



SERTEEN MANUAL



WELCOME

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

Serteens promote service to local communities and the less fortunate, good citizenship, equal opportunity for everyone, mutual understanding and tolerance for all people, positive peer association, friendship, and fellowship.

The Serteen Club program is open to young people aged 11 through 19. The clubs are typically organized in junior high, middle and high schools. Membership is open to young men and women with no restrictions to race, color, disability, creed, gender, national origin, religion, sexual orientation or any other protected class.

Serteen clubs are organized and sponsored by Sertoma clubs. Sertoma is a civic service organization for men and women, with a primary national mission focused on speech and hearing. Each sponsoring Sertoma Club has a club member who serves as a liaison to the Serteen Club. However, Serteen members decide what needs are most important in their schools or communities.

Serteen 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, Serteens learn about themselves and strengthen their leadership skills as they provide service to their schools and their communities.

DEFINITION OF A SERTEEN

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

- 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 Serteen club year.
- Fulfill the financial obligations of membership in their local Serteen 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.

Making a Positive Impact on Our Communities!

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SERTEEN CLUBS

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
- Agree to prohibit any discrimination in its membership requirements based on race, color, disability, creed, gender, national origin, sexual orientation, religion or any other protected class.

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

- Charter fee of \$300 (covers the first year sponsorship fee and club charter)
- FORM 1-D: Serteen Organization Meeting Report
- FORM 1-A: Membership Report Roster - names and addresses of all members, officers and advisors
- Club Constitution and Club Bylaws as amended and adopted by the club

MISSION ACTIVITIES

The purpose of every Serteen Club is to provide young people the opportunity and experience to learn and value 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 mission activities of Sertoma. Additional information on these programs is found in Appendix A of the Manual.

AWARDS

SERTEEN OF THE YEAR AWARD

This award 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. The recipient may be invited to attend an awards ceremony at the regional level.

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. The recipient may be invited to attend an awards ceremony at the regional level.

SERTEEN CLUB OF THE YEAR AWARD

The Serteen 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 at the regional level. The Serteen Club President and Serteen Club Advisor may be invited to attend an awards ceremony at the regional level.

FEEES

In order to be a Serteen club, it must be sponsored by an active Sertoma Club. 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. Club members and the Serteen Club Advisor(s) determine the amount of dues if so 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 charters:

- Form 1–D: Serteen Organization Meeting Report
- Form 1–A: Membership Report Roster
- Amended Club Constitution and Bylaws (see Appendix C)

SERTOMA: YOUR SPONSORING ORGANIZATION

Sertoma, Inc., is a service club organization with a passion to create a world where everyone who chooses, can hear us. That passion compels us to raise awareness of our cause, educate those willing to understand, and support those who need our support. The organization, founded April 11, 1912, is headquartered in Kansas City, Missouri.

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 4:00 p.m., Central Standard Time. A professional full-time staff is dedicated to supporting organization's programs and services.

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North Kansas City, MO 64116

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ADULT VOLUNTEERS SUPPORTING SERTEEN CLUBS

Adult volunteers, who support Serteen clubs, serve in an advisory capacity and are generally viewed by Ser teens as Ser teen Club Advisors. While the broad term of "Advisor" is acceptable, a distinction must be made between two types of adult volunteers who support Ser teen clubs—the Sponsor Club Liaison and the Ser teen Club Advisor. Because Ser teen clubs are sponsored by Sertoma clubs, the need exists for a liaison between the sponsoring Sertoma Club and the Ser teen 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 Ser teen Club to see that the sponsoring club's goals for the Ser teen club are being met. The Sponsor Club Liaison is the broad overseer of the Ser teen Club and is accountable to the sponsoring Sertoma Club and its Board of Directors for activities of the Ser teen club. The Sponsor Club Liaison is the main contact for Sertoma for the Ser teen Club and should occasionally attend meetings and regularly maintain contact with the Ser teen Club Advisor. The Sponsor Club Liaison may also serve as a Ser teen Club Advisor.

SERTEEN CLUB ADVISOR

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

A close working relationship between the Sponsor Club Liaison and the Ser teen Club Advisor needs to be established. Sponsoring Sertoma clubs may want to invite the Ser teen 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 Ser teen Club Advisor to Sertoma.



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 assistance.

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 encourage active citizenship; and
- To create acceptance and understanding among all.

At your first club meeting of the 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 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 also listens. 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.

Learn the rules and procedures required for the club to operate efficiently and effectively. Review carefully your Club Constitution and Bylaws. Learn parliamentary procedure in order to become familiar with the basics of how to conduct a meeting.

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

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.

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

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.

Club Meetings

Meetings should begin and end 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). 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. Do not forget the importance of remembering a person's name. Be sure to introduce any guests during the meeting. After 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 school 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 ascertain 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 (or time) other than a regular club meeting, (see Sample Board/Officers Meeting Agenda).

