

2011–12 Sidebars & Charts

Appendix to DLS Manual

Kin Canada

1920 Hal Rogers Drive, P. O. Box KIN,
Cambridge, ON N3H 5C6

1-800-742-5546/1-800-PICK-KIN/ (519) 653-1920 Fax: (519) 650-1091
E-mail: kinhq@kincanada.ca, Web Site: <http://www.kincanada.ca>

2011-12 Sidebars & Charts Appendix - Index

DEPUTY GOVERNOR'S CRITICAL PATH CHECK LIST	3
ZONE LEADER MASTER CHART CHECK LIST	11
DG CLUB VISITATION SUMMARY	12
EXECUTIVE POSITIONS AND RESPONSIBILITIES	14
Director	14
Bulletin Editor	14
Registrar	14
Treasurer	15
Membership Director	15
Risk Manager	16
Secretary	16
Vice-President	16
President	17
Past President	17
INITIATION NIGHT	18
Initiation Ceremony	18
Administration of Oath: (Deputy Governor).....	19
INSTALLATION OF CLUB EXECUTIVE	20
Charge and Oath of Office	23
TOASTS	24
Sample Toast to the Association	24
Sample Reply to the Toast	24
LIFE MEMBERSHIP	25
Life Membership Checklist	26
NATIONAL INSURANCE PROGRAM	27
Comprehensive Liability Insurance 03/11	27
National Director's & Officer's Insurance 03/11	29
Annual Club Insurance Reporting Form.....	30
GUIDE TO CLUB SOLUTIONS	31
How Healthy is Your Club?	34
Available Seminars and Presentations	35
KIN CANADA - ORGANIZATION STRUCTURE CHART	37
Headquarters Staff Directory March/11.....	38
Headquarters Staff Job Descriptions Overview - March/11	39
Headquarters Trouble Shooting Guide.....	41

Deputy Governor's Critical Path Check List

This form is also available in the Tool Box



April, May

- Attend District Leadership Seminar.
- Prepare District Pre-Term report.
- Attend District Pre-Term.
- Consider creating (if not already done) a Zone Executive to assist you this year. Positions may include Zone Membership Director, Awards Chair, Secretary, Treasurer, Risk Manager, Zone Coordinator, Education, etc.
- Set your priorities/goals for your year. Communicate them to the Zone in your first newsletter
- Prepare, with your executive, draft Zone budget to produce at President's Pre-Term/FLC.
- Contact your Club Presidents via letter and thank them for their support/confidence in electing you as Deputy Governor. Ask them to notify you of their new Presidents and executive once elections are held (April 1 – May 15). Get their rosters with e-mails.
- Review Outstanding Zone Award as well as Outstanding Club Award. Set a goal of achieving the Outstanding Zone Award on behalf of your zone and motivate incoming presidents to achieve the Outstanding Club Award.
- Ask club members to think about prospective members during summer months.
- Attend District Convention (May/June).
- Evaluate clubs and plan fall programs.
- List your year's activities for your own club and zone. Fill in time slots and plan your travel.
- Review delegate voting procedures, as you'll likely be running the credentials desk at district convention.
- Ensure clubs have submitted information and membership confirmation to National Headquarters.
- Prepare rough draft of reply to "Toast to Association" or "Toast to the Ladies".



June

- Prepare list of new club presidents and executive for district and other clubs in zone.
- Send letter to newly-elected club presidents; introduce yourself and congratulate them on their election.
- Contact Clubs and set dates for Officers Installation (must be between July 1 and Oct. 15).
- Ask Clubs during your contact if they would like to have conference calls. Decide regularity.
- Prepare templates of congratulatory letters for new member sponsors; letters to new Kin (invite them to Spring Zone, New Member's seminars, advise them of Maple Leaf Award, etc.); letters for Life Memberships; and, letters to award recipients and special milestones. Send these out with your Zone Newsletters (see samples and templates in the toolbox).
- Prepare DG letterhead and possible DG business cards.
- Review Zone bylaws for additional responsibilities/possible amendments to be made at Spring Zone. Also note special Zone Awards.



