists in conducting any activity sponsored by Sertoma. Operators of carnivals, fairs or rodeos, concessionaires or any other parties conducting functions for Sertoma must carry their own liability insurance, and their policy should also name the club, Sertoma and Division as additional-insured parties.

## **Additional Coverages**

**Professional Liability-**

This coverage provides protection for the errors and omissions for which the club may be held legally liable in their work as a human service organization. The policy provides coverage in the amount of \$1,000,000. Each incident and \$2,000,000 annual aggregate limit.

**Employee Dishonesty Coverage-**

This coverage provides protection up to \$250,000 for loss because of a dishonest act committed by an employee acting alone or in collusion with manifest intent to cause the insured to sustain a loss and the dishonest employee to obtain financial benefit.

**Umbrella Liability-**

Umbrella Liability is provided to extend your General Liability and Hired & Non owned Automobile Liability by an additional \$1,000,000 limit. This policy follows the underlying coverage and is subject to the same terms, conditions and exclusions.

## **Request for Certificates of Insurance**

If the need for proof of insurance is requested please complete the Certificate of Insurance Request form that is provided following these insurance pages. You can fax, phone or e-mail your request to Lockton as outlined on the form. This will generate a certificate that will be returned promptly for you to deliver. Before using the "Certificate of Insurance Request," photocopy a quantity of the blank form for your files and future use.

**Requests for Certificates: Michael Barkley**

(816) 960-9382 direct phone line  
(816) 783-9382 direct fax line  
mbarkley@lockton.com - email address

## **Are We Insured?**

Typical questions and answers are provided to explain coverage within this program:

**Q.** Is there coverage for fire legal liability for damage to contents of buildings, such as furniture, carpeting, fixtures, when rented to or used by Sertoma?

**A.** No. Property you own or have regular access to should be covered by a property policy in the name of your club.

**Q.** Is there coverage for fire legal liability for damage to buildings rented to or used by Sertoma?

**A.** Yes, coverage is limited to \$100,000 please review your lease requirements and call your Lockton representatives should you need assistance.

**Q.** Are Regional, District and other Sertoma Conventions and meetings covered?

**A.** Yes, as respects to the general liability coverage outlined above. Any convention or meeting lasting three days or more must submit the Special Event - General Liability Supplemental Application along with the Certificate of Insurance Request prior to the

event.

**Q.** Is there any fire protection for buildings and contents owned by Sertoma?

**A.** No. Owned property should be protected by a property policy in the name of the club.

**Q.** Are athletic events, horse shows, picnics, parades, pancake days, dances, contests and similar activities covered?

**A.** You must refer to the Special events section of the insurance outline to determine the answer to this question, when in doubt call and find out!

**Q.** Is an injury caused by a Sertoman assisting on a Sertoma project covered?

**A.** Yes, subject to the terms and conditions of the policy, coverage applies to bodily injury for which you are held legally liable while acting on behalf of Sertoma.

**Q.** Is there legal liability coverage for operations of automobiles (including buses and trailers) loaned to Sertoma organizations?

**A.** Yes, the policy provides excess and contingent coverage only. There is no comprehensive or collision coverage on such vehicles. If your club owns or leases an automobile or trailer, it will not be covered under our policy.

**Q.** Does the policy apply to food poisoning?

**A.** Yes, if Sertoma is held legally liable for the bodily injury to third parties.

**Q.** Our club owns a refreshment trailer from which we sell food and beverages at fairs, carnivals, picnics or other functions. Do we need separate liability insurance?

**A.** Coverage requirements vary by State on trailers. Please check on your State requirements as they differ based on size and weight of trailers, license requirements may not be the only factors. If you do need coverage, then you need to purchase an auto liability policy and comprehensive and collision coverage as you desire.

**Q.** Are foundations or affiliated or sponsored organizations operated or controlled by local clubs covered?

**A.** Foundations or similar organizations incorporated as separate entities must be responsible for their own insurance requirements.

**Q.** Our club sponsors a speech and hearing clinic. Are we covered for malpractice on the part of a licensed physician or nurse we would employ? Is the doctor who donates his services covered?

**A.** No. Obtain certificates of insurance from professionals doing testing and from owners of facilities and/or trailers.

**Q.** How will this insurance coverage help me as an individual?

**A.** When on any Sertoma business, all Sertomans have the added protection of this liability coverage.

**Q.** If volunteers were injured while working on behalf of Sertoma, would they automatically be covered under the medical payments?

**A.** Yes, volunteers can collect under medical payments.

**Q.** Where may I receive additional information about Sertoma's comprehensive insurance coverage?

**A.** Direct all inquiries to your Lockton Company Representatives: Terri McClaskey (816-960-9241) or Peggy Henley (816-960-9026)

The policy is designed to cover the usual and customary activities of Sertoma clubs. It does, however, exclude unusual events like those mentioned above. The policy also includes exclusions that include war, nuclear, auto, aircraft, and watercraft. Losses involving property in your care, custody or control is also excluded. All coverage is subject to the specific terms, conditions and exclusions of the policy.

This material explains the general purposes of the insurance but in no way changes or affects the policy that is actually provided through Lockton Companies.

# Claims Procedure

## General Information

The **prompt** and **proper** reporting of **all losses and potential claims** is the key to effective loss adjustment and the ultimate success of your insurance program.

There may be times when you are unsure if an incident that occurs requires reporting. If a situation does arise and you are unsure of what to do, you may call Holly Wright at Lockton Companies. She will be glad to assist you.

Holly Wright will be your Claims Representative. Any questions or problems may be directed to Holly Wright, and in her absence, Cathy Puls or David Dietsch may help you. Their direct numbers are:

**Holly Wright**.....816-960-9429

**David Dietsch, Claims Manager**.....816-960-9339

**Mike Tompkins, Casualty Claims Lead**.....816-960-9176

## Emergency/After Hours

**PHONE: 1-800-765-9749** - there is 24 hour catastrophic loss assistance available through your program with Philadelphia Insurance Company.