CLUB PRESIDENTS 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-C: Serteen/Collegiate Annual Report on time. Due at Sertoma headquarters by October 10
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
Submit a news article and photographs about your club’s sponsorships to Sertoma headquarters
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
Invite members of your sponsoring Sertoma Club to a 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
Submit Annual Report by October 10
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
DECEMBER
Conduct a sponsorship activity
JANUARY
Send photographs and story to Sertoma headquarters on a club project
Conduct a sponsorship activity
FEBRUARY
Review with the board of directors/officers the club's goals for the year
Recognize club achievers
MARCH
Urge members to think about holding elective offices in the club
Conduct a sponsorship activity
APRIL
Observe Sertoma's anniversary, April 11, 1912
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
Prepare entries for Serteen of the Year, Serteen Advisor of the Year, and Serteen Club of the Year – due July 1

VICE PRESIDENT

Serteen 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 president(s) serve(s) 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 OF MEMBERSHIP

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

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

VICE PRESIDENT OF SPONSORSHIPS

- 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 committees in collaboration with other leaders.

VICE PRESIDENT OF PROGRAMS

- Emphasizes importance of having an occasional “outside” guest 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 Annual Report due October 10.
- 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 practices, policies of the club and the Constitution and Bylaws.
- Submits entries on behalf of club members eligible for awards.
- Works closely with the 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 an optional position charged with ensuring that all club property is properly placed for each meeting and returned after the meeting. The sergeant-at-arms is also the official greeter for the club, making sure all visitors are welcomed properly introduced.

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 to:

- 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 be invited to attend board meetings.

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.

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 membership performs the service.
- A member’s contribution or service varies in proportion to his or her interests and availability.
- 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 school/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, social media and television if possible. Tell Sertomans and Serteens 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 chair 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 other organizations in the community. Search your school or local area 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 survey 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 staff, county welfare and medical officials, and your own sponsoring Sertoma Club members.

SHORT-TERM PROJECTS

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

- Sending a child to summer camp
- Buying a wheelchair for a disabled child or supplies for an orphanage.
- Giving to an organized charity, such as the March of Dimes, Red Cross, etc.
- Leadership hours
- Providing tutoring services for a 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 or visitation activities at a nursing home
- Leadership hours; because of the time involved, a leader often cannot 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' programs.

See Appendix A: Sponsorships of Sertoma for more information.

MEMBERSHIP

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

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 irregular 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

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 opportunities 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 meets, consider how to build some “social time” for the members. Make sure social activities are appropriate and designed to involve all members and guests.

RESPONSIBILITIES

The Social Committee puts fun and excitement into activities of their Serteen Club.

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

INTERCLUB COMMITTEE

RESPONSIBILITIES: This optional committee ensures the club becomes involved with other Serteen clubs in the area (if applicable).

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 and other activities.

NEW CLUBS: Do not 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.

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 Club meeting or board meeting; or
- ❑ A meeting of another organization that the member is attending as a representative of their Serteen Club.

PROGRAMS: Many committees develop numerous new ways to socialize, including:

- Dances
- Sporting Events
- Education Trips
- Dinners – Honorary, Ceremonial, etc.
- Picnics
- Holiday Parties
- Movie Parties
- Guest Speakers

FUNDRAISING

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

TIPS TO REMEMBER:

- Many good fundraisers take more than one year to become successful.
- Successful fundraisers need active participation from all members.
- Do not expect to earn hundreds the first year.
- Do not overcommit your resources. Member burnout could soon result.

Your Serteen Club may use one of the following ideas or one of its own. We encourage you to send fundraising project questions to Sertoma headquarters.

Marathons/Tournaments	Sales	Other
Chess/Backgammon	Balloon	All-You-Can-Eat Pancakes
Basketball	Bake Sale	Recycling
Bike	Bulbs/Flowers	Bake Off
Frisbee	Calendars	Cake Walk
Hole in One Contest	Holiday Ornaments	Car Washes
Walk/Run	Cookbooks	Holiday Gift Wrap
Golf (Night Golf)	Coupon books	Concession Stands
Baseball/Softball	Flags	Face Painting
Volleyball	Garage Sale	Lawn Mowing
Tennis	Used Books	Photo Contest
Badminton	White Elephants	Photos with Santa
Trivial Pursuit Contest		Pie Eating Contest

PUBLICITY

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 Serteen member uses this to keep up-to-date with club activities. The newsletter should educate, share interests, and entertain its readers. Copies of each issue of the club newsletter should be sent to Sertoma Headquarters and your sponsoring Sertoma club.

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; and
- Announce new members to promote a spirit of fellowship and goodwill.

