



Zone Chairperson Manual

2016-2017



NEW MOUNTAINS TO CLIMB



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Lions Clubs International Purpose

To organize, charter, and supervise service clubs to be known as Lions clubs.

To coordinate the activities and standardize the administration of Lions clubs.

To create and foster a spirit of understanding among the peoples of the world.

To promote the principles of good government and good citizenship.

To take an active interest in the civic, cultural, social and moral welfare of the community.

To unite the clubs in the bonds of friendship, good fellowship and mutual understanding.

To provide a forum for the open discussion of all matters of public interest; provided, however, that partisan politics and sectarian religion shall not be debated by club members.

To encourage service-minded people to serve their community without personal financial reward, and to encourage efficiency and promote high ethical standards in commerce, industry, professions, public works and private endeavors.

Lions Clubs International Vision Statement

To be the global leader in community and humanitarian service.

Lions Clubs International Code of Ethics

To show my faith in the worthiness of my vocation by industrious application to the end that I may merit a reputation for quality of service.

To seek success and to demand all fair remuneration or profit as my just due, but to accept no profit or success at the price of my own self-respect lost because of unfair advantage taken or because of questionable acts on my part.

To remember that in building up my business it is not necessary to tear down another's; to be loyal to my clients or customers and true to myself.

Whenever a doubt arises as to the right or ethics of my position or action towards others, to resolve such doubt against myself.

To hold friendship as an end not a means. To hold that true friendship exists not on account of the service performed by one to another, but that true friendship demands nothing but accepts service in the spirit in which it is given.

Always to bear in mind my obligations as a citizen to my nation, my state and my community, and to give them unswerving loyalty in word, act and deed. To give them freely of my time, labor, and means.

To aid others by giving my sympathy to those in distress, my aid to the weak, and my substance to the needy.

To be careful with my criticism and liberal with my praise; to build up and not to destroy.

Lions Clubs International Mission Statement

To empower volunteers to serve their communities, meet humanitarian needs, encourage peace and promote international understanding through Lions clubs.

Introduction

The district governor recognizes your leadership skills. As a leader of the zone, you support quality clubs within the zone. You ensure that clubs meet the needs of both their members and their communities, function within the association's constitution and policies, are aware of the support provided by the district and strive for excellence and continuous growth.

You, as zone chairperson, are a member of the district's leadership team, including the GMT-D and the GLT-D. You are a crucial link between the clubs in the zone and the district. You motivate, counsel and communicate with the clubs and promote district programs and activities. You also keep the district's leadership team informed of the clubs' activities and share concerns and challenges the clubs may have.

Responsibilities of a Zone Chairperson

As zone chairperson, you are the administrative officer of the zone. You are accountable to the district governor and region chairperson (if applicable). Your primary responsibilities are to:

- Support the development of the clubs in your zone.
- Further the purposes of the association
- Serve as chairperson of the district governor's advisory committee in the zone and organize the meetings of this committee
- In coordination with the District GMT Coordinator, play an active role in membership development including extension of new clubs
- In coordination with the District GLT Coordinator, play an active role in supporting leadership initiatives by informing Lions about leadership development opportunities at the zone, district, or multiple district level
- Perform other functions and acts as may be required by the International Board of Directors outlined in the district officer manuals and other directives

Additional responsibilities are to:

- Monitor the health and status of clubs in the zone
- Assist clubs in status quo or financially suspended to return to good standing
- Visit each club in the zone and provide a summary of these visits to the region chairperson, or vice district governors and governor if there is no region chairperson
- Be aware of the activities of all the clubs in the zone
- Suggest and implement methods to assist all the clubs within the zone, especially status quo clubs, financially suspended clubs, young clubs, and clubs with a "priority designation"
- Promote the Club Quality initiative, Your Club Your Way, and Blueprint for a Stronger Club to the clubs within the zone and work in concert with the District GMT Coordinator, the District GLT Coordinator and the District Governor Team to implement appropriate programs within the zone
- Facilitate the exchange of ideas about programs, projects, activities, and fund-raising methods among clubs in the zone
- Promote district, multiple district, and international programs to clubs in the zone
- Ensure that every club in the zone operates according to its constitution and by-laws
- Encourage clubs to attend international, multiple district and district conventions
- Work in harmony with the district cabinet
- Attend all regularly scheduled meetings of the district

For more information, review the online training modules for incoming zone chairpersons, located in the Leadership Resource Center on the LCI website.