July

- Conduct turnover meeting with previous DG and team. Ascertain:
 - Strengths of clubs
 - Clubs in trouble
 - Possible Charter locations
 - Location of all Zone Awards/regalia
 - Previous budgets and concerns
 - Key individuals in the Zone that could assist you
 - Contact info for Clubs
 - Overall concerns
 - Service levels and projects
 - Upcoming events
 - Any files/documents (electronic as well)
 - Zone Bylaws
 - Clubs owing Zone/District/National dues
 - clubs outstanding on insurance and incorporation forms

- Contact your District Membership Director about Membership seminars. Decide and schedule which seminars to host as a zone event (retention/motivation/recruitment). Set dates for these or other seminars to help motivate your Zone.
- Set date for Club Executive Seminar (must be completed before September 15) Include fellowship and fun with event.



August

- Organize and Chair President's Pre-Term meeting (July/August/early September). At the same time, you may also wish to organize a Club Executive Seminar (must be done before Sept. 15) or Membership Seminar
- Arrange to have presented a membership workshop (recruitment or retention) in all clubs. Note: Seminar should be strategic to address particular club's needs.
- Complete and send Newsletter # 1 to your Clubs.
 - Kin Magazine – on line issue
 - Kin Magazine – August (on-line) issue - ads and articles deadline
 - 2011 National Convention in Regina, SK (August 24 - 27, 2011)
 - 2012 National Convention (to be determined)



September

- Advise Clubs of dates / location of Fall Leadership Conference. Arrange/notify Clubs that you will conduct a brief Zone meeting with them at Fall Leadership and ensure they attend
- Prepare Fall Leadership Report and forward to District on time (If required).
- Ensure clubs have submitted information and membership confirmation to National Headquarters (by Sept. 20 - National dues are based on this)
 - Membership Matrix Newsletter – online



October

- Invite new members to learn more about Kin by attending upcoming FLC (if possible).
- Prepare speech for club visitations.

- Start completing Official Visits to your Clubs. Complete the Deputy Governor Visitation Form.
- Conduct Zone meeting at Fall Leadership Conference. Have Clubs set their service and membership goals during meeting if not already done – discuss your goals.
- Complete and send Newsletter # 2 to your Clubs.
- Discuss with your clubs charter possibilities for next year. Have Clubs appoint a Charter Chair to investigate a charter and call Membership Services at Kin Headquarters to get you started at 1-800-742-5546
- Set Zone levy in presenting Zone budget during Zone meeting (rules vary).
- Ensure clubs have paid membership fees.
 - Insurance forms and dues billing mailed together to clubs (due at HQ by Nov. 15th).
 - Kin Canada Bursary Application form on website
 - Kin Canada Bursary package mailed to clubs and posted on web
 - Kin Magazine – print issue
 - Membership Matrix Newsletter – online



November

- Organize a New Member's Seminar. They are available on the Membership video sent out previously (2003) to every Club. You may wish to do this as part of a Club Executive Seminar. Set dates for these or other seminars to help motivate your Zone.
- Finalize plans for a Membership seminar. Perhaps incorporate the seminar and a second New Member's Seminar to attract Kin to your Spring Zone. New Members should bring along the New Member's Handbook that came in their New Member's Kit.
- Send Christmas cards to Clubs and key individuals.
 - Kin Magazine – December (on-line) issue - ads and articles deadline
 - Outstanding Insurance Reporting forms report sent from HQ to District Risk Managers, Governors and Deputy Governors
 - Receipt of Club Insurance forms (due November 15th)
 - Receipt of National dues (due November 15th)
 - Auxiliary Clubs Insurance Reporting forms due November 15th
 - Membership Matrix Newsletter – online



December

- Start cultivating your successor for next year.
- Encourage clubs to promote Kin Canada Bursaries in local highschools, media, radio, etc.
 - Kin Magazine – online issue (editorial deadline)
 - Membership Matrix Newsletter – online
 - Past due reminders, sent from National, to clubs for National Dues and Annual Insurance Reporting Form