ONLINE: [www.phly.com](http://www.phly.com)

FAX: 1-800-685-9238

E-MAIL: [claimreport@phlyins.com](mailto:claimreport@phlyins.com)

MAIL: Philadelphia Insurance Companies

Attention: Claims Department

One Bala Plaza, Suite 100

Bala Cynwyd, PA 19004

## Loss reporting instructions for General Liability

In the event of a situation that might give rise to a claim, do the following:

1. Secure first aid for the injured person, if necessary.
2. Secure name, address and telephone number of the injured person and all details of how the injury or damage occurred.
3. Secure names and addresses of any witnesses.
4. **Never make any commitment.** Obtain the facts as given to you on the situation and let injured party know that the incident will be reported for immediate action.
5. **You can never give us too much information!** Details of conversations and the attitudes of the involved parties will be of help in evaluating the situation.
6. Telephone or fax all losses to:

Holly Wright	Direct Line	816-960-9429
Lockton Companies	Telephone:	816-960-9000
444 West 47th Street, Suite 900	Fax:	816-783-9000
Kansas City, MO 64112-1906		

Any letters, bills, suit papers . . . everything received by you pertaining to a claim **must be mailed in immediately** to Lockton Companies.

## Sertoma Club Loss Control Information

### *SERVICE CLUBS AND MEMBERS HAVE TO FIGHT FOR THEIR CAUSES*

During a recent fundraising event of the ABC Service Club, Mrs. A. Smith of 123 Main Street tripped on an unsecured power cord, resulting in minor head injuries and a broken hip. Though her direct medical costs were provided for, Mrs. Smith brought separate lawsuits against the ABC Service Club and each of its members for lost wages and pain and suffering.

Even though the club carried liability insurance, the members had not properly maintained the club's incorporation, leaving them exposed to individual liabilities. Fortunately, a settlement was negotiated with the club and its insurance carrier, and the suits against the individual members were dropped.

As one member stated, "We never thought the cause we would be fighting for was protecting the future of our club and families in court- we do not plan to stop working to help our community, but we will no longer believe good intentions are enough protection."

### *PREVENTION IS PRICELESS*

You would not want to be the club in this example, and there are numerous ways you can protect your club and members. Two of the most important are the liability insurance provided through Sertoma and properly incorporating your club- and then maintaining the incorporation by filing the required annual reports.

### *Loss Prevention at Fundraising Events*

We can support our sponsorships because of our ability to raise funds in our communities. This ability to conduct events is directly related to our ability to retain liability protection for our clubs and members. During the past decade, as costs for insurance have soared, so too have the requirements to maintain a policy. At the same time, coverage is no longer available for many "high risk" activities. For example, we currently cannot obtain coverage for youth programs at our Sertoma Convention. For some organizations, availability itself is an issue. We are fortunate that Sertoma has not been as dramatically impacted by these changes as have many of our peer organizations.

It is essential that every club and member work to maximize our protection by limiting losses during club fundraisers and activities. The insurance carrier, even if it does not lead to a claim being paid, tracks every report of an incident. The frequency of reported incidents and claims has a significant impact on our policy costs, even if the dollar amount of claims paid is relatively low.

We are working closely with our carrier to ensure that we manage our costs and protect our coverage. At the recommendation of our carrier, we will be increasing our education efforts to help our clubs better manage the risks associated with fundraising events.

### *Great Food, Cold Drinks, Good Times, Big Problems*

Whether directly, or through outside contractors and vendors, it is critical that your club is prepared when hosting an event that serves food and beverage or provides other entertainment. There are numerous issues that can evolve into a claim against your club. Some potential claims include tainted food, personal injury, inadequate security, poor crowd control and product liability.

In reviewing our incident record we see many of these issues, but the most common is personal injury in the form of a "slip and fall." So how do we protect ourselves and limit accidents from occurring?

### *Little Acts, Big Solutions*

We may not be able to prevent every accident, but many can be avoided by systematically making sure that the event is as safe as possible. It begins with an initial inspection of your site, but there are several other steps you should take to maximize your protection.

- **Appoint a Risk Management Chair:** It is important to assign a member who will be responsible for safety issues before and during your event. This person does not need to have formal safety training, but should have an understanding of the issues, as well as the authority to correct conditions impacting public safety. During the event the chair and his/her assistants should constantly monitor and correct potential problems, such as wet floors and keeping exits clear. In most communities, your police, fire and health departments will be willing to help your chair perform an evaluation of your public safety issues.

- **Develop a Comprehensive Checklist:** Most events are more than one-time activities, so take the time to develop a safety checklist for each event. This is an important tool for volunteers to ensure no area is overlooked. The list should be a working document that records the results of your inspections and risk prevention efforts. This is important information should an incident or claim occur. Accidents do happen, but there should never be a concern of negligence on the part of your club. A generic checklist can be found at the end of this section or at [www.sertoma.org](http://www.sertoma.org).
- **Complete an Incident Report:** The Incident includes the date, time, name, address and contact numbers of the “wronged party,” the club’s and/or medical personnel’s description of the incident and the location where it occurred, follow-up by the club and the name of the club member/medical personnel who completed the Incident Report. It is suggested that you document *all* incidents, no matter how minor they are perceived to be, *for your records* (do not send these reports to Headquarters or to the insurance company). *Example:* A year after an event, there was serious injury claimed by a Ferris wheel rider during the event. The event director was able to avoid a lawsuit by referring to the original Incident Report that listed every person, even to the number of Band Aids distributed. Thus, the event personnel would have completed an Incident Report for serious injury of the type claimed. Clearly, the lawsuit was dropped. A generic incident report can be found at the end of this section or at [www.sertoma.org](http://www.sertoma.org).
- **Obtain proof of licenses and insurance from vendors:** Not all states require licenses for vendors or contactors, but if your state does, make sure that they have current and valid licenses. You should have a copy in your safety file. In addition, you should require a certificate of insurance verifying proof of appropriate coverage. The dollar amount of the coverage should be as high as Sertoma’s coverage (currently \$2 million). Again, keep this certificate on file permanently in case a claim is filed months or even years after an event.
- **Vendors should sign an Indemnification Agreement:** All vendors should sign an Indemnification Agreement or Hold Harmless Agreement in favor of your club. Most claims will be filed on the theory of joint and several liability. This means that the plaintiff will try to recover from as many sources as possible. If a vendor sells tainted food or does not clean up a spill that results in a fall, you will be held liable unless you have a properly executed Indemnification Agreement that assures any financial loss is borne exclusively by the vendor. A sample indemnification agreement can be found at the end of this section or on the Sertoma Web site, [www.sertoma.org](http://www.sertoma.org).

### ***PRESERVE YOUR PUBLIC IMAGE***

Your fundraising activities do more than just raise important and needed funds. They should also be key avenues to raise public awareness of Sertoma in your community. Your ability to manage risk and assure that issues of public protection are handled in a competent and professional manner are important elements of building positive public awareness of your club and event.