Working with the District Cabinet

As zone chairperson, your role when working with your district cabinet is to:

- Report progress made by the clubs in the zone in the key areas addressed at your District Governor Advisory Committee Meetings.
- Seek guidance from district leaders to assist clubs
- Communicate events and opportunities to your clubs

The district cabinet, which meets four times annually, assists the district governor in making administrative plans which affect the success of the clubs within the district. Cabinet members include:

- District governor
- Immediate past district governor
- First vice district governor
- Second vice district governor
- Region chairpersons (if the position is utilized during the district governor's term)
- Zone chairpersons
- Cabinet secretary and cabinet treasurer (or cabinet secretary/treasurer)
- Other Lions as specified by the district or multiple district constitution and by-laws

The first and second vice district governors are key members of the district leadership team. Together, the zone chairperson and the vice district governors should:

- Identify clubs in the district requiring encouragement to improve their community service activities, membership orientation, membership retention or recruitment practices, and their daily operations
- Promote leadership development opportunities at the club and district level
- Prepare and submit reports on the clubs in the zone to the district governor, other district officers and district GMT and GLT coordinators, when requested

The region chairperson is an optional position. This chairperson supervises zones within the region. Region and zone chairpersons work together to ensure the growth and success of the clubs in the zone. Together they monitor and discuss:

- The service projects being conducted by each club in the zone
- The membership growth and orientation efforts of each club in the zone
- The internal and external communication practices of each club in the zone
- The status of each club and ways to strengthen declining clubs
- The administrative and financial practices of the clubs

The cabinet secretary/treasurer or the cabinet secretary and the cabinet treasurer are responsible for district record-keeping and finances. The cabinet secretary often serves as the main communication liaison between district governor all of the cabinet members, including the zone chairpersons. The zone chairperson should verify with the cabinet secretary if there are any communications from the district officers and chairpersons that should be shared with the clubs at the zone meeting.

The district committee chairpersons work with the governor, cabinet members and district GMT and GLT coordinators to provide information to clubs, to promote district and international programs, and to encourage clubs in the zone to:

- Sponsor a new club
- Conduct a membership orientation for new and existing members
- Implement a membership recruitment or growth plan
- Retain existing members
- Engage members in club activities
- Publicize their activities effectively in the community
- Nurture current and future leaders within their clubs
- Utilize the online leadership development materials

Working with the GMT and GLT

The Global Membership Team (GMT) and Global Leadership Team (GLT) operate as interdependent, parallel structures to expand membership growth and enhance leadership development. The objective of the GMT is to expand membership and club growth and maximize club success. The objective of the GLT is to identify and cultivate effective leaders through active training and leadership development initiatives.

Both the GMT and GLT work in coordination with the district leadership team at the district level. The integrated efforts of the GMT, GLT and multiple district and district leaders focus on effectively addressing regional growth and development needs while building our membership base and improving club health, and enhancing the quality of our leadership at all levels of the association.

The Structure of the District Level GMT and GLT

Each sub-district has a GMT and GLT, each comprised of a GMT-D Coordinator or GLT-D Coordinator, and the district governor team, region chairpersons (where applicable), and zone chairpersons, with the first vice district governor serving as the primary GMT liaison to the district governor team, and the second vice district governor serving as the primary GLT liaison to the District Governor Team. Other qualified Lions may be added as necessary. The GMT-D and the GLT-D work in a cooperative manner. Information related to the specific composition of the GMT-D is outlined in Chapter X (Extension); paragraph K. of the Board Policy Manual.

As a member of the GMT-D, you will work closely with multiple district and district leaders to:

- Promote membership resources to clubs
- Promote and identify clubs to participate in the Club Quality Initiative (CEP)
- Ensure that club membership chairpersons know their roles and responsibilities
- Identify communities for new club charters
- Emphasize engagement of members in new or existing service projects
- Encourage clubs to implement a membership growth plan and to promote their activities within the community
- Communicate membership development needs and successful strategies to fellow district GMT members

As an active member of the GLT-D, your primary responsibilities are to:

- Identify potential leaders at the club level
- Communicate the availability of and promote participation in training and leadership development opportunities
- Encourage the engagement of new leaders in leadership responsibilities
- Collaborate with the GLT-D to ensure that club officer training is effectively conducted
- Communicate training and development needs to fellow GLT-D members

As zone chairperson, your commitment is a vital component in the success and growth of the club, the satisfaction of its individual members, and the identification and development of new leaders.

Working with the Clubs

Zone chairpersons should keep clubs in the zone informed of zone, district, multiple district and international events and training opportunities, because advance publicity of events results in good participation. Communication with clubs is achieved by:

- Issuing a monthly calendar of events
- Providing a calendar of events at each District Governor's Advisory Committee meeting
- Providing important dates in the district newsletter
- Sending electronic reminders to club officers
- Implementing other communication methods that have proven to be effective

Zone, district, multiple district, and international events and training opportunities may include:

- The zone chairperson's and the district governor's visit to a club
- District Governor's Advisory Committee meetings
- District, multiple district and international conventions
- Club officers' orientation
- Leadership institutes
- Other special events clubs should attend

Responding to club's questions and concerns promptly and effectively is an important component of good communication with clubs. Zone chairpersons often become a motivator or counsellor when responding to a club's concerns.

