



# Club Service Chairperson

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**e-Book**



**Lions Clubs International**



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## **Welcome to the Club Service Chairperson e-Book!**

This guide is designed to support you in your role as the service chairperson for your club. It contains tools and resources for you to be successful not only in your individual role, but as a cohesive team member on the Global Action Team, with your fellow club members and officers.

It's easy to navigate the e-Book. Just click on the various sections contained in the Table of Contents to jump to each task you perform to fulfill your role. From there, you will find useful information and hyperlinks that take you directly to tools, resources and documents that will empower you to explore new ways to implement impactful service activities in your local community.

## **Prepare to Lead; Prepare to Succeed**

As the club service chairperson, you serve in the critical role of facilitating the development and implementation of your club service goals. You help your fellow club members assess community needs, plan and implement service activities, and report and celebrate the impact of your service. You also collaborate with your club membership chairperson to involve potential new members for your club during local service activities. The service your club provides to your community brings an opportunity to attract new members that share a passion to serve the needs of their local community.

Spend time learning about the role, attending training and planning to fulfill the responsibilities of your position prior to the start of your term in office. You will better support your club in providing premier service to your community.

### **Your Responsibilities as the Club Service Chairperson**

In this club officer role, your responsibilities are as follows:

- Service as a key member of the club's Global Action Team as the club service chairperson
- Collaborate with the District Global Service Coordinator, Club LCIF Coordinator, district leaders, members of the club's service committee and others to develop and communicate annual service goals and action plans. Goals and action plans should address current community needs and/or LCI's global causes and can be comprised of advocacy and fundraising in addition to direct service to beneficiaries.
- Lead the service committee to implement the club's service action plans in order to achieve the club's service goals.
- Incorporate opportunities for local youth and Leos to engage in all aspects of service activities, including goal setting, implementation, project evaluation and reporting.
- Report service activities to Lions Clubs International.
- Serve as a club resource on current community needs by monitoring the service activities of other service clubs, developing community partnerships to expand service, and utilizing tools and resources offered by Lions Clubs International and Lions Clubs International Foundation.
- Increase member satisfaction by encouraging participation and engagement in service projects.
- Collaborate with the club membership chairperson and other club committees to promote membership opportunities to non-Lions during service projects.
- Attend the district governor's advisory committee meeting of the zone in which this club is located when appropriate.

## **Participate in Training Offered by Your District**

Contact your district and/or multiple district Global Action Team Coordinators for local training opportunities.

## **The First 30 Days in Your Position**

The beginning of the fiscal year is a crucial time for a service chairperson to complete many tasks. This includes reviewing the results of previous club assessments of community needs and previously implemented service activities. Upon review, it is best practice to complete a new [Club and Community Needs Assessment](#) since a community's needs are ever-changing. Another important task is to set up a system to retain club service activities records. You will also be preparing reports for the club board of directors, including revenues and expenses from fundraisers, service committee reports and decisions and actions taken by the club and board of directors in regards to club service.

## **Establish the Service Activities Calendar**

To keep the members engaged and foster meaningful involvement, the service activities projects calendar should be planned out well in advance and communicated continually to club members. A thoroughly planned club calendar with all meetings events and service activities should be prepared by the club officers as a group while setting annual goals.

Per direction from the club president, plan the major service activities and fundraisers and include these in the club calendar for the next fiscal year.

Create an annual event calendar which is continually updated, publicized and readily available for the club members.

Share event calendar with community leaders and other service organizations within the community.

Recruit project chairpersons and follow-up regularly on progress of service activity planning.

Prepare service activity reports for the quarterly meetings of the District Governor Advisory Board Committee meetings (zone meetings). Be ready to celebrate your successes and share best practices!

Prepare press releases for local newspapers about the service activities completed by Lions within the community each month.

Maintain a calendar of district and multiple district service activities if applicable to your area.

Check Lions Clubs International Events [Calendar](#) and create events in your calendar if applicable to your area. This online calendar provides important information and dates of major service, leadership and membership programs, initiatives and events, including the International Convention.