(We wish to thank American International Group, Inc. (AIG) and Charles Morgan of Safety Resources, LLC, for providing source material.)

## **Sertoma and its Subsidiaries Insurance Forms**

1. Certificate of Insurance Request
2. Special Event - General Liability Supplemental Application
3. Special Event - Liquor Liability Supplemental Application
4. Sertoma Club Incident Report - Special Events
5. Sertoma Club Indemnification Agreement - Special Event
6. Sertoma Club Comprehensive Safety Checklist - Special Event



Sertoma and its Subsidiaries
Certificate of Insurance Request

To: Michael Barkley (Lockton)
Fax # 816-783-9382 or e-mail to mbarkley@lockton.com
Mail: 444 West 47th Street, Suite 900 Kansas City, MO 64112

From: \_\_\_\_\_

Insured: Sertoma and its Subsidiaries

Master # 1065195

\*\* Name/Address of individual or organization requesting proof of insurance:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Individual or organization needs to be named as additional insured: [ ] Yes [ ] No

\*\* Event Description: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Note: If the event includes liquor, over 500 participants at one time or is greater than 3 days you must fill out the supplemental applications

\*\* Club Name/Address/Member Contact/Phone/E-mail: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Names/Addresses of any additional individuals/organizations requesting proof of insurance:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Name as additional insured? [ ] Yes [ ] No

[ ] Yes [ ] No

Preferred delivery to club: [ ] Mail [ ] E-mail \_\_\_\_\_

[ ] Fax \_\_\_\_\_ Attn: \_\_\_\_\_

The individual/organization requesting the certificate will be mailed the certificate automatically. The club will be sent a copy as long as an address, e-mail or fax is provided. Sertoma receives a copy of all certificates issued.

\*\*Mandatory Information



**Sertoma and its Subsidiaries**  
**Special Events – General Liability Supplemental Application**

Lockton Companies  
 Attn: Terri McClaskey  
 444 West 47<sup>th</sup> Street, Suite 900  
 Kansas City, MO 64112

Fax: (816) 783-9241  
 Phone: (816) 960-9241  
 E-mail: [tmccclaskey@lockton.com](mailto:tmccclaskey@lockton.com)

1. Description: \_\_\_\_\_

2. Date(s): \_\_\_\_\_

3. Time: \_\_\_\_\_

4. Number of participants-Maximum at one time: \_\_\_\_\_ Total during event: \_\_\_\_\_

5. Net revenue generated: \_\_\_\_\_

6. Number of volunteers-Sertomans: \_\_\_\_\_ Non-Sertomans \_\_\_\_\_ Total \_\_\_\_\_

7. Swimming:  Yes  No

If Yes: Are lifeguards on duty?  Yes  No

Are they hired by our insured at place event is being held?  Yes  No

Are they lifeguard certified?  Yes  No

C.P.R. trained?  Yes  No

Certificate received by insured?  Yes  No

8. Is alcohol being served?  Yes  No

If Yes: Are bartenders hired by our insured at place event is being held?  Yes  No

Are they trained in T.I.P.S.?  Yes  No

Are tickets given out?  Yes  No

How is the drinking limited? \_\_\_\_\_

Certificate received by insured?  Yes  No

9. Is a sporting activity being played?  Yes  No

If Yes: Which sport? \_\_\_\_\_

Are participants required to sign a waiver?  Yes  No

Do participants have to show proof of personal health insurance?  Yes  No

(participants are excluded under standard CGL)

Are safeguards in place to prevent injury to spectators?  Yes  No

10. Name/Address of individual/organization requesting proof of insurance, include their interest in event:

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Individual/organization needs to be named as additional insured:  Yes  No

Do we need to provide a certificate of insurance?  Yes  No By Date: \_\_\_\_\_

11. Club Name/Address/Member Contact/Phone/E-mail:

\_\_\_\_\_  
 \_\_\_\_\_



**Sertoma and its Subsidiaries**  
**Special Event – Liquor Liability Supplemental Application**

Lockton Companies  
 Attn: Terri McClaskey  
 444 West 47<sup>th</sup> Street, Suite 900  
 Kansas City, MO 64112

Fax (816) 783-9241  
 Phone (816) 960-9241  
 E-mail: [tmclaskey@lockton.com](mailto:tmclaskey@lockton.com)

1. Name of Event: \_\_\_\_\_  
 Date(s) of Event: \_\_\_\_\_ Event Hours: \_\_\_\_\_  
 Description of Event: \_\_\_\_\_  
 \_\_\_\_\_  
 Number of Participants: \_\_\_\_\_ Revenue Generated: \_\_\_\_\_  
 \_\_\_\_\_ Net total Revenue: \_\_\_\_\_  
 \_\_\_\_\_ Total participants: \_\_\_\_\_  
 Total liquor revenue: \_\_\_\_\_
  
2. Is the Liquor License in your name?  Yes  No                      If Yes, is it an annual license?  Yes  No
  
3. Have you ever been assessed a fine or violation of a law concerning the sale, serving or providing of alcohol?  Yes  No  
 If Yes, explain: \_\_\_\_\_  
 \_\_\_\_\_
  
4. Have you had any occurrences that have arisen out of the sale, serving or providing of any alcoholic beverage?  Yes  No  
 If Yes, explain: \_\_\_\_\_  
 \_\_\_\_\_
  
5. Has your liquor liability insurance been canceled or non-renewed in the last 3 years?  Yes  No  
 If Yes, explain: \_\_\_\_\_  
 \_\_\_\_\_
  
6. Are your employees or volunteers serving liquor?  Yes  No  
 If No: \_\_\_\_\_  
 a) Who is serving: \_\_\_\_\_  
 b) Do you secure Certificate of Insurance from the contracting party?  Yes  No
  
7. Are servers, bartenders and parking valets required to participate in alcohol awareness programs?  Yes  No
  
8. Is there a Designated Driver Program or escort service provided for those unable to drive?  Yes  No
  
9. Is there a limit placed on the quantity of alcoholic beverages purchased at one time?  Yes  No  
 Explain: \_\_\_\_\_  
 \_\_\_\_\_
  
10. Club Name/Address/Member Contact/Phone/E-mail:  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Applicant’s Statement and Declarations**

The applicant declares to the best of his/her knowledge the information contained in this application and all supplements attached to be true and that no material facts have been suppressed or misstated. The applicant further understands that any false or fraudulent statements or misrepresentations could result in termination or voidance of any insurance contact issued from the information stated herein.