TIPS FOR A BETTER CLUB NEWSLETTER

- 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 club publications.
- Use names! Everybody likes to see his or her name in print. List committees, sponsorship workers and participants in the last meeting.
- Write as you would speak. Present the facts, noting highlights of interest to your readers.
- 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.

MEETINGS AND CEREMONIES

CLUB AND 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 the agenda is clear;
- See that people have any information they need before the meeting when possible;
- 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 and Location

Order of Agenda:

- Call to Order (President)
- Roll Call
- Introduction of Guests
- Remarks by the President
- Approval of the Minutes
- Report of Secretary and/or Treasurer
- Committee Reports
- Unfinished Business
- New Business
- Announcement of Serteen of the Week or Month
- Other Special Announcements
- Adjournment

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

- Introduction of Guest Speaker
- Guest Speaker
- Question and Answer Period
- Appreciation to Guest Speaker

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?	
Main Business Actions	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	
Delaying or Blocking Actions	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
Speeding up Actions	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	
Other Actions	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 action – 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 assigned to it. The lower the number, the higher the motions’ rank, meaning the fewer other motions to which it yields. A motion to adjourn thus takes precedence over any other motion on the chart.

Amendments must be relevant 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 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 chairpersons 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) Sertoma 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 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.

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, the U.S. flag should hold the position of superior prominence, in front of the audience and in the position of honor at the 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.

APPENDIX

APPENDIX A – SPONSORSHIPS OF SERTOMA

SERTOMA SAFEARS!®

SAFEARS! promotes the important message that noise-induced hearing loss is preventable. With hearing loss becoming more common in the United States, awareness programs such as **SAFEARS!**, serve as an important catalyst to educate the public about this important health issue. The program strives to motivate young people and adults to take action against noise-induced hearing loss (NIHL) by understanding its problem and its solutions.



Before young people can understand hearing loss, they must understand how noise is a major cause of it. Providing concrete examples and hands-on activities helps them understand that noise-induced hearing loss is real. **SAFEARS!** youth activities help young people develop an awareness of hearing and hearing loss. Many of the activities also provide opportunities for young people to influence the awareness and understanding of others regarding noise-induced hearing loss.

For more information on **SAFEARS!** and other materials, please contact Sertoma headquarters.

A SOUND INVESTMENT

In many ways, we have made the world accessible to all people through the Americans with Disabilities Act and other efforts. However, in some ways we have failed to make that access complete. We have worked hard to remove the barriers that limit use of a public facility for those who cannot walk, but have done little for those who cannot hear. For the millions of Americans using hearing assistive devices, the ability to hear in public facilities is limited. Yet, all those sounds can be made clear by the simple act of installing an available, simple, and cost effective technology – the induction loop.

Looping is a simple technology that allows hearing assistive devices to serve as wireless loudspeakers, delivering clear, sharp, customized sound right from inside the ears. It can be adapted to use in large public spaces, such as airports and auditoriums. But it can just as easily be installed in churches, drive-up business windows and even into a single room at home so the TV or stereo sound becomes a broadcast going directly through the hearing assistive device. The induction loop is to hearing aids, what Wi-Fi is to laptops.

The goal is to make the sounds through public address and amplified systems in public facilities readily accessible to those that use hearing assistive devices. We can achieve this goal by promoting and assisting in installing looping technology of public buildings and facilities. This effort will not only provide access that should be available, but will promote the value and importance of hearing health services and technology.

There are three ways primary ways to get involved in the campaign. Based on the needs and opportunities in your community there could be more.

- Form a speakers bureau and help get the word out.

- Adopt a looping project and see that a facility gets looped.
- Support an existing effort.

The *A Sound Investment* campaign is a way for any group or individual to play an important role in the community. The primary benefit is becoming a recognized leader on an important community issue.

CELEBRATE SOUND®

CELEBRATE SOUND® is Sertoma's first national fund- and awareness-raising event created to help members, clubs and National Affiliates promote hearing health in our communities.

This premiere event is designed as a turn-key fundraising project for Sertoma clubs and National Affiliates. The walk will help you raise funds, but equally important, help raise awareness of Sertoma, its affiliates, and our hearing health mission.

Sertoma and its affiliates are well-respected for our hearing health mission. Hearing health agencies, the audiology and speech pathology professions, deaf and hard-of-hearing students – these communities know of the contributions Sertomans make in the form of grants and scholarships.

With CELEBRATE SOUND, we can spread the word beyond these circles. Together, we can raise public awareness of hearing health issues and increase funding for grants and scholarships.

Many worthy causes have gained recognition and awareness through nationally-branded events like walks. Now any Sertoma club or National Affiliate can organize a local CELEBRATE SOUND event. Your turn-key tool set will include a step-by-step guide to organize your local walk, plus supplies and resources to implement and promote your event. Online event management will make your volunteers' work simple and easy. It's time for Sertoma, its affiliates, and hearing health to shine in the spotlight.