District Governor's Advisory Committee

The zone chairperson, club presidents, and club secretaries of the clubs in the zone comprise the District Governor's Advisory Committee. The zone chairperson is the committee chairperson. This committee advises the zone chairperson about matters within the zone and makes recommendations on matters affecting all clubs in the district. The zone chairperson shares the recommendations with the district governor and district cabinet. The committee meets at least three times annually. A fourth meeting, if held, could be an occasion to honor present or past club officers. Advisory committee meetings are reported to the district governor using the [DA-ZCM Form](#). A sample form is located at the end of this manual.

The committee meetings provide an opportunity for the zone chairperson to promote and encourage unity among clubs in the zone. The clubs exchange ideas about club operations and management during the meetings as well as projects, activities and fundraisers.

Refer to the new "[Model District Governor Advisory Committee Meetings](#)," available on the Zone and Region Chairperson page on the LCI website.

The committee's responsibilities are to:

- Ensure that every club is operating effectively, following the International Constitution and By-laws ([LA-1](#)) and policies, and meeting the needs of its members
- Exchange ideas regarding service activities, inspire membership growth, leadership development and effective club operations
- Promote the programs offered by the district, multiple district and LCI 6
- Ensure that each club installs club officers, inducts new members and recognizes member achievements in a way that is meaningful
- Encourage clubs to participate in district, multiple district and international conventions
- Promote inter-club meetings and encourage clubs to attend charter nights and other district events

Planning successful Advisory Committee meetings

The new Model District Governor Advisory Committee Meetings Guide offers a suggested focus for each of the three zone meetings to be held during the year.

The following checklist can help a zone chairperson plan successful meetings: Tip – Use the Meeting Preparation Checklist in the Guide!

- Select a meeting time when the majority of the clubs can be represented
- Send meeting notices well in advance
- Prepare an agenda for each meeting, and ask someone to be a recording secretary
- Provide name badges for all attendees
- Encourage attendees to share their thoughts and ideas with others
- Send meeting minutes to all club presidents and encourage them to share the information with the members of their clubs

First Advisory Committee Meeting – Focus on Service

- The International President's theme
- Club service project Idea Exchange
- Ways to Identify New Service Projects
 - Community Needs Assessment
 - Making it Happen
 - Planning Service Activity Projects for your Lions Club
 - Providing community Service
 - Open discussion on Club Challenges and Successes
 - Tools to Guide Club Planning and Management

Encourage the club to report its service activities

One of the best parts of being a Lion is serving our local communities as well as meeting worldwide humanitarian needs. Club secretaries are asked to report the club's service activities as they occur. Service activity reporting helps us measure the impact of our service and helps our leaders at the district, multiple district and international levels understand the needs and interests of the local club, helps inspire fellow Lions with our success stories and provides a searchable record of the year's activities.

Service Activities can be reported throughout the year and ends on July 15 of the next fiscal year. The activities reported by the clubs remain available online for two years following the year of service.

MyLCI is used to report service activity. Club presidents and secretaries are able to submit and update service information and all club officers with access to MyLCI are able to view the service activity reports. Once reported, the service activity information is immediately available to view by district and multiple district officers and chairpersons.

Second Advisory Committee Meeting – Focus on Membership

- International President's Theme in relation to membership recruitment
- Strategies and Resources for Increasing Membership
 - Just Ask: New Member Recruiting Guide
 - Member Satisfaction Guide
 - New Member Orientation
 - New Member Sponsor's Responsibilities
 - New Member Induction Ceremonies
 - Potential communities where new clubs can be organized
 - GMT
- Open discussion on Club Challenges and Successes
- Club Excellence Award

Encourage Clubs to Report Membership Every Month

All Lions clubs are asked to report any membership changes on a monthly basis. Even when there are no changes in membership, clubs should report "No changes for the Month." Monthly reporting ensures accurate statement billing, magazine and miscellaneous mailings, award(s) criteria and other benefits.

Club presidents and secretaries can submit their monthly membership changes using the MyLCI website. Membership changes reported using MyLCI are recorded immediately and available to view by LCI headquarters, district and multiple district officers and chairpersons. The current reporting month is open for submission of reports throughout the entire month – from the 1st through the last current day of each month. When "No Changes for the Month" has been selected, subsequent reporting entries are permitted for that month. Related reports will be updated accordingly. The reporting month closes on the last calendar day of each month at 12:00am (midnight) Central Standard Time (CST).

Club presidents and secretaries can also submit their monthly membership changes using the paper Monthly Membership Report form (C-23-A). Membership reporting forms received by the 20th calendar day of the month (for example, July 20, August 20) will be entered in that same month. The paper form is available to download by searching "Monthly Membership Report" or C-23-A on the LCI association website.

Paper MMR forms can be submitted by mail, fax or email to the Member Service Center at the following address:

Member Service Center
LCI Headquarters, 300 W. 22nd Street Oak Brook Illinois, 60523 USA
Phone 630-468-3830
Fax 630-571-1687 8
Email <mailto:MemberServiceCenter@lionsclubs.org>

Note: The My Tasks panel of the MyLCI Home page will display a link to view the clubs in your area that have not reported their monthly membership.

