



# Zone Chairperson Manual

2011-2012

English

## *Lions Clubs International Purposes*

**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 communities 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.



## **ZONE CHAIRPERSON MANUAL**

### **TABLE OF CONTENT**

Introduction .....	2
The District Cabinet.....	2
Working with the District Cabinet .....	2
Responsibilities of Zone Chairperson.....	4
District Governor's Advisory Committee.....	4
Working with Clubs.....	6
Organization of International Headquarters.....	8
Resources to Assist Clubs .....	10
Communicating with Clubs.....	13
Recognizing Achievements .....	14
Additional Information.....	15
District Governor's Advisory Committee Report .....	19

# INTRODUCTION

You, as zone chairperson, are a member of the district's leadership team. You are the link between the clubs in the zone and the district team. You motivate, counsel and communicate with the clubs. You keep the district's leadership team informed of the clubs' activities and share concerns about any of the clubs with the team. You also encourage clubs to support district programs and activities.

The district governor recognizes your leadership skills. As a leader of the zone, you are to support quality clubs within the zone. These clubs should understand their purpose in the association, function within the association's constitution and policies, know they are part of the district team and strive for excellence and continuous growth.

## THE DISTRICT CABINET

It is important that you understand the purpose of the district cabinet, and how you can work with this team to maintain healthy clubs in the district.

The district cabinet, which meets four times annually, assists the district governor in making administrative plans and policies which affect the success of the International Association of Lions 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

## WORKING WITH THE DISTRICT CABINET

The district governor represents the International Association of Lions Clubs in the district. The governor supervises and works with the vice district governors, cabinet secretary/treasurer, region and zone chairpersons, and other members of the cabinet.

You, as zone chairperson, collaborate with the district governor to ensure that clubs in the zone:

- Are in good standing
- Are visited more than once annually, which includes the governor's official visit to the club
- Conduct service projects in their community

- Maintain effective internal communications and a continuous community public relations program
- Demonstrate excellent administrative and financial practices
- Implement membership recruitment, orientation and retention programs
- Participate in district, multiple district and international events

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.
- Prepare and submit reports on the clubs in the zone to the district governor, other district officers and District GMT and District 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 status of each club and ways to strengthen declining clubs
- The service projects being conducted by each club in the zone
- The internal and external communication practices of each club in the zone
- The membership growth and orientation efforts of each club in the zone
- 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. To make certain that all the clubs in the zone pay per capita dues and district dues on time and are informed about district events, the zone chairperson provides the following information to these officers:

- A current list of clubs in the zone with officers' names and addresses
- A report of the status of clubs in the zone, including financial suspension and status quo

The district committee chairpersons work with the governor, cabinet members and District GMT and District 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 on-line leadership development materials

# **RESPONSIBILITIES OF ZONE CHAIRPERSON**

You, as zone chairperson, are the administrative officer of the zone. You are accountable to the district governor or region chairperson. Your primary responsibilities are to:

- Further the purposes of the association
- Serve as chairperson of the district governor's advisory committee in the zone and call regular 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 within the zone about leadership development opportunities at the zone, district, or multiple district
- 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
- Return status quo and financially suspended clubs to good standing
- Attend meetings of 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
- Discuss the status of the clubs in the zone with the region chairperson or the vice district governors if there is no region chairperson, especially clubs that are experiencing difficulties
- 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 problems
- 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 follows 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

## **DISTRICT GOVERNOR'S ADVISORY COMMITTEE**

The zone chairperson, club presidents and club secretaries of the clubs in the zone are members of 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.

The committee's responsibilities are to:

- Assist the zone chairperson in making sure that every club operates efficiently and follows the association's constitution and by-laws and policies
- Promote attendance at the district, multiple district and international conventions
- Promote attendance during charter nights within the zone
- Discuss ways of helping clubs that need assistance with membership or leadership development
- Promote various club functions such as inter-club meetings, installation of club officers, induction of new members, ceremonies honoring Key Award recipients and other club events

## **PLANNING SUCCESSFUL ADVISORY COMMITTEE MEETINGS**

The following checklist can help a zone chairperson plan successful meetings:

- 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. 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 share the information with the members of their clubs