\_\_\_\_\_  
 Applicant’s Signature

\_\_\_\_\_  
 Date



**SERTOMA CLUB  
INDEMNIFICATION AGREEMENT – SPECIAL EVENT**

FOR GOOD AND VALUABLE CONSIDERATION, the receipt and adequacy of which is acknowledged, the undersigned, \_\_\_\_\_ (name), of \_\_\_\_\_ (address), hereafter referred to as "**Vendor**," agrees to indemnify, defend and hold free and harmless, the \_\_\_\_\_ **Sertoma Club**, \_\_\_\_\_ (address), hereafter referred to as "**Club**," and each of its members, agents, servants, employees, officers, and directors, from and against any and all actions, claims, liabilities, assertions of liability, losses, costs, and expenses including, but not limited to, attorney fees, reasonable investigative and discovery costs, and court costs, which in any manner may arise or be alleged to have arisen, or resulted, or alleged to have resulted, from the presence, activities, promotions, and/or business of any nature or otherwise of the **Vendor**, and the **Vendor's** agents, servants or employees, on or adjacent to the premises at which the special event known as \_\_\_\_\_ and located at \_\_\_\_\_ is being conducted, with said indemnification to include and not be limited to, claims or claims for bodily injury or death of persons, and for loss of or damage to property, including claims or loss by the **Vendor** or the **Vendor's** agents, servants, and employees.

The **Vendor** has executed this Agreement on \_\_\_\_\_ (date).

**"Vendor"**

\_\_\_\_\_  
*Vendor Name*

WITNESS:

By: \_\_\_\_\_  
*Vendor Representative* *Name*

Title: \_\_\_\_\_  
*Title*

<b>SERTOMA CLUB</b> <b>COMPREHENSIVE SAFETY CHECKLIST – SPECIAL EVENT</b>
--

**FACILITY CHECKS**

- | YES                      | NO                       |   |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | Is size of facility adequate for anticipated turnout?                                     |
| <input type="checkbox"/> | <input type="checkbox"/> | Are food or beverages being served? If subcontracted, refer to Vendor/Co-sponsor section. |
| <input type="checkbox"/> | <input type="checkbox"/> | Is facility accessible to the disabled?   |
| <input type="checkbox"/> | <input type="checkbox"/> | Are sanitary facilities sufficient?   |
| <input type="checkbox"/> | <input type="checkbox"/> | Are sanitary facilities accessible to the disabled?                                       |
| <input type="checkbox"/> | <input type="checkbox"/> | Are there sufficient means of egress for the disabled?                                    |
| <input type="checkbox"/> | <input type="checkbox"/> | Does egress comply with requirements of NFPA 101?   |
| <input type="checkbox"/> | <input type="checkbox"/> | Is there emergency lighting?  |
| <input type="checkbox"/> | <input type="checkbox"/> | Are there any special hazards to consider due to unique aspects of the building?          |
| <input type="checkbox"/> | <input type="checkbox"/> | Does maintenance appear to be adequate?   |
| <input type="checkbox"/> | <input type="checkbox"/> | Does flooring appear to be slippery when wet?   |
| <input type="checkbox"/> | <input type="checkbox"/> | Are changes in elevation adequately marked?   |

**PARKING FACILITY CHECKS**

- |                          |                          |  |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Is parking adequate?   |
| <input type="checkbox"/> | <input type="checkbox"/> | Will there be valet parking? If subcontracted, refer to Vendor/Co-sponsor section. |
| <input type="checkbox"/> | <input type="checkbox"/> | If valet parking is provided, are MVR reports obtained on all employees?           |
| <input type="checkbox"/> | <input type="checkbox"/> | If parking garage will be used, is it adequately lighted?                          |

**VENDOR/CO-SPONSOR CHECKS**

- |                          |                          |  |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | If alcohol is to be served, have bartenders been trained in the TIPS Program?                  |
| <input type="checkbox"/> | <input type="checkbox"/> | Have vendor certificates of liability insurance been obtained from all vendors?                |
| <input type="checkbox"/> | <input type="checkbox"/> | Is there a mechanism for keeping vendor certificates on file in the event of long tail claims? |
| <input type="checkbox"/> | <input type="checkbox"/> | Are vendor limits of liability adequate?   |
| <input type="checkbox"/> | <input type="checkbox"/> | Has verification of all vendor state licenses been completed?                                  |
| <input type="checkbox"/> | <input type="checkbox"/> | Has a hold harmless agreement been executed and signed by all vendors?                         |
| <input type="checkbox"/> | <input type="checkbox"/> | Are there co-sponsors participating in the event?  |
| <input type="checkbox"/> | <input type="checkbox"/> | Are the co-sponsors adequately insured?  |

**SECURITY CHECKS**

- |                          |                          |  |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Is there a uniformed security service for crowd control?                     |
| <input type="checkbox"/> | <input type="checkbox"/> | Is the security service properly licensed?                                   |
| <input type="checkbox"/> | <input type="checkbox"/> | Has the local police department been advised of the event?                   |
| <input type="checkbox"/> | <input type="checkbox"/> | Is there a contingency emergency response plan in effect?                    |
| <input type="checkbox"/> | <input type="checkbox"/> | Is the staff adequately trained in all aspects of special events management? |
| <input type="checkbox"/> | <input type="checkbox"/> | Is the property properly alarmed with a central station connection?          |
| <input type="checkbox"/> | <input type="checkbox"/> | Is the property adequately secured against intruders?                        |

**FIRST AID CHECKS**

- |                          |                          |   |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | Is someone on staff trained in CPR?   |
| <input type="checkbox"/> | <input type="checkbox"/> | Are there sufficient numbers of first aid kits onsite?  |
| <input type="checkbox"/> | <input type="checkbox"/> | Are there latex gloves or other means of avoiding contamination from bloodborne pathogens in the event first aid is required? |
| <input type="checkbox"/> | <input type="checkbox"/> | Is there an external automated defibrillator available, if necessary?   |
| <input type="checkbox"/> | <input type="checkbox"/> | Is someone on staff trained in the use of an automated defibrillator?   |

**FIRE SAFETY CHECKS**

- |                          |                          |   |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | Are schematics available indicating alternate routes of escape? |
| <input type="checkbox"/> | <input type="checkbox"/> | Are there smoke detectors?                                      |
| <input type="checkbox"/> | <input type="checkbox"/> | Are there call boxes in the event of fire?                      |
| <input type="checkbox"/> | <input type="checkbox"/> | Has the fire department been advised of the event?              |
| <input type="checkbox"/> | <input type="checkbox"/> | What is the response time?                                      |

- Is there sufficient water supply?
- Is the fire department connection capped and well maintained?
- Does the facility have sprinklers?
- Are the stairwells equipped with fire doors with a two-hour rating?
- Is the building fire-resistive?
- Are there fire escapes?