Third Advisory Committee Meeting - Focus on Leadership Development

- Progress to Elect and Install Future Leaders
 - Identifying potential club leaders
 - Establishing a club officer nominating committee
 - Election best practices
 - Planning a club officer installation event
 - Conducting an annual audit of a clubs funds
 - Ordering end-of-year club awards
 - Reporting club officers for next year
 - Planning for club officer orientation
- Highlight Leadership Support and Development Resources
 - Online Lions Learning Center
 - Club Officer Training
 - Lions Mentoring Program
 - Webinars
 - Podcasts and online Leadership newsletters
 - GLT
- Promote the district and multiple district conventions
- Open discussion on club challenges and successes
- Review with the club officers the application and criteria to earn the Club Excellence Award

Encourage Clubs to Report Officers for the Next Fiscal Year

Each year following the election of the new club officers, clubs are asked to report their new officers to International Headquarters. Once the new officers are reported, those officers will begin to receive correspondence and have appropriate access to MyLCI and other resources. We ask that each club report their newly elected or re-elected officers to International Headquarters by May 15 each year.

Club presidents and secretaries can report their new officer information and changes using the MyLCI website. Officers reported using MyLCI will be immediately available to view at LCI Headquarters and by the multiple district and district officers and chairpersons.

Club presidents and secretaries can also report their new officer information and/or changes using the paper Club Officer Reporting form (PU101). The paper PU101 form is available to download by searching Club Officer Reporting form or PU101. Paper Club Officer Reporting forms can be submitted by mail, fax or email to the Member Service Center at the address listed below.

Member Service Center
LCI Headquarters, 300 W. 22nd Street Oak Brook Illinois, 60523 USA
Phone 630-468-3830
Fax 630-571-1687
Email <mailto:MemberServiceCenter@lionsclubs.org>

Note: The My Tasks panel of the MyLCI Home page will display a link to view the clubs in your area that have not reported their officers.

After each meeting

- Ask your club officers to complete the Meeting Evaluation Worksheet contained in the Guide
- Complete the, District Governor Advisory Committee Meeting Report ([DA-ZCM form](#)) and send to:
 - District Governor
 - GMT-D/GLT-D
 - Region Chairperson
 - LCI – englishlanguage@lionsclubs.org

Visiting Clubs

Determine the specific needs of each club by visiting the clubs in the zone, at least once, during the year. Listen attentively to the concerns of the members and give constructive advice. Document your findings and the advice given to the clubs to evaluate the progress of each club.

Characteristics and behaviors of healthy clubs and of declining clubs are significantly different. Healthy clubs:

- Are well organized
- Meet on a regular basis
- Have members who are enthusiastic and take pride in their club
- Maintain continuous membership growth
- Engage their members in activities that are meaningful to them
- Sponsor numerous service projects which meet the needs of the community
- Conduct successful fund-raising projects
- Maintain a strong public relations program within the community
- Involve and encourage members interested in becoming leaders
- Pay their dues on a timely basis and seldom have past-due accounts
- File monthly membership reports on time

Speak to clubs about the resources available to increase membership and develop leaders, and recognize the clubs' achievements during your visit. Be prepared to be a motivator, counsellor, and communicator while visiting clubs.

As a motivator, a zone chairperson:

- Recognizes clubs' successful community service projects and public relations events
- Encourages team spirit and unity among club members
- Explains the importance of respecting and working with other club members
- Encourages members to participate in district events, conferences, and training
- Encourages members to accept leadership responsibilities

As a counselor, a zone chairperson:

- Offers direction and support to clubs
- Informs clubs of resources available from the association and the community
- Listens to the concerns of the clubs
- Offers potential resolutions to misunderstandings and problems within clubs
- Provides guidance to status quo clubs and clubs in financial suspension
- Offers direction to clubs that are experiencing difficulties
- Encourages strong successful clubs to set higher goals

As a communicator, a zone chairperson:

- Informs clubs about district and multiple district events and training opportunities
- Provides suggestions on how clubs can participate in district events
- Report the clubs' activities to district officers
- Promote the purposes of the International Association of Lions Clubs

Assisting Clubs that are Struggling

As zone chairperson, you may work in collaboration with the district leadership team to monitor the general health of Lions clubs in the zone. You may be asked to provide assistance to clubs to prevent placement in status quo or provide your observations regarding behavior of clubs that the district governor is recommending for status quo. You will also offer direct support to clubs in status quo to reactivate and regain good standing.

Clubs that are struggling fall into four categories: Status Quo, Priority Designated Clubs, Protective Status and Financial Suspension. The policy for each is noted below. These statuses are also noted on the Club Health Assessment Report.

Status Quo Clubs

Status quo is a temporary suspension of the charter, rights, privileges, and obligations of a Lions club. The Executive Administrator and divisions as designated by the Executive Administrator, acting on behalf of the International Board of Directors, has authority to place a Lions club in status quo or release it from status quo. The objective of status quo is to stop the activity of the club that is not fulfilling the obligations of a chartered club until the reason for placement into status quo is resolved or the club is cancelled.