## **FIRST ADVISORY COMMITTEE MEETING**

Discussion topics for this advisory committee meeting include:

- The general welfare of clubs in the zone
- The duties of the club president, secretary, and treasurer
- The goals of the district governor and the zone chairperson
- The association's international theme
- The advantages of a club fulfilling its financial obligations, including district, multiple district and international dues. Clubs should be reminded to check their monthly account statements to verify that payments have been credited
- The importance of the Monthly Membership Reports and their timely submission, and the advantage of reporting online
- The rules for the Club Excellence Award

## **SECOND ADVISORY COMMITTEE MEETING**

Discussion topics for this advisory committee meeting include:

- Review progress toward the clubs' goals
- Examine clubs' membership recruitment and retention plans
- A sponsor's responsibilities for a new member
- New member induction and orientation
- Leadership development needs among clubs
- Potential communities where new clubs can be organized

## **THIRD ADVISORY COMMITTEE MEETING**

Discussion topics for this advisory committee meeting include:

- A club's nominating committee
- How to report club officers for the next fiscal year online or by submitting an Officer Reporting Form (PU-101)
- Club officers installation and orientation
- An annual audit of a club's funds
- Club delegates and alternates for the district, multiple district and international conventions
- End-of-the year club awards. Club secretaries should allow sufficient time to order and receive the awards from headquarters

# **WORKING WITH 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 a 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



Clubs that are declining:

- Include members who lack initiative, unity, enthusiasm and do not show concern for each others' personal needs
- Have poor membership retention and/or growth
- Sponsor few service activities to benefit the community
- Do not conduct new member orientation program
- Have few or no members interested in becoming leaders within the club
- Do not have representation at district, region or zone functions
- Are delinquent in paying their dues
- Face the possibility of being placed on status quo or on financial suspension

Declining clubs can improve by developing:

- Well-planned and organized meetings held regularly
- Well-organized board of directors and committees
- A good membership growth and development program with prompt inductions
- A major service activity and a major fundraising project with community involvement and contributions
- An active leadership development plan
- Good public relations programs both within the club and in the community
- An agenda to attend and participate in zone, region, district, multiple district and international meetings

Speak to clubs about the resources available to increase membership and develop leaders as well as recognize the clubs' achievements during your visit. Be prepared to be a motivator, counselor 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

# ORGANIZATION OF INTERNATIONAL HEADQUARTERS

International Headquarters is accessible to all clubs. The staff at headquarters is ready to assist Lions with their quest for information, supplies or answers to their questions. Clubs can visit the Lions Clubs International Web site, [www.lionsclubs.org](http://www.lionsclubs.org).

The Web site 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.

## **Club Supplies and Distribution Division**

**E-mail:** [clubsupplies@lionsclubs.org](mailto:clubsupplies@lionsclubs.org)

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

## **Convention Division**

**E-mail:** [convention@lionsclubs.org](mailto: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.

## **District and Club Administration Division**

**E-mail:** [districtadministration@lionsclubs.org](mailto:districtadministration@lionsclubs.org)

Assists the administration of districts and clubs worldwide. Provides language services in the association's official languages. Issues District Governor Team, Club Excellence Awards and Club Rebuilding Awards. Supports club development by providing clubs with the e-Clubhouse and Certified Guiding Lion Program. The English Language Department serves as an important communication resource for zone chairpersons. (Email: [englishlanguage@lionsclubs.org](mailto:englishlanguage@lionsclubs.org))

## **Extension and Membership Division**

**E-mail:** [extension@lionsclubs.org](mailto:extension@lionsclubs.org)

Directs the plans, programs, and the internal and field operations to achieve membership growth through new clubs, new members and retention initiatives.

## **Finance Division**

E-mail: [finance@lionsclubs.org](mailto:finance@lionsclubs.org)

Manages the association's resources, i.e., people and money. Directs the implementation of the association's financial policy, including banking, transfer of funds, general accounting functions, cost accounting and investments.

## **Information Technology Division**

E-mail: [it@lionsclubs.org](mailto:it@lionsclubs.org)

Plans, organizes and controls the overall activities of electronic data processing, including computer systems analysis, programming, data entry, and the preparation of financial, statistical, inventory and membership reports. (Web site: [www.lionsclubs.org](http://www.lionsclubs.org)).