**OUTDOOR CHECKS**

- Is there a means of protection in the event of precipitation?
- Is there shade in the event of intense sun?
- Is terrain sufficiently flat and level?
- Is a rain date scheduled in the event of cancellation?
- Is the area sufficiently secure?
- Is the area accessible by the disabled?
- Is the area accessible by emergency vehicles?
- Is the lighting adequate?

Additional Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Completed By: Name \_\_\_\_\_ Title \_\_\_\_\_

Organization \_\_\_\_\_ Date \_\_\_\_\_

We wish to thank American International Group, Inc. (AIG) and Charles Morgan of Safety Resources, LLC, for providing source material for this checklist.

The information and suggestions contained in this checklist have been developed from sources believed to be reliable. However, the accuracy and correctness of such materials and information has not been verified. Sertoma makes no warranties either express or implied nor accepts any legal responsibility for the correctness or completeness of this material or its application to specific regulations. This information should not be construed as business, risk management, or legal advice or legal opinion.

## APPENDIX D ADVISORY AND LIAISON RESOURCES

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# ADULT VOLUNTEERS

## SUPPORTING SERTEEN CLUBS

### Sponsor Club Liaison

#### Job Description and Responsibilities

The Sponsor Club Liaison is the person who maintains close contact with the Serteen Club to see that the sponsoring Sertoma Club's goals for the Serteen Club are being met. The Sponsor Club Liaison is critical to the formation of a new Serteen Club.

The Sponsor Club Liaison, as the first contact with the school (when building a new Serteen Club), should determine the requirements of the school. This includes determining restrictions on meeting times, days and spaces, as well as determining exactly how the sponsoring club will handle funds.

Responsibilities:

A Sponsor Club Liaison:

- Is a member of the sponsoring Sertoma Club;
- Is accountable to the sponsoring Sertoma Club and its Board of Directors for activities and finances of the Serteen Club;
- Works with the Serteen Club Advisor to ensure funds are properly expended;
- Attends meetings, projects, sponsorships, and socials; and
- Is familiar with all correspondence and reports between the Club Secretary and Sertoma Headquarters.

After a Sponsor Club Liaison is selected, the Liaison with the Serteen Club Advisor:

- Contacts the school or group about organizing a Serteen Club;
- Holds a general meeting and makes a presentation to the students;
- Plans to have an organizational meeting a week later; and
- Contacts potential members, gives them information, and invites them to the meeting.

At the organizational meeting, the Sponsor Club Liaison:

- Explains the purpose of the Serteen Club programs and how members will benefit;
- Completes a Charter Member Roster and collects initial fees;
- Leads the club in amending and adopting a Constitution and Bylaws;
- Assists in electing Club Officers;
- Helps set a permanent meeting day and time;
- Helps determine club dues; and
- Leads a discussion of sponsorship projects and fundraisers.

### Serteen Club Advisor

#### Job Description and Responsibilities

The Serteen Club Advisor is the person volunteering his or her time to support the Serteen program. This is the person who maintains close contact with the Serteen Club to see that members are gaining from their experiences. The Serteen Club Advisor should counsel and assist with all activities and financial issues whenever Serteen Club members have questions, but lets members direct all club activities.

Some schools require a school-appointed Serteen Club Advisor, who sometimes receives "extra duty" pay from the school for serving as a sponsor of a school-approved organization.

Responsibilities:

A Sertoma Club Advisor:

- Is the ultimate authority of funds, especially if the Sertoma Club is school-based;
- Attends all meetings, projects, sponsorships, and socials;
- May become a member of the sponsoring Sertoma Club;
- Is familiar with all correspondence and reports between the Club Secretary and Sertoma Headquarters;
- Advises and guides members on club functions, the community, and other matters of interest to the youth;
- Promotes membership retention; and
- Promotes good citizenship and SERVICE TO Mankind through helping the youth serve the community.

## TEN STEPS TO BUILDING A SERTEEN CLUB

**Step 1:** Get a commitment from your Club to sponsor the Serteen Club and nurture it for years to come. Set a budget; you'll need to figure costs for an organizational meeting, the cost to charter and a charter banquet.

**Step 2:** Work with school or community officials to get any necessary authorization to start a Serteen Club.

**Step 3:** Appoint a member of your Sertoma Club to serve as Liaison to the new Serteen Club. This Sertoman will coordinate the Club building efforts and will work closely with the Serteen Club Advisor, once the club has been built. The Sponsor Club Liaison to the Serteen Club will:

- Keep in close contact with the Serteen;s;
- Keep your Sertoma Club advised as to the activities of the Serteen;s; and
- Attend at least one meeting each month.

**Step 4:** Appoint a school or community official to serve as Serteen Club Advisor to the new Serteen Club. This may be a school district requirement for a school-based Club. This Advisor can select key youth leaders who can help recruit members and will likely serve as charter Club officers. The Serteen Club Advisor will:

- Be an Advisor – Not a boss;
- Attend all meetings;
- Assure reports are submitted on time to Sertoma Headquarters; and
- Maintain a current Serteen roster.

**Step 5:** Determine the membership base for your Serteen Club. Should it be school-based or community-based? Also, determine your Sertoma Club's goals and purposes for sponsoring the Serteen Club.

**Step 6:** Hold a meeting of the identified youth leaders to brainstorm with the Sponsor Club Liaison and Serteen Club Advisor (s) about subjects such as:

- Purposes of the Clubs
- Names of potential members
- Dues or fees their peers may pay to participate in the Club
- School or community needs the Club could address (it helps to discuss specific project ideas at the first information meetings)
- Club Constitution and Bylaws suggestions
- Community needs
- Recruiting ideas.

**Step 7:** Begin recruiting young people to join the new Club. Your publicity efforts might include:

- Submitting press releases to the school newspaper and local media announcing the new Club;
- Distributing Serteen brochures in schools, malls, and other youth hot spots (100 free copies of the brochure are available to each Sertoma Club from Sertoma Headquarters); or
- Making very short visits to classrooms, churches, or student council meetings to let youth know about the upcoming informational meeting where they can learn about this exciting new service Club.