Lions clubs may be placed in the following categories of status quo:

- Failure to comply with the purposes of the association, or conduct unbecoming a Lions club, such as, but not limited to, failure to solve club disputes or involvement in litigation
- Failure to fulfil any obligations of a chartered Lions club, such as, but not limited to, failure to hold club meetings regularly, or failure to submit the Monthly Membership Report for three or more consecutive months;
- The club is non-existing or fictitious
- The club has asked to disband or participate in a club merger.

While clubs may be placed in status quo for the reasons mentioned, District Governors may also request that a club be placed in status quo for failure to fulfil the obligations of a Lions Club. These requests require the approval of the first vice district governor and the zone chairperson. Sufficient documentation demonstrating that the club is not in compliance with the International Constitution and By-laws or Board Policy and the actions taken by the DG Team to encourage compliance is required to be submitted along with the request. Requests must be received 90 days or more prior to the district and/or multiple district conventions. The club will be placed in status quo once there is significant documentation that the club is not complying with the International Constitution and By-Laws.

1. While in status quo, the club can not
 - a. Conduct service activities;
 - b. Conduct fund-raising activities;
 - c. Participate in district, multiple district, or international functions or seminars;
 - d. Participate in any voting procedures outside of the club;
 - e. Endorse or nominate a candidate for district, multiple district and international office;
 - f. Submit the Monthly Membership Report and other report forms;
 - g. Sponsor a Lions club, or organize a Leo club or a Lioness club.

2. Every effort should be made to assist status quo clubs before charter cancellation. The following procedures are to be followed to give assistance and support to status quo clubs:
 - a. The District Governor Team or the Coordinating Lion should start working with the club immediately toward its release from status quo. The District Governor Team must keep the district governor informed about the progress of the status quo clubs in the zone.
 - b. If helpful, the district governor may assign a Certified Guiding Lion to help bring the club back into good standing. The Certified Guiding Lion must have the approval of both the club and the DG Team.
 - c. The district governor or the Coordinating Lion must review the progress and inform LCI headquarters in writing of the progress made or the recommendation of cancellation.
3. In order for a status quo club to regain the status of good standing, the club must:
 - a. Correct the reason for which the club was placed in status quo;
 - b. Pay all outstanding balances in the district, multiple district and international accounts;
 - c. Submit a completed Reactivation Report to report membership or leadership changes if needed; (The Reactivation Report is available on the Association website.)
 - d. The recommendation to release a status quo club shall be made at any time of the year;
 - e. Once reinstated, the club will have the ability to revise the club membership roster and officer records.
4. Cancellation: Clubs that do not show improvement or make an adequate attempt to comply with the International Constitution and By-Laws or Board Policy within the specified time will be placed before the International Board of Directors to determine if the club should be cancelled, remain in status quo or regain good standing or active status.

Priority Club Designation

Priority club designation allows members of the District Governor Team (the district governor, first vice district governor or second vice district governor) to make up to two additional club visits to the club funded by the existing district governor budget. This designation does not change the status of the club nor change the club's rights or obligations and is designed to provide support to clubs that need additional attention.

Priority clubs automatically include all clubs that have been chartered over the previous 24 months, clubs in status quo or financial suspension and clubs that have been cancelled over the previous 12 months that could be reinstated.

The district governor may request priority designation for five additional clubs. To request priority designation for clubs that are not newly formed, recently cancelled, in status quo or financial suspension as noted above, the district governor must indicate why additional support is necessary, provide a plan outlining the needed activities and assign a Guiding Lion to the club. The plan must be approved by the club, the district governor, and the first vice district governor and then submitted to the District and Club Administration Division. These clubs must continue to pay dues and fulfil the responsibilities of a Lions Club or may risk being placed in financial suspension and cancelled. If measurable progress is not made within six months, these clubs may lose their priority designation. A club is considered to have achieved success when it has reached the goals set by the club when priority designation was granted. More than five additional clubs may be given a priority designation with the approval of the District and Club Service Committee.

Protective Status

1. A Lions club may be placed in protective status quo when requested by the district governor and the country or the area of the Lions club is experiencing:
 - a. War or civil insurgency;
 - b. Political unrest;
 - c. Natural disasters;
 - d. Any other special circumstances which prevent a Lions club from functioning normally.
2. A Lions club shall stay in protective status for the initial period of 90 days, plus additional days if warranted.
3. A protective status club shall be allowed to function normally, based on the definition of Lions club's functions defined in the Board Policy Manual, but exempted from:
 - a. Payment of district, multiple district, and international dues;
 - b. Submission of Monthly Membership Report and other report forms.

The club is released from protective status when the club is able to fully function, pay outstanding district, multiple district and international accounts and submit a reactivation report. The recommendation to release a club from protective status shall be made at any time of the year; in cases of extreme hardship, the International Board of Directors, at the request of the District and Club Service Committee, may provide partial dues relief.