This event is designed as a partnership between the walk organizer and Sertoma to generate awareness and funding for local needs and our national hearing health mission.

Sertoma provides the tools and supplies for the event, from t-shirts and posters to full administration of walkers and donations. The walk organizer provides for the local needs – permits, facilities, day-of-event activities, and recruitment of local sponsors and walkers. The walk organizer's expenses and supply costs will be paid from the revenues generated by the event. The remaining proceeds (net revenue) will be equally divided between Sertoma and the walk organizer. A partnership of shared investment, effort and success will build awareness and support for local and national programs and services.

Serteen Clubs must participate/host a CELEBRATE SOUND event through a sponsoring club.

APPENDIX B – REPORTS

FORM 1-A: MEMBERSHIP REPORT ROSTER

(Photocopy for use at the time of **Club Charter**)

Name of Serteen/Collegiate Club: _____

Name of school or institution: _____

Address: _____

City, State, Zip: _____

Name of Serteen/Collegiate Advisor: _____

Address: _____

City, State, Zip: _____

Phone: _____ Email: _____

Name of Sponsoring Sertoma Club: _____

Sponsor Club Liaison: _____

	Name
President	
Vice President	
Secretary	
Treasurer	
Club Members	
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FORM 1-C: SERTEEN/COLLEGIATE ANNUAL REPORT

(This form must be postmarked by October 10th)

I. CLUB INFO

Date: _____

Serteen/Collegiate 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:

Report must include a roster of all current Members including names and addresses.

Use Form 1-A: Membership Report Roster.

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/Collegiate Club Activities since last report:

(Include service projects, fundraisers, speakers, social activities, etc.)

APPENDIX C - GOVERNING AND LEGAL DOCUMENTS

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 30th.

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. 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 1st.

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, 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.

OFFICIAL RECORD

Adopted: _____, _____

Serteen Club Name: _____

Sertoma Club Name: _____

By Sertoma Club President: _____

By Serteen Club Liaison: _____

RATIFICATION

Approved: _____, _____

EXECUTIVE DIRECTOR

SERTOMA, INC.



APPENDIX D –ADVISORY AND LIAISON RESOURCES

SERTEEN CLUB ADVISOR

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 allows members direct all club activities.

If chartered within a school, the school may 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 Serteen Club Advisor:

- Is the ultimate authority of funds, especially if the Serteen 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;
- Promotes membership retention; and
- Promotes* good citizenship and service to mankind through helping the youth serve the community.

SPONSOR CLUB LIAISON

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.

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 Serreens;
- Keep your Sertoma club advised as to the activities of the Serreens; 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:

- Purpose of the club

- 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; 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 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 (\$300.00) to Sertoma headquarters, along with the following:

- FORM 1-A: Membership Report Roster
- Constitution and Bylaws and Official Record
- FORM 1-D: Serteen Organization Meeting Report

Upon receipt of the above, Sertoma headquarters will send the official club charter materials as requested by the Serteen Club. 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: _____

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 Official Record and new club fee of \$300, to Sertoma headquarters.

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 Subcommittees, reporting to the Chairman. Often a member of the Sponsor club will assign and assist each Subcommittee.

THE GENERAL CHAIRMAN: The General Chairman must ensure 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 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 to be their guests.

RESERVATIONS: The Reservations Subcommittee is responsible for determining in advance, how many people will attend the banquet. This Subcommittee 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' Subcommittee 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 Subcommittee 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 from Sertoma headquarters, which is officially presented by the sponsor club president or a Sertoma officer. After the charter is presented, the Charter President should make a brief speech. This is also an opportunity for the president to express appreciation to the sponsor club, national officer, 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 leads. 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 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
- 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, etc., 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 typically 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 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, 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.

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 President's 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 Service to Mankind. Thank you.

APPENDIX E - SERTEEN PREVENTION GUIDE

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"

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 U.S. 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 non-accidental 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.

1998 VOLUNTEER FOR CHILDREN ACT

AMENDMENT TO THE 1993 NATIONAL CHILD PROTECTION ACT

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. strongly suggests that the sponsor club run a background check on any members working with the Sertoma Club, including the Sertoma Liaison (Sertoma member who is the contact with the Sertoma Club), as well as the Sertoma Advisor (Employee at the entity the Sertoma club resides). This requirement means that the Sertoma Club must notify Sertoma Headquarters of any changes in this position.

PREVENTION OF ABUSE:

To provide security for Sertoma and Sertoma 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 Sertoma Advisor*; the other can be a Sertoma member* or parent* of a Sertoma. 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 Sertoma. 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 Sertoma 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.

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

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