## **International Activities and Program Planning Division**

E-mail: [programs@lionsclubs.org](mailto:programs@lionsclubs.org)

Responsible for researching, planning and developing activity-related programs. Implements board directives related to activity programs.

## **Leadership Division**

E-mail: [leadership@lionsclubs.org](mailto: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.

## **Legal Division**

E-mail: [legal@lionsclubs.org](mailto:legal@lionsclubs.org)

The Legal Division is responsible for maintaining the association's worldwide trademark registrations, global insurance program and risk management and litigation. In addition, the Legal Division 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 (LCIF)**

E-mail: [lcif@lionsclubs.org](mailto: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. The Foundation also manages emergency grants, the SightFirst program, the Lions Quest program and other humanitarian grant programs, in addition to processing donations and providing recognition.

## **Public Relations and Communication Division**

E-mail: [pr@lionsclubs.org](mailto:pr@lionsclubs.org)

Coordinates and integrates communication programs encompassing public relations, internal and external communications, and *LION* Magazine. Provides editorial support and services for all association information bulletins, guides, program manuals and audiovisual materials.

Responsible for overall production and manufacturing phases of English and Spanish editions of *LION* Magazine and all published literature emanating from the association.

## **RESOURCES TO ASSIST CLUBS**

**LIONS CLUBS INTERNATIONAL WEB SITE**, located at [www.lionsclubs.org](http://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.

One resource, the Club Excellence Process, is a workshop program dedicated to club improvement. A club that agrees to participate in the CEP will be guided by a facilitator through four steps of approximately an hour each. A participating club will look at their community's needs, take a survey on their membership experience, use resources and develop action plans.

### **GLOBAL MEMBERSHIPTEAM and GLOBAL LEADERSHIPTEAM**

The installation of the Global Membership Team (July 2008) directly addressed the primary challenges of previous annual membership growth initiatives by providing continuity with flexibility, international goals with specific area plans, a new structure based on a proven infrastructure, and a simple communication flow including the GMT, multiple districts, districts and clubs. This initiative has been considered a success as membership growth has been realized. Similar in structure and commitment, the Global Leadership Team (GLT) is intended to operate as a parallel, mutually supportive specialized team with the GMT. The GLT provides for an enhanced focus on and support of leadership development, which is critical to the success of every LCI program and to the future vitality of the association as a whole.

### **Structure**

The two structures are connected and coordinated at the international level by an executive council. The GMT/GLT Executive Council is led by the LCI international president, with the international first and second vice presidents overseeing and providing guidance to the GMT and GLT respectively. Both the GMT and GLT are further supported by an international coordinator and a joint operations committee comprised of the chairpersons of the Membership Development Committee, the Leadership Committee and the District and Club Service Committee of the International Board of Directors, and the respective constitutional area leaders. Both teams consist of Lions leaders designated to serve specific constitutional or regional areas. Team members are appointed for a three year term to allow for adequate

analysis of area needs and development and implementation of appropriate programs. All members are subject to annual review and confirmation of appointment or removal based on performance.

*Constitutional Area Leaders:* Up to 11 constitutional area leaders for each team, including one for the continent of Africa, up to two for the USA, and up to three for OSEAL given the large size and unique needs of these areas. GLT and GMT have the same number of leaders with the same assigned territories, allowing for coordination and collaboration for maximum impact. In specific areas, one qualified Lion may serve as both the GLT and GMT representative. Constitutional area leaders are appointed by the international president, in consultation with the first and second vice presidents and area leadership.

*Area Leaders:* Approximately 36 area leaders worldwide for each team, with both GMT and GLT having the same number of area leaders assigned to the same territory structure as their counterpart. In specific areas, one qualified Lion may serve as both the GLT and GMT representative. Special area advisors may be added to support leadership efforts in remote or unique geographic regions. The area leaders representing both the GLT and GMT interact continuously to effectively address area needs. Area leaders are appointed by the international president, in consultation with the first and second vice presidents and constitutional area leaders.

*Multiple District:* Each multiple district has both a GMT and a GLT, each comprised of a multiple district coordinator, the council chairperson, and additional membership and leadership development-minded Lions (3 maximum for each team). GMT and GLT multiple district coordinators and other team members are appointed by council of governors, in consultation with the GMT and GLT area leaders and the council chairperson.