**Step 8:** Hold a general meeting to explain the Serteen program. Remember that the program is designed to be flexible and to provide an outlet for young people to serve the community through activities they choose with the nurturing support of the Club. At this meeting, encourage the youth to bring interested friends to the official Serteen Club Organization Meeting to be held about a week after this general meeting.

**Step 9:** Hold the organizational meeting to address the following business:

- Reiterate the purposes of the Club;
- Complete FORM 1-A: Membership Report Roster (see page 72) and collect initial fees;
- Adopt Club Constitution and Bylaws;
- Elect Charter Club Officers;
- Set permanent meeting day and time;
- Set Club dues amount;
- Discuss sponsorships and fundraising ideas; and
- Assign members to necessary Club committees.

**Step 10:** Send your Club's check for the new Serteen Club's charter sponsorship fee (\$225.00) to Sertoma Headquarters, with the following:

- FORM 1-A: Membership Report Roster (see page 72)
- Constitution and Bylaws (see Appendix C) and FORM 1-F: Official Record (see page 50).
- FORM 1-D: Serteen Organization Meeting Report (see page 71).

Upon receipt of the above, Sertoma Headquarters will send the official club Charter officer pins, membership pins, and certificates for all charter members as requested by the Serteen Club. A Club Banner may also be ordered and can be drop shipped from our supplier 6 - 8 weeks later. Supplies must be purchased through Sertoma Headquarters. Most Clubs hold a charter event, either a banquet or meeting with parents and Sertomans invited, to celebrate the new Club.

Once the Club has been chartered, the annual sponsorship fee for all Serteen Clubs is \$200, billed to the sponsoring Sertoma Club's account each July.

The Charter Banquet of a new Serteen Club is very significant! It is the first group activity of the new club and launches a program of SERvice TO MAnkind in the community.

A well - planned, efficiently conducted Charter Banquet can result in further public recognition for the new club and its affiliation with Sertoma. It will also impress upon the members the objectives of the Serteen program. It gives the new club an opportunity to conduct its first sponsorship activity and to tell the community the Serteen story.

The highlight of the Charter Banquet is the formal address following the installation of officers and the charter presentation.

Charter members refer to individuals who join before the charter date. Attendance at the charter banquet will help give members and guests a better understanding of the local Serteen Club and its objectives.

A successful charter presentation will require that the sponsoring Sertoma club work closely with the Charter Banquet Committee to help with the numerous preparations.

# FORM 1-D: SERTEEN ORGANIZATION MEETING REPORT

(To be submitted when Club Charters)

## I. SERTEEN CLUB INFO

Official Name of Serteen Club: \_\_\_\_\_

City, State (for Club Banner): \_\_\_\_\_

Name and Address of School (if applicable): \_\_\_\_\_

Number of Members: \_\_\_\_\_

Date of Charter Banquet/Event: \_\_\_\_\_

## II. ADVISOR INFO

Serteen Club Advisor \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

## III. SPONSOR CLUB INFO

Name of Sponsoring Sertoma Club: \_\_\_\_\_

Name of Sponsor Club Liaison to Serteen Club: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Daytime Telephone \_\_\_\_\_ Email: \_\_\_\_\_

\*Please send completed Form 1-D: Serteen Organization Meeting Report, FORM 1-A: Membership Report Roster, the ratified Constitution/Bylaws along with FORM 1-F: Official Record and new club fee of \$ 225, to Sertoma Headquarters.

# FORM 1-A: MEMBERSHIP REPORT ROSTER

(Photocopy for use at the time of Club Charter and submit with Biannual Reports)

Name of Serteen Club: \_\_\_\_\_

Name of school or institution: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Name of Serteen School Advisor (if applicable): \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Name of Sponsoring Sertoma Club: \_\_\_\_\_

Sponsor Club Liaison: \_\_\_\_\_

	Name	Mailing Address	City, State, Zip
<b>President</b>			
<b>Vice President</b>			
<b>Secretary</b>			
<b>Treasurer</b>			
<b>Club Members</b>			
1.			
2.			
3.			
4.			
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25.			
26.			
27.			
28.			
29.			
30.			
31.			
32.			
33.			
34.			
35.			
List additional names on separate sheet if necessary.			

# CHARTER BANQUET PLANNING

Usually, a committee of two to five new club members and Sponsor club members can plan a successful charter banquet. The Committee from the new club should have a Chairman responsible for the overall event. Committee members are responsible for arrangements, reservations, publicity and program.

New club members can serve as Chairmen of the Sub-Committees, reporting to the Chairman. Often a member of the Sponsor club will assign and assist each Sub-Committee.

**The General Chairman:** The General Chairman must see the banquet occurs at a time and place that will ensure good attendance.

Careful consideration and planning is important so the banquet doesn't become too expensive for the club.

The General Chairman must stay in contact with the members of the Charter Banquet Committee to ensure the banquet's success.

**Arrangements:** The Arrangements Sub-Committee will recommend a site for the Charter Banquet.

Decorations are also part of this Sub-Committee's responsibilities and may include sponsoring Sertoma club and Serteen Club banners, a gong and gavel, flower arrangements, and the flag of the nation. A lighted speaker's stand should be a part of the head table arrangement.

When establishing a ticket price, keep in mind that a number of guests' meals will be complimentary. New clubs usually invite local current Sertoma officers (if any) and/or District Governor to be their guests.

**Reservations:** The Reservations Sub-Committee is responsible for determining in advance, how many people will attend the banquet. This Sub-Committee will also be responsible for the reception of new club members and guests in attendance.

Usually the Sponsor club sends invitations to other Serteen Clubs in the area. A deadline for reservations with payment should be established, and is usually set for two to four days before the Charter Banquet.

The Reservations' Sub-Committee will determine how many new club members and other guests will attend.

Everyone should pay in advance for his or her tickets. This total, plus the confirmed reservations, will give the Committee the exact number of meals to order. Guarantee 5% fewer meals than you expect to avoid paying for no shows.

**Program:** The Program Sub-Committee is responsible for selecting a Master of Ceremonies, arranging the formal program, preparing the souvenir program and making head table seating arrangements.

The Master of Ceremonies should be acquainted with the members of the new club and of the Sponsor club. He or she should make introductions of dignitaries, members and guests and should know necessary background information about them. Frequently the new club President or Sponsor club President will serve as Master of Ceremonies.