Club Cancellation

When a Lions club notifies International Headquarters it is disbanding or merging with another club and the district governor supports the action and no other options seem viable, the club charter will be automatically cancelled.

The cancellation of a club may be rescinded within 12 months from the date of cancellation if the reasons for cancelling the club are resolved. All previous dues must be paid. The district governor or the coordinating Lion must submit a Reactivation Report to rescind the charter cancellation. Requests for reactivation that are received less than 90 days prior to a district or multiple district convention may be held until the close of the convention.

Financial Suspension of Clubs

Clubs are automatically placed on Financial Suspension if balances beyond 120 days are equal to or exceeding US\$20/member or \$1,000 or greater, and cancellation will occur after the 28th of the month following suspension if full payment is not received..

Suspension is the temporary deferment of the charter, rights, privileges and obligations of a Lions club due to an unpaid balance.

Each month the association notifies all district governors of which clubs in the district are in suspension, were released from suspension or cancelled. Zone chairpersons can help prevent unnecessary charter cancellations by encouraging suspended clubs to either pay the outstanding balance or negotiate a payment plan with the Finance Division at International Headquarters. 14

Quite often, non-payment is not exclusively due to lack of funds. There are times when club officers are ill or out of town on business, and fail to make payments on time. Also, non-receipt of international bank statements can delay application of payments. No matter what the reasons may be, it is the responsibility of each Lions club to pay its dues billing on a timely basis.

One of the most important duties of the zone chairperson is to ensure that all the clubs in the zone are in active status with their accounts at any time of the year. Such special efforts made by the zone chairperson can help clubs in the zone and the zone itself, as well as affect the financial health of the association. Note: MyLCI allows the zone chairperson to quickly view the

current financial status for each club in their area. (From the My Zone menu, select Clubs from the menu list. From the Zone Clubs page, click the Statement button associated with any club.

When a club makes a deposit to an LCI banking account, it is necessary that a copy of the deposit slip be sent by fax or email to accountsreceivable@lionsclubs.org so that payment will be credited to their account; include the club name, club number, amount to be credited and purpose of payment.

It is important that clubs regularly review the financial statements they receive from LCI to verify that the payments they have made have been received and credited to their account. This can greatly reduce the possibility of being suspended due to problems in properly identifying payments. Club officers can avoid delays and prevent posting errors by viewing and paying their club statement online using the MyLCI Site. It is available at www.lionsclubs.org.

Promoting Healthy Clubs

The most effective Lions clubs regularly identify ways to expand their humanitarian service impact, develop leaders, and meet club members' needs and expectations. They take care to ensure they are continually bringing value to the community and club members.

As a zone chairperson, you have the opportunity to promoting this tool to the club level. Familiarize yourself with the following programs and make yourself available to serve as a resource in supporting Lions throughout the process.

Additional information can be found in the [Zone and Region Chairperson pages](#) on the LCI website

[Your Club Your Way](#) – This guide helps clubs reinvent themselves and customize club meetings to meet the needs of the members.

[Blueprint for a Stronger Club](#) – Like any worthwhile project, it is important for clubs develop and implement a plan, or a “blueprint,” to guide their actions. The *Blueprint for a Stronger Club* provides a road map to achieving greater levels of value in terms of the community and in terms of member satisfaction. The three simple steps provide a practical approach to enhance what is working, to phase out what no longer works, and to implement new initiatives. When clubs create a well-founded *Blueprint for a Stronger Club*, commit themselves to its implementation, regularly revisit the plan, and assess needs and refine action steps, they will achieve both short- and long-term goals.

[Club Quality Initiative \(CEP\)](#) – The Club Quality Initiative (CEP) is a workshop program dedicated to club improvement. CEP can be conducted in one of two formats: CEP Pro, which is guided by a trained facilitator, or CEP Lite, which is self-guided by a member of the club. Using a four step process, a participating club will identify their community's needs, take a survey on their membership experience, use resources and develop action plans. For more information, visit the LCI website.

[Standard Form Lions Club Constitution and By-Laws \(LA-2\)](#) – The club's primary governing guidelines. This document outlines the structure, duties and responsibilities of Lions clubs and officers, and is the ultimate guide for club management.

[Club Officers Manual \(LA-15\)](#) – Provides club officers with basic information regarding their responsibilities and duties. Club officers can review and download the manual from the Club Resource Center on the association's website.

Newsletters include *LION Magazine*, which each Lions club member receives. [Lions Newswire](#), the monthly newsletter on the association's website, keeps members throughout the world informed of important events as well and association policy changes and news of current Lions events and activities. Members can read *Lions Newswire* each month on the LCI website.

[The Leadership Resource Center \(LRC\)](#) – accessible via the association's website, offers easy access to leadership development tools and resources to nurture and develop leadership skills among Lions.

[How are your Ratings \(ME-15B\)](#) – is accessible on the association's website. This resource contains a series of questions that will help clubs determine their strengths and weaknesses. Clubs can develop a plan to improve themselves based on the results of this questionnaire.