*District:* Each district has both a GMT and a GLT. GMT-D is led by a district coordinator and the district governor team and includes two focused action teams: the Membership and Club Growth Team and the Club Success Team. The GLT-D is comprised of a district coordinator and the district governor team, with the second vice district governor serving as liaison to the DG Team. Other qualified Lions may be added as necessary. GMT and GLT district coordinators and other team members are appointed by the district governor, in consultation with area leaders, multiple district coordinators (where applicable) and first and second vice district governors. Detailed information on both teams can be accessed on the Lions Clubs International Web site.

**ONLINE MEMBERSHIP REPORTS.** The Web site also offers a unique membership reporting tool enabling club officers to view and update their club membership records. By using this tool an officer is able to add a new member, drop an existing member, reinstate a member, and transfer a member from another club. Additionally, it enables a club officer to print membership cards, club rosters, and to update members' personal information such as address, telephone number, fax number, e-mail address, etc. Clubs can update their club officers and view and update information related to a club branch affiliated with their club. To access and enter information, passwords will be used by club presidents, secretaries and treasurers. An officer must have a unique email address in their membership record to be able to request or create a password.

**CLUB PASSWORDS:** Registered club officers each may select a password to submit the monthly membership reports for their term. Starting in 2011-12 fiscal year, club officers will

be able to choose their own password. Each officer must be registered with LCI with a unique email address. Therefore it is very important that clubs register their new officers in a timely manner, either online or with the PU 101 form, and that they include an email address for each officer. If a club reports only one shared email address for all the club officers, they will not have access to online reports. (Remember during July, the prior year's passwords will expire.)

Monthly service activity reporting is also completed on the WMMR web site. Clubs can also view a summary of their reported service activities and search other club or district service activities that have been shared. Club service goals can be established and track progress toward those goals.

**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.

**STANDARD FORM LIONS CLUB CONSTITUTION AND BY-LAWS (LA-2)**, is 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. It is available on the Web site at <http://www.lionsclubs.org/EN/common/pdfs/la2.pdf>

**CLUB OFFICERS MANUAL (LA-15)**, provides club officers basic information regarding their responsibilities and duties. Club officers can review and download the manual from the Club Resource Center on the association's Web site. <http://www.lionsclubs.org/EN/member-center/resources/publications/resources-pub-clubadmin.php>

**PERIODICALS** include LION Magazine, which each Lions club member receives. *Lions Newswire*, the monthly newsletter on the association's Web site, 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 at <http://www.lionsclubs.org/EN/member-center/online-community/news-news-online.php>

**THE HEALTHY CLUB TOOLBOX** offers guidance to clubs in the areas of club management, membership development, service activities and public relations. These materials are accessible from the Club Resource Center on the association's Web site.

**THE LIONS LEADERSHIP RESOURCE CENTER**, accessible via the association's Web site, offers easy access to leadership development tools and resources to nurture and develop leadership skills among Lions. Club members can visit the center at <http://www.lionsclubs.org/EN/member-center/leadership-development/index.php>

**HOW ARE YOUR RATINGS (ME-15B)** is accessible on the association's Web site. 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 Web site 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 for their club. Encourage clubs to develop their own web presence with the e-Clubhouse. Go to <http://www.lionsclubs.org/EN/member-center/managing-a-club/e-clubhouse.php>

## **COMMUNICATING WITH CLUBS**

Zone chairpersons keep clubs in the zone informed of zone, district, multiple district and international events and training opportunities. Zone chairpersons utilize the communication method that is most effective. Advance publicity of events results in good club participation at the events. 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 are:

- 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
- 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 counselor when responding to a club's concerns.

## **RECOGNIZING ACHIEVEMENTS**

Volunteers deserve recognition as individuals or groups. It makes them feel appreciated. Recognition motivates volunteers and increases their self-confidence. Recognition might be a certificate, pin, banner or other tangible object or a simple thank you, buying lunch for an individual or group, the volunteer's or club's name in media print, or other informal method of recognition. Recognition should be appropriate, timely, and genuine. Recognition benefits the recipient, the club and the community.