## Service Reporting

To effectively tell our story, measure our impact and grow membership, it is critical that all clubs report service. Every project we participate in as Lions and Leos, no matter how big or small, is valuable in our journey of serving our communities and the world.

Reporting your club's service is the responsibility of the Club Service Chairperson, although there are additional leadership positions within the club that are also able to report service on behalf of the club.

Most club service reporting is done through MyLion, although there are some areas where regional reporting systems are used. To report service in MyLion, please visit [www.lionsclubs.org](http://www.lionsclubs.org), then click on "member login." After logging in using your Lion Account ID and Password, click on "MyLion." Now that you are logged into MyLion you can select "Report Past Activity" to report your club's service.

Visit the Service Reporting [page](#) to discover:

- Who can report service in MyLion
- How to report your service in MyLion
- Answers to your questions, and where to go for help
- The benefits of service reporting
- How to measure your service impact
- Awards for clubs who report their service

Remember that club meetings, fundraisers, and donations are all considered service, and can be reported as well as service projects!

If you have any questions about service reporting, please review Lions' Knowledge Base or contact our Member Service Center at [memberservicecenter@lionsclubs.org](mailto:memberservicecenter@lionsclubs.org).

## Our Global Causes

Over the last 100 years, the kindness of Lions and Leos has multiplied across borders, oceans and continents. With over 1.4 million members, we now have an opportunity to truly change our world. That's why we're uniting our global services around five areas of need. These [Global Causes](#) present significant challenges to humanity, and we believe it's our turn to meet them.

Visit the global cause pages on LCI's website to learn more.

- [Childhood Cancer](#)
- [Diabetes](#)
- [Environment](#)
- [Hunger](#)
- [Vision](#)

## The Service Journey, Service Toolkit and Service LaunchPad

The [Service Journey](#) is an approach to loving and serving well. To making a real difference people can see and feel. It encompasses four simple phases: Learn, Discover, Act and Celebrate. We love these words because they transcend organizational formulas. They have no borders. They are the essence of Lions and Leos. If the past 100 years have taught us anything, it's that as we serve, we grow. And we were never meant to stop. Service is our journey. Let's explore it together.

The Service Journey Learning Modules: Found in the Lions Learning Center. This course, composed of five modules, describes the importance of service and will equip Lions and Leos with resources to successfully serve their communities, regions and the world!

## The Service Toolkit

Passionate about service but unsure where to begin? Searching for new insight to inspire your club? You've come to the right place. The [Service Toolkit](#) features resources designed to help you assess, position, and activate your club for greater impact.

- Club and Community Needs Assessment – Looking to calibrate your service for maximum impact? This tool is a great place to start, helping clubs apply their unique strengths and motivation to the needs and opportunities within their local community.
- Developing Local Partnerships – We can achieve more when we work together. This guide helps clubs evaluate their strengths, identify their needs, and connect with likeminded organizations in the community for potential partnerships.
- Fundraising Guide – Raising funds is a valuable strategy for bringing a community together and increasing the impact of service. This guide helps clubs plan two common types of fundraising campaigns: online fundraisers and event fundraisers.



## The Service LaunchPad

Start the countdown to service! Welcome to the [Launchpad](#), an interactive tool built to connect you with ready-to-go planning resources that help you serve the causes you care about. Get started by answering a few simple questions below. Your next project is just a few clicks away!

## Lions Clubs International Service Programs

Lions Clubs International is committed to uniting Lions and Leos in tackling pressing global challenges through the development and support of strategic, comprehensive, and measurable service programs.

## Lions Clubs International Diabetes Programs

There are many ways to get involved in serving the diabetes global cause. Explore our programs designed to help you and your club lead diabetes efforts in your community.

- [Type 2 Diabetes Screening](#): Type 2 diabetes screening events are an important way to help your community understand their diabetes risk and take steps toward prevention.
- [Strides for Diabetes Awareness](#): Strides events involve fun physical activity to help promote diabetes awareness and management.
- [Diabetes Camps](#): Diabetes camps are designed to help enhance the quality of life for young people living with diabetes by providing diabetes management skills.
- [Diabetes Peer Support Groups](#): Diabetes peer support groups encourage the exchange of support of all types among community members living with diabetes.