The Program Sub-Committee should prepare a printed souvenir program for the Charter Banquet. The front should include the Serteen emblem along with the date and place for the event. The program should also list the names of Charter members, Serteen officers, the banquet program and an expression of gratitude from the new club.

## **THE MEETING PROGRAM AGENDA**

Most charter banquets follow the meeting program agenda as outlined.

Charter members receive their Charter member certificate and lapel pin at the Charter Banquet. The Master of Ceremonies may decide to introduce each Charter member individually if time allows.

A member of the new club should be responsible for welcoming visiting Sertomans and other guests.

Each new club receives a charter and a banner from Sertoma Headquarters, which are officially presented by the Sponsor club President, a Sertoma Officer or District Governor. (The banner is usually mailed to the new Serteen Club Advisor unless otherwise specified.) After the charter is presented, the Charter President should make a brief acceptance speech. This is also an opportunity for the President to express appreciation to the Sponsor club, national Officer, District Governor, etc., and highlight the goals of the new club.

A highlight of the Charter Banquet is the formal installation of the officers, which a Sertoma leader handles. This individual immediately follows the installation with an address.

## **FINANCING THE CHARTER BANQUET**

To ensure the Charter Banquet isn't a financial burden to the new club, the General Chairman and the full Committee should budget accurately. Expenses must be considered when setting a price for banquet tickets. The committee will add tax, gratuities, and cost of the souvenir program, ticket printing, decorations, any complimentary meals and incidental expenses to the basic meal charge.

The number of paying people expected to attend should divide the total anticipated cost for meals and other expenses, excluding any complimentary tickets. To cover the entire cost of the banquet and make it possible for the new club to have a small profit, use conservative estimates for anticipated attendance. The Committee and the caterer (if used) should agree, in advance, on the exact menu and its cost, the amount of tax and gratuity, and other services.

### **Agenda for Charter Banquet**

- Call to order: Master of Ceremonies
- Pledge to the Flag: Sponsor club President
- Invocation: New club member
- Serteen Toast to all nations: Sertoma leader
- Dinner
- Introduction of Guests: Master of Ceremonies
- Welcome: Sponsoring Sertoma club President
- Congratulatory Remarks: Sertoma leader
- Installation of members: Sponsoring Sertoma club President
- Installation of Officers: Sponsoring Sertoma club President
- Principal Address (end with charter presentation): Sponsoring Sertoma club President or Sertoma leader
- Response and Acceptance: Charter club President
- Adjourn: Master of Ceremonies

## **PREPARE FOR THE UNEXPECTED**

The Committee should anticipate the unexpected and prevent it from happening. Items such as the public address system, table decorations, place cards for the head table, table arrangements, (to name a few), should be checked in advance. Prepare a checklist and use it to eliminate unexpected problems.

## CHECK LIST

- Make sure the correct number of reservations has been made if serving a meal. Prepayment for all reservations is a MUST.
- Be ready to take care of the unexpected guest, possibly of head table stature. Fill in the last two seats at the head table just before the banquet begins.
- Make sure the public address system is working.
- Check table decorations, pins and gifts for presentation.
- Arrange to have someone photograph the banquet. This should not interfere with the banquet program. Some photos can be staged before or after the meeting.
- Check in advance to make sure your banquet facilities will be free from outside interferences and noise from adjacent rooms.
- Make sure holders of complimentary tickets receive them in advance to prevent unnecessary embarrassments.

## CLUB OFFICER INSTALLATION

On behalf of your members, your predecessors and the leadership of Sertoma, I challenge you, as officers of the (name) Serteen Club, to provide the leadership, inspiration, recognition and initiative to maintain the club and its respected position in the community.

With this challenge to you and the privilege granted to me by your members and Sertoma, I hereby declare each of you officially installed in your respective offices. Congratulations to you, and best wishes for a successful year!

### Installation of Charter Officers and Directors

(Note: Call the officers to the front of the room in an ascending order starting with the Sergeant-at-Arms, Treasurer, Secretary, Vice President(s), Chairman of the Board /President. This gives each person individual recognition for the office which he or she holds. It also enables you to have them arranged in an order that helps you associate their names and faces.)

(Name the Directors), you have been elected as members of the Board of Directors of the (name) Serteen Club. With this honor goes the responsibility, along with the officers, of making up the Board of Directors, which is the governing body of your club.

Faithful attendance, sincere interest and helpful suggestions at Board meetings are essential. The general progress of your club is your responsibility. You play an important part in the future and progress of the (name) Serteen Club.

### Sergeant-at-Arms:

(First name), as Sergeant-at-Arms, you must preserve order at club meetings, and care for the gong, gavel, banner and badges. A good Sergeant-at-Arms is an asset to the club – not only from the point of preserving order but the many courtesy duties that are your responsibility.

See that members wear their pins. New or prospective members must be greeted cordially and made to feel at home. No matter how friendly other officers are or how club meetings go, an enthusiastic Sergeant-at-Arms can enhance them all.

### Treasurer:

(First name), you are in charge of club finances and all financial records. It is your responsibility to care for the funds entrusted to you and present financial reports at each Board of Directors' meeting. Remember, these reports should be in writing and are extremely important for the club to function properly. You must work with the President and others to prepare the annual budget for your club's operations.

### Secretary:

(First name), as Secretary you are in charge of maintaining club records. Your reports, correspondence, accurate records and roster of members are the primary sources of information about your club. You are the direct line of communication between your club and all others in the Serteen program and at Sertoma Headquarters.

### Vice President(s):

(First names), you have been selected to the next highest office. As Vice President(s), the President will assign you duties. In the Presidents absence, (one of you will be assigned his/her duties. The vice presidential office is an opportunity to demonstrate your capabilities.

**Chairman of the Board:**

(First name), as Chairman of the Board it is your responsibility to see that regular Board meetings are held and conducted in a business-like manner. Also see that Board members support you in all club projects.

**Charter President:**

(First name), you have been selected Charter President of the (name) Serteen Club, and its leadership is your responsibility. However, don't do all the work yourself!

Your ability to select capable leaders to be chairmen and to delegate the work to the officers and committees will be the key to your success. It is your responsibility to organize, lead, suggest and inspire.

As Charter president, you hold the distinct pleasure of being the first President of the club.

(Have all members stand and be recognized as Charter members in the new Serteen Club.)

Serteen members, it is now my distinct pleasure to declare you officially installed as charter officers of the (name) Serteen Club. I wish you every success in **SER**vice **TO M**Ankind. Thank you.