The *Art of Recognition* publication, available from the Web site <http://www.lionsclubs.org/EN/member-center/resources/publications/resources-pub-lead.php> , offers a variety of ideas on how to recognize achievement.

The association offers a variety of awards for individuals or clubs. The Web site provides information about program and activity awards. The information is found at: <http://www.lionsclubs.org/EN/member-center/resources/publications/resources-pub-act.php>

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 web site.

The **District Governor Team Excellence 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 the WMMR web site.

**Club Rebuilding Award** – The new Club Rebuilding Award recognizes Lions who were instrumental in rebuilding an existing club with fewer than 15 members, or bring a canceled 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. To be eligible the club must have 20 or more members, be in good standing, have initiated a new service project, and remained active for 12 months.

Award applications are available on the association's Web site at the following location: <http://www.lionsclubs.org/EN/member-center/resources/publications/resources-pub-clubadmin.php>



# ADDITIONAL INFORMATION

**STATUS QUO CLUBS** – Monitoring the general health of Lions clubs in the zone, providing assistance to clubs to prevent clubs from going into status quo, and reactivating clubs in status quo are important responsibilities of the zone chairperson.

Status quo is a temporary suspension of the charter, rights, privileges, and obligations of a Lions club. There are two types of status quo: regular and protective. Reasons a district governor may recommend regular status quo include:

- 1) Failure to comply with the purposes of the association, or conduct unbecoming a Lions club, such as failure to solve club disputes or involvement in litigation
- 2) Failure to fulfill any obligations of a chartered Lions club, such as failure to hold club meetings regularly, or failure to submit the Monthly Membership Report for three or more consecutive months
- 3) Failure to pay district or multiple district dues
- 4) Non-existing
- 5) Disbanding
- 6) Club merger

A Lions club may be placed in protective status quo when the country or area of the Lions club is experiencing:

- 1) War or civil insurgency
- 2) Political unrest
- 3) Natural disasters
- 4) Other special circumstances which prevent a Lions club from functioning normally.

A Lions club may stay in protective status quo for an initial period of 90 days, plus an additional 180 days if warranted. Unlike cases of regular status quo, a protective status quo club shall be allowed to function normally, but will not be billed for payment of district, multiple district, and international dues while in status quo and shall not submit monthly membership and activity reports. After a club is reactivated, the amount of back dues owed is determined.

When a district governor feels it would be in the best interest of the club to be placed in regular status quo, he/she makes such recommendation to headquarters before December 31. Requests for protective status quo may be made at any time. The recommendation form must be signed by the governor, vice district governors, and zone chairperson. When the club is ready to be released from status quo, the district governor must submit a Reactivation Report that is signed by the zone chairperson and the district governor team.

While a club remains in status quo, the zone chairperson should offer support and encouragement to club members by:

- Conducting meetings to discuss the future of the club and ways to reorganize the club
- Making sure the club maintains communication with the district governor team

- Encouraging the club to pay any outstanding balance, if a debt exists
- Assisting the club members to recruit new members aggressively if it is confronting membership problems

At the same time, the zone chairperson must make sure that a regular status quo club is **not** involved in the following activities. \*\*

- Conducting service or fundraising activities
- Participating in district or multiple district functions and seminars
- Endorsing or nominating a candidate for district, multiple district and international office
- Participating in any voting procedures outside of the club
- Submitting monthly membership and activity report
- Sponsoring new clubs, including Leo and Lioness clubs

**REACTIVATION OF STATUS QUO CLUB** – Clubs can be released from status quo upon completing the following:

- Resolve the problem that lead to being placed on status quo
- Pay all outstanding balance in the club account and submit proof of payment to headquarters
- Have a minimum of ten members

The governor officially requests the club be returned to good standing when these conditions are met by submitting a Reactivation Report to LCI, District & Club Administration Division. Once the club has received notification that the Reactivation Report has been processed, a club's president, secretary and treasurer may have WMMR passwords.

**FINANCIAL SUSPENSION OF CLUBS** A Lions club can be suspended automatically if it has an outstanding balance of more than US \$1,000 or US \$20 per member; whichever is less, over 120 days old. A suspended club can be reactivated by paying the outstanding balance in full, or committing to a payment plan and making monthly installment payments. If the club fails to do so, the charter of the club can be canceled automatically.