## Lions Clubs International Vision Programs

- [Lions Eye Banks](#): Eye banks recover, evaluate, store and distribute human eye tissue for vision restoration, research and education. Eye surgeons rely on eye banks to supply them with tissue for sight-saving procedures. A Lions eye bank is sponsored by a Lions club, district or multiple district and has an established working relationship with a medical facility.
- [Vision Screening](#): Eighty percent of all visual impairment can be prevented or cured. The first step to prevention is awareness. The second is early detection through vision screening. Around the world, Lions partner with medical professionals and community leaders to screen young children, primary school students, and adults to identify those at risk for vision loss.
  - [Vision Screening for Adults Project Planner](#)
  - [Vision Screening for Children Service Project Planner](#)
- [Eyeglass Recycling](#): Refractive errors can be easily corrected with eyeglasses, yet millions living in low and middle-income countries lack access to basic eye care services. Lions have recognized the urgent need for corrective lenses and collect usable glasses in their communities to support the Lions Recycle for Sight Program.

## Lions Clubs International Youth Programs

- [Youth Camps and Exchange](#): Youth Camps and Exchange has programs all around the world and is designed for young people between the ages of 15 and 22 to create and foster a spirit of understanding among peoples of the world. The YCE Program is comprised of two major parts: international exchanges and international camps.

## Programs for Childhood Cancer, Environment and Hunger

- Coming soon!

## Service Project Planners and Service Project Ideas

[Service Project Planners](#) are a collection of downloadable tools designed for clubs that are ready to engage our global causes in their community.

In addition to LCI's service programs and project planners, there are many ways club can service within our global causes. Below are links to beginner, intermediate and advanced project ideas, as well as ways to get started learning more about each cause.

- [Diabetes](#)
- [Hunger](#)
- [Vision](#)
- [Childhood Cancer](#)
- [Environment](#)

## Advocacy

### Lions Advocacy

Lions and Leos listen to the needs of their communities and use their voices to speak out on behalf of the people they serve. Clubs around the world participate in advocacy through community awareness and education, legislation and public policy, events and partnerships. As community leaders, Lions and Leos can raise awareness of the causes they care about, educate their community members on important issues, and create positive change.

### Lions Advocacy Toolkit

Visit the [Advocacy Toolkit](#) to discover:

- What is advocacy?
- Lions advocacy strategy and programs.
- Country-specific advocacy resources.
- Lions International's relationship with the United Nations.
- Lions advocacy history.
- Advocacy calendar.
- Celebrate and share.

## **Lions Advocacy Events**

Visit the [Lions Advocacy Calendar](#) for information on advocacy events including Lions Day with the United Nations, Lions Day on Capitol Hill in Washington DC, USA, and other advocacy days being planned around the world.

## **Service Awards**

The [Kindness Matters Service Award](#): This prestigious award is given annually to a handful of Lions and Leo clubs for performing an outstanding service project in one of our global cause areas. Nominated at the club level, the Kindness Matters Service Award is a challenge for Lions and Leos to develop exceptionally innovative and creative service projects with the aim of leaving a positive impact in their communities.

## **Lions Clubs International Foundation Grants**

We encourage you to explore the different [grant types](#) and resources withing this online toolkit to find out if there's a grant that's right for your club, district or multiple district now, or in the future!

## **Monthly Tasks**

As club service chairperson, you will monitor club service activities at different stages of planning or completion on a monthly basis. You will be preparing for meetings, keeping meeting minutes, completing follow-up and organize service activity project planning documents. You will also be communicating with the international association and district on a monthly basis.

As the club service chairperson, you will serve as the expert and liaison between the club and the community – it is important to regularly meet with club officers.