[e-Clubhouse](#) – Lions clubs across the world can find a new home on the Internet with the e-Clubhouse. The e-Clubhouse enables clubs to build a free Website and enhance their presence on the Web by using fill-in-the-blank fields and pre-formatted templates to make giving clubs a polished and tech savvy appearance easy. The e-Clubhouse also provides consistency with the Lions branding while enabling clubs to preserve their individuality. The site includes a club calendar, club projects, photo gallery and contact us page to help tell others about their Lions club. Up to five more pages can be added. It's up to the club to key in information and to determine how it will be used. Encourage clubs to develop their own web presence with the e-Clubhouse.

Recognizing Achievements

Recognition is a behavior deeply rooted in Lionism. Volunteers deserve recognition as individuals or groups. Recognition motivates volunteers, increases their self-confidence, and makes them feel appreciated. Recognition might be a certificate, pin, banner or other tangible object. It may also take the form of a simple thank you, a gesture of appreciation, an acknowledgement of the volunteer's efforts at an event or in print, or other informal method of recognition. Recognition should be appropriate, timely, and genuine.

[*The Art of Recognition Handbook*](#) provides an overview of the benefits of formal and informal recognition and 70 ideas for recognizing Lions.

The association offers a variety of awards for individuals or clubs. The LCI website provides information about program and activity awards. Visit the [Awards webpage](#) on the LCI website.

The [Club Excellence Award](#) recognizes the achievements of the president and the club leadership team. Zone chairpersons should be familiar with the award criteria and promote the award to clubs. This award application is on the LCI website.

[Club Rebuilding Award](#) – The Club Rebuilding Award recognizes Lions who were instrumental in rebuilding an existing club, or bringing a cancelled or status quo club back to active and viable status. To qualify, the district must submit a completed Club Rebuilding Award Nomination Form. The award cannot be awarded to the district governor.

Resources to Assist You as Zone Chair

Lions Clubs International Website

[Lion Clubs International website](http://www.lionsclubs.org), located at www.lionsclubs.org, is an essential tool for clubs. The site offers basic information about the association's programs, contact information and e-mail links to International Headquarters, various directories and an online Club Supplies section. Many publications, forms and reports can be downloaded from this site. The [Club Resource Center](#) on the website serves as a central depository of information and forms that club officers will need throughout their year. The [District Resource Center](#) has similar information for district level officers. There is also a [Zone and Region Chairperson Center resource page](#).

MyLCI Website

The MyLCI website at <http://mylci.lionsclubs.org/> is a tool used by club officers to maintain member names, addresses and phone numbers, view and pay LCI statements, print membership cards, track the club's service activity, view miscellaneous reports, club rosters, create member mailing lists, designate the next year's officers and report monthly membership.

Access to functions and data on the website is based on the user's current role within the Lions organization and as such, requires the user to logon with a registered user name and password.

Several short English video segments are available to guide officers who would like to learn more about MyLCI.

MyLCI Introduction	An overview of the functions and basic features of the MyLCI website.
LCI Logon and Registration	Demonstrates how to create a username and password for the LCI websites.
Using the MyLCI Website	Demonstrates how to navigate and use the help features of MyLCI Website.

After logging on to MyLCI, a training area is also available to new officers to help them become comfortable with using the website.

Club Health Assessment

The Club Health Assessment is sent to the district team the second week of each month and includes information on membership, reporting, payments and donations in one comprehensive report. Problem areas appear in red. Areas where the clubs have demonstrated outstanding progress appear in green. The report is a critical tool for allowing the district team to better monitor club progress.

Zone Chairperson Awards

[District Governor Team Excellence Award](#) – This award recognizes the district governor teams that meet the criteria of excellence in areas of service, membership growth, communications, leadership development and club development. For the districts that receive the award, the district governor will determine which members of the team are most deserving of special recognition. In order to nominate zone or region chairperson for recognition, the district governor must have previously entered information to identify the current region and zone chairpersons using MyLCI.

[Presidential Zone and Region Chairperson Awards](#) – Zone and Region Chairpersons can truly make a difference by helping clubs advance their service, grow their membership and achieve their goals. For more information go to: [Presidential Zone and Region Chairperson](#).

Organization of International Headquarters

International Headquarters is arranged into several groups that support similar goals and have a natural collaborative working relationship.

The website is an essential tool for club and district officers. There are hundreds of pages of information on the site, organized in an easy-to-follow format. New items are added monthly, and innovations are continually pursued.

The following description of each division within International Headquarters can also enable clubs and members to contact the correct division. The general phone number for International Headquarters is (630) 571- 5466.

Administrative Officers at International Headquarters

Executive Administrator

The Executive Administrator of Lions Clubs International oversees the administration and operation of International Headquarters. The executive administrator's primary responsibility is to implement policies and procedures through the association staff that sustain the vision and purposes of the association and foundation.