Suspended clubs can hold meetings to discuss the future of the club and to identify actions to take to regain an active status. However, the clubs cannot be involved in the activities listed above (see\*\*):

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.

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, complicated international banking systems can delay payments. No matter what the reasons may be, it is the responsibility of each Lions club to pay its per capita dues on time.

One of the most important duties of the zone chairperson is to ensure that all the clubs in the zone are in good 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.

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](mailto:accountsreceivable@lionsclubs.org) so that payment will be credited to their account; include the club name, 6 digit 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. Starting in the 2011-2012 fiscal year clubs will be able to access their account information online using the WMMR site.

## **MONTHLY MEMBERSHIP REPORT**

The Monthly Membership Report (MMR) is used by every Lions club to report monthly membership changes. The report is submitted to International Headquarters either by mail, fax or online through a membership site on the association's Web site. A password is required to use the membership Web site. Requests for passwords or questions can be directed to [wmmr@lionsclubs.org](mailto:wmmr@lionsclubs.org).

The paper report has three identical sheets; the first one to be mailed to the International Headquarters, the second to the district, and the third to be kept in the club's own file.

The paper version of the Monthly Membership Report must be received at International Headquarters by the 20<sup>th</sup> of the current month.

The electronic version of the Monthly Membership Report (WMMR) must be filed by 12:00am Central Standard Time, by the last day of the current month. A chart of the dates that a report can be filed is shown below:

<b><u>Month</u></b>	<b><u>MMR Reporting</u></b>	<b><u>WMMR Reporting</u></b>
July	July 1 – July 20	July 1 – July 31
August	August 1 – August 20	August 1 – August 31
September	Sept 1 – Sept 20	Sept 1 – Sept 30
October	Oct 1 – Oct 20	Oct 1 – Oct 31
November	Nov 1 – Nov 20	Nov 1 – Nov 30
December	Dec 1 – Dec 20	Dec 1 – Dec 31
January	Jan 1 – Jan 20	Jan 1 – Jan 31
February	Feb 1 – Feb 20	Feb 1 – Feb 28
March	March 1 – March 20	March 1 – March 31
April	April 1 – April 20	April 1 – April 30
May	May 1 – May 20	May 1 – May 31
June	June 1 – June 20	June 1 – June 30

As a club makes changes to their membership online, these changes occur automatically. Changes can continue to be made during this time as often as they wish. The report is cut

off on the last day of each month, and no further changes can be made for that month. They must be included in the next month's report.

**PLEASE NOTE:** A club cannot file future reports months in advance. If a month's report is missed, the transaction should be included in the next month's paper submission or entered into WMMR.

Either the paper or electronic Monthly Membership Report must be submitted each month even if there are no changes in membership. Full membership lists are not required monthly, but one complete list should be submitted to the Club & Officer Records Administration Department once a year to ensure agreement of club and international records.

It is important that the district governor distributes copies of the membership report to various district officers as needed. The clubs in the district submit only one copy each to the governor for distribution within the district. However, clubs that file online can save their monthly membership reports, and can email the report each month to their zone or region chairperson, district governor, cabinet secretary, or anyone.

**District passwords:** The district governor team members may request WMMR passwords provided each member has a unique email address in LCI records. If the district governor has entered zone and region definition information as well as chairperson email contact information in the WMMR, then zone and region chairpersons will also be eligible to request a password. In addition, the district has access to 5 courtesy passwords that can be assigned to other officers or chairpersons. District officers can view club officers and members information, and update their district officer records. By using this tool an officer is able to add a new officer, print reports, and designate regions and zones. Additionally, it enables a district officer to download data of members in their district.

Access to Membership Register and the Cumulative Membership reports does not require a password. From the LCI website, select submit Membership reports followed by Lions Officer login. When viewing the login page, click on Membership Reports to access any reports you need. This area also includes a report of clubs who have not reported their club officers.

Clubs can submit other various forms electronically. For more details, please contact the Information Technology Division at International Headquarters at [it@lionsclubs.org](mailto:it@lionsclubs.org).





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*We Serve*

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