## **Prepare for Programs and Meetings**

Be ready to share announcements and sign-up sheeting at each club meeting for upcoming service activities. It is important to have sign-up sheets available to club members to take with them to share with community members interested in serving their community.

Prepare or compile service activity reports and future activity promotional items for distribution at general membership and board meetings as requested by the club president.

## **Maintaining Service Activities**

A well-maintained project book is helpful for service activity chairpersons; providing step-by-step tasks from planning to follow-up for major service activities, some of which occur annually. This also eases the task for new incoming service activity chairpersons by providing a foundation for ensuring continuing success for your club's service activities.

Always provide an ongoing update of all service activities for the general membership, committees and board meetings.

Collect, distribute and retain service committee reports for permanent meeting records.

Maintain necessary financial documentation for the club treasurer to provide if needed to local taxing or registering bodies.

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Work with the club secretary or treasurer to obtain [insurance certificates](#) as required for activities.

At each meeting, record members who volunteer to participate in club and or community service activities. This will allow the project chairperson to know who will be participating and allow for non-members to be contacted about joining Lions.

## **Quarterly Meetings**

### **Zone Meetings**

As club service chairperson, you have a responsibility to participate as one of the key officers involved in at least one of the quarterly zone meetings each year. Zones consist of a group of 4 to 8 surrounding area clubs. The club officers from these clubs meet on a quarterly basis, usually during the first three quarters of the fiscal year, led by your zone chairperson. You can find all of your district officers' contact information on your club homepage of [MyLCI](#). Look there for your zone chairperson's name and contact information.

The Model District Governor Advisory Committee Meeting – This [guide](#) assists both the zone chairperson and club officers in understanding what to expect at the quarterly zone meetings. Often times the zone chairperson asks a club to report regarding service, membership, leadership or other events. Each meeting may have a specific focus and provides an opportunity for club officers to meet and learn from each other. Be ready to share your club's plan for service for the year and best practices with your fellow club service chairpersons.

## **Annual Events**

### **District/Multiple District Conventions**

Completing a service project in the community where your district convention is being held is a great way to collaborate with your fellow club service chairpersons and the district Global Action Team. Together you can make a positive difference in that community and let everyone know that Lions are there "to serve."

### **The International Convention**

This annual world-wide celebration of Lions service culminates with multiple service activities being implemented in the host city. This is also a great event at which you can explore new ideas and best practices to bring back to your club; to improve the local service you provide for your community's greatest needs.

### **Year-end Check List**

To provide recognition to club members that contributed to the success of the service activities to the club, additional appreciation plaques, awards and Lions branded recognition products are available in the [LCI Shop](#).

## **Prepare Documents and Orient the Incoming Club Service Chairperson**

A notebook is often used to retain documentation of service activities project management, critical “check lists” of tasks and results of fundraisers or total participation in an event. If this is maintained on a monthly basis, it will be ready to serve as a reference for the incoming club service chairperson. If the club chooses to retain files electronically, all items that pertain to the documentation of service activities committee meetings should be included.

### **Legalities and Technicalities**

[Use of Funds Guidelines](#) - This provides guidance on the appropriate use of public funds or administrative funds for clubs and districts.

[General Liability Insurance Program](#) - The International Association of Lions Clubs has a program of Commercial General Liability Insurance that covers Lions on a worldwide basis. All Clubs and Districts are automatically insured.

- [Certificates of Insurance](#) - In order to expedite the certificate issuance process, you now have the ability to create certificates of insurance on your own.
- Supplemental Insurance - In addition to the automatic coverage mentioned above, Lions Clubs International now offers Supplemental Insurance Coverage for Clubs and Districts in the United States including Directors & Officers Liability, Crime / Fidelity, Additional Liability Insurance and Accident Insurance.

[Lions Trademark Overview](#) - This guideline is to help you understand the appropriate use of the Lions emblem and trademarks, and when approval is required.

[Lions Clubs International and Lions Clubs International Foundation Privacy Policy](#) - Lions Clubs International (LCI) and LCIF recognize the importance of protecting the private information of our members.



## Lions Clubs International

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