## Serteen Program Prevention Guide for Abuse and Neglect

### *What is Abuse?*

Child abuse and neglect are defined by Federal and State laws. The Child Abuse Prevention and Treatment Act (CAPTA) is the Federal legislation that provides minimum standards that States must incorporate in their statutory definitions of child abuse and neglect. The CAPTA definition of "child abuse and neglect" refers to:

"Any recent act or failure to act on the part of a parent or caretaker, which results in death, serious physical or emotional harm, sexual abuse, or exploitation, or an act or failure to act which presents an imminent risk of serious harm"<sup>1</sup>

The CAPTA definition of "sexual abuse" includes:

"The employment, use, persuasion, inducement, enticement, or coercion of any child to engage in, or assist any other person to engage in, any sexually explicit conduct or simulation of such conduct for the purpose of producing a visual depiction of such conduct; or

The rape, and in cases of caretaker or interfamilial relationships, statutory rape, molestation, prostitution, or other form of sexual exploitation of children, or incest with children"

### Types of Abuse

All States, the District of Columbia, American Samoa, Guam, the Northern Mariana Islands, Puerto Rico, and the Virgin Islands provide definitions of child abuse and neglect in statute. As applied to reporting statutes, these definitions determine the grounds for State intervention in the protection of a child's well-being. States recognize the different types of abuse in their definitions, including physical abuse, neglect, sexual abuse, and emotional abuse. Some States also provide definitions in statute for parental substance abuse and/or for abandonment as child abuse.

### *Physical Abuse*

Physical abuse is generally defined as "any nonaccidental physical injury to the child" and can include striking, kicking, burning, or biting the child, or any action that results in a physical impairment of the child. In approximately 36 States and American Samoa, Guam, the Northern Mariana Islands, Puerto Rico, and the Virgin Islands, the definition of abuse also includes acts or circumstances that threaten the child with harm or create a substantial risk of harm to the child's health or welfare.

### *Neglect*

Neglect is frequently defined in terms of deprivation of adequate food, clothing, shelter, medical care, or supervision. Approximately 21 States and American Samoa, Puerto Rico, and the Virgin Islands include failure to educate the child as required by law in their definition of neglect. Seven States further define medical neglect as failing to provide any special medical treatment or mental health care needed by the child. In addition, four States define as medical neglect the withholding of medical treatment or nutrition from disabled infants with life-threatening conditions.

### *Sexual Abuse/Exploitation*

All States include sexual abuse in their definitions of child abuse. Some States refer in general terms to sexual abuse, while others specify various acts as sexual abuse. Sexual exploitation is an element of the definition of sexual abuse in most jurisdictions. Sexual exploitation includes allowing the child to engage in prostitution or in the production of child pornography.

<b>1998 Volunteer for Children Act Amendment to the 1993 National Child Protection Act</b>
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On October 9, 1998, the Volunteers for Children Act was signed into law by President Clinton as Public Law 105-251, amending the National Child Protection Act of 1993 as Public Law 105-251, amending the National Child Protection act of 1993.

This amendment, specified organizations and businesses may now use national fingerprint-based criminal history checks. This includes any business or organization that provides care, treatment, education, training, instructions, supervision, or recreation for children, the elderly, or individuals with disabilities, whether public, private, for-profit, not-for-profit, or voluntary.

This amendment means that if a volunteer or employee of an organization sexually molests a child in his or her care and if it can be shown that this volunteer or employee had previously been convicted of a relevant crime (in the U.S.), that organization may be held liable for negligent in hiring.

If a current or potential volunteer or employee has a relevant criminal history, he or she must be prevented from having unsupervised access to children, the elderly, or the disabled. Such a person must not be placed in a position where he or she may victimize again.

*What does this mean for Sertoma, Inc. and Sertoma Clubs:*

Sertoma Clubs are incorporated not-for-profits and these issues apply to sponsoring a youth program. The club is responsible for making sure that any volunteers meet all applicable state and federal requirements. If a club fails to do this it can be held liable for any harm done. The current Sertoma liability insurance policy does not protect the corporation of Sertoma, Inc., any club or its members for these types of charges.

Sertoma, Inc. must also run a background check on the Serteen Liaison (Sertoma member who is the contact with the Serteen Club) and the Serteen Advisor (Employee at the entity the Serteen club resides). This requirement means that the Sertoma Club must notify Sertoma Headquarters of any changes in this position and have the volunteer sign the Abuse Affidavit prior to them starting in this capacity. The fee for this would be passed on to the sponsoring club.

*Prevention of Abuse:*

To provide security for Sertoma and Serteen members the following policies should be used for all events.

- Two adults – There should always be two adults for all events. One is required to be the Serteen advisor\*; the other can be a Sertoma member\* or parent\* of a Serteen. The adult leaders must be 21 years of age or older.
- No one-on-one contact – At no time should a Sertoma adult or volunteer be alone with any Serteen. Any time a one-on-one discussion must be done it should be in view of other adults and youth.
- Respect of privacy – Sertoma adults must respect the privacy of youth members in all situations. The only intrusion allowed is to the extent of the health and safety of the youth. The adults should also protect their privacy in all situations.
- No secret organization – Sertoma does not recognize any secret organizations as part of its program. All aspects of the Serteen program are open to observation by parents and leaders.
- Appropriate attire – Proper clothing for activities is required.
- Constructive discipline – Discipline used in Sertoma should be constructive and reflect Sertoma values. Corporal punishment is never permitted.

- Hazing prohibited – Physical hazing and initiations are prohibited and may not be included as part of any Serteen activity.

\*Must have all appropriate background checks and affidavits in order.

*Reporting Suspected Abuse:*

Every state has different reporting requirements. Resources have been provided regarding state requirements and hotline information for all states.

If someone tells you of an abusive situation follow these guidelines:

1. Take the initial report
  - a. Assure privacy but not confidentiality
  - b. Be calm
  - c. Believe the child
  - d. Get the facts, but don't interrogate
  - e. Reassure the child
2. Reporting the information to the authorities
  - a. Verbal report to authorities
  - b. Written follow up reporting within 36 hours
    - i. Including:
      1. Name address and phone number of the victim
      2. The nature and extent of the injury or abuse
      3. Name, address and phone number of alleged abuser
      4. Your name, address, phone number, and relationship to the victim (if you are not a mandated reporter, you may request anonymity)
    - c. Notification to Sertoma Headquarters.

If the alleged abuse is directly related to the Serteen program notification must be made to Sertoma Headquarters.