The executive administrator:

- Manages the activities of the International Headquarters groups and staff
- Works closely with the International President, the Executive Committee, and the International Board of Directors to assure that the worldwide activities and expansion of Lionism are in keeping with the philosophy and policies of the association

Secretary

The secretary implements and manages the corporate governance programs for the association and prepares and distributes the official minutes of the International Board of Directors Meetings and Executive Committee.

Treasurer

The protection, management and investment of the association's funds and other resources in accordance with the approved policies of the International Board of Directors, are the main responsibilities of the treasurer. The treasurer is also responsible for budget preparation, as well as international officer and director expense claim audits.

LCIF Executive Administrator

The executive administrator of Lions Clubs International Foundation is responsible for the administration of the foundation, which is a separate legal entity with charitable, tax-exempt status. The LCIF executive administrator works with LCIF Chairperson and LCIF Board of Trustees to implement the foundation's mission of supporting the efforts of Lions clubs around the world in serving their local communities and the world community as they carry out essential humanitarian service projects.

International Headquarters Groups

District & Club Service and Leadership Development Group

District and Club Administration

Email: districtadministration@lionsclubs.org

Assists the administration of districts and clubs worldwide. Provides language services in the association's official languages. Issues District Governor Team and Club Excellence Awards and supports club development by providing clubs with the Guiding Lions program and Club Rebuilding Awards. The English Language Department serves as an important communication resource for district governors.

Leadership Development

Email: leadership@lionsclubs.org

Designs, develops, implements and evaluates leadership development programs, seminars, and conferences at the international, multiple district, district and club levels. Provides online learning opportunities (Leadership Resource Center: <http://www.lionsclubs.org/EN/member-center/leadership-development/index.php>) and curriculum tools and resources for local use. Supports and collaborates with the Global Leadership Team (GLT) to identify and satisfy Lions' training and development needs around the world.

Global Development Group

Email: globaldevelopment@lionsclubs.org

Service Activities

Email: programs@lionsclubs.org

Supports Lions and Leos in implementing meaningful service projects and activities through the provision of project planning resources. Current service categories include children, youth, health, environment, and international relations, as well as special initiatives such as the Centennial Service Challenge and the Reading Action Program. The division also collects data on Lions and Leo activities through the Service Activities Report. This data helps the association demonstrate how Lions and Leo local acts are making a positive contribution to global development priorities. The Service Activities Division is comprised of the Programs & Service Initiatives Department and the Leo Club Program Department.

Marketing and Membership

Membership

Email: membershipdev@lionsclubs.org

Directs and initiates efforts by members and member committees in establishing standards for membership and programs for bringing new members into the association. Oversees the GMT and Operations functions.

Public Affairs

Email: pr@lionsclubs.org

Directs all public affairs activities including managing public relations and media relations. Manages all audio/video productions and events including providing leadership and creative input on high profile events and programs such as Centennial, LDUN, etc.

Marketing

Email: marketing@lionsclubs.org

Directs, develops and implements marketing strategies to support key programs of the association including new club and membership initiatives, service initiatives, along with the marketing of all recognition programs and other key programs of Lions. Oversees the graphics function.

Communications

Email: communications@lionsclubs.org

Directs all internal and external communications, advertising, brand management and corporate messaging. This includes all online communications and The Lion magazine.

Treasury, Financial & Business Operations Group**Finance**

Email: finance@lionsclubs.org

Manages the association's resources, both people and money. Directs the implementation of the association's financial policy, including banking, transfer of funds, general accounting functions, cost accounting and investments. Provides various financial services to members.

Information Technology

Email: informationtechnology@lionsclubs.org

Provides technology services that include technology infrastructure, membership and financial systems, a business intelligence system for reporting, member services websites including MyLCI, communication systems, document management system, club, officer and member data administration, district and international convention support and technical support for staff and members (website: www.lionsclubs.org).

Club Supplies and Distribution

Email: clubsupplies@lionsclubs.org

Responsible for inventory, marketing and distribution of club supplies worldwide. Manages worldwide licensing programs. Coordinates assistance to other departments that procure, inventory, promote, ship and bill Lions club materials throughout the world.

Other Headquarters Groups**Convention**

Email: convention@lionsclubs.org

Develops, manages and coordinates all logistics and major activities relating to the international convention, DGE Seminar, and International Board of Directors meetings.

Legal

Email: legal@lionsclubs.org

Responsible for maintaining the association's worldwide trademark registrations, global insurance program and risk management and litigation. Provides guidance and advice to Lions on the association's constitution and by-laws and board policy, including district elections, international director endorsement inquiries, dispute resolutions and constitutional complaints

Lions Clubs International Foundation

Website: www.lcif.org

Email: lcif@lionsclubs.org

Responsible for administration of the foundation, including promotion, fundraising, investment management, execution of grants and liaising with trustees and board of directors. Manages emergency grants, the SightFirst program, the Lions Quest program and other humanitarian grant programs, in addition to processing donations and providing recognition.