January

- Attend District Mid-Term meeting (January – February)
- It's especially important at this halfway point through the year to review your membership and other strategies and concentrate on what's working for your Zone. Work with the Clubs and re-evaluate your goals.
- Ask Clubs to submit to you (30 days prior to Spring Zone) agenda items they would like added to Spring Zone agenda. Ask them if they have any Awards they would like you to present at Spring Zone (Maple Leaf Award of Distinction, Founder's, etc.)
- Start preparing your Spring Zone agenda – review last year's and ensure unfinished business is addressed.
- Start preparing for educational workshops/seminars, guest speakers at your Spring Zone.
- Encourage clubs to take part in the Kin Canada Bursaries Program by accepting application from local students (students have until Feb. 1st to apply to clubs).
- Appoint credentials chair, sergeant-at-arms, recording secretary, and rules of order chair.
- Review voting procedures for your zone.
- Appoint judges for zone awards (i.e. public speaking, etc.).
- Organize and Chair President's Mid-Term meeting (January/February)
 - Kin Magazine – February Commemorative (print) issue - ads and articles deadline
 - Membership Matrix Newsletter – online
 - Deadline for receipt of resolutions requiring 6 months circulation to Executive Director (January 21)
 - First Notice to clubs that haven't submitted their national dues or Annual Insurance Reporting Form



February

- Send Spring Zone proposed agenda and budget for the zone meeting to district (see District house rules for timelines).
- Prior to the zone conference, forward an official call to the zone conference together with a copy of the agenda to each club in the zone (20 days before Spring Zone). Include seminars and workshops being conducted.
- Encourage clubs to accept Kin Canada Bursaries application from local students.
- Complete and send Newsletter # 3 to your Clubs.
- Chair Spring Zone Meeting (between mid-February – mid April).
- Invite new members to Spring Zone.
- Acquire all proxies from Clubs (bring them with you), regardless if club plans to attend District or National (proxied votes can be retrieved at convention if in attendance).
- Encourage clubs to be involved with Kin Canada Bursaries by accepting and reviewing bursary applications from local students; select and endorse one to be sent to National Headquarters by March 1st. (clubs that receive 20 or more may endorse and submit two)
- Attend Founder's Night celebrations as invited.
 - Kin Magazine – Commemorative print issue
 - Membership Matrix Newsletter – online
 - National Media Release re: Founder's Day (Feb. 20)
 - Founders Week (February 19-25, 2012)
 - Second Notices to clubs that haven't paid their National Dues or submitted their Annual Insurance Reporting Form
 - Deadline for suggested changes to National Awards Program – February 28



March

- Stimulate clubs to apply for district and national awards.
- Following zone conference, forward a copy of the minutes to district and to each club in the zone (*see District House rules for timing*).
- Promote Outstanding Club Awards.

- Consider running for vice-governor.
 - Membership Matrix Newsletter – online
 - Deadline (March 1st) for clubs to submit endorsed Bursary application to National Headquarters
 - Kin Magazine – April (on-line) issue - ads and articles deadline
 - National will send final notices to clubs that haven't paid their National Dues or submitted their Annual Insurance Form
 - Diane Rogers Kin Pride Award posted on website - March 1



April

- Remember April is Membership Month – Recruit!!
- Complete and send Newsletter # 4 to your Clubs.
 - Kin Magazine – online issue
 - Membership Matrix Newsletter – online
 - National Media Release re: Membership Month (April)
 - National Club mailing with Kin-nections Newsletter, Rosters, Annual Club Reporting Form (due June 15)
 - District Leadership Seminars for incoming District teams (various dates)
 - Deadline (April 15) to submit Diane Rogers Kin Pride Award



May

- Attend District Convention (May/June).
- Acquire all missing proxies from Clubs (bring them with you), regardless if club plans to attend National (proxied votes can be retrieved at convention if in attendance).
- Make sure new members are invited to District Convention. Also, inform them about National Convention and make sure that they know that “First Timers” to convention are treated very special.

Congratulate your clubs for a job well done in reaching your membership goals for this year! Also, thank the membership team that you put into place last summer for their help and encouragement throughout the year.

- Kin Magazine – June (print) issue - ads and articles deadline
- Membership Matrix Newsletter – online
- Kin Canada Bursary recipients chosen
- sponsoring clubs of national bursary recipients notified
- Kin/CF Day – first Saturday in May
- Great Strides walk for CF – last Sunday in May



June

Ask clubs to notify incoming zone leader when installations are to be held.

Encourage and assist clubs to complete their Annual Club Reporting Form (service \$ raised) and submit to National (June 15).

- Kin Magazine – print issue
- Membership Matrix Newsletter – online
- National Media Release announcing Kin Canada Bursary recipients
- Kin Canada Bursary recipients and sponsoring clubs notified
- Deadline to submit Outstanding Club Award – June 30
- Deadline to submit district award entries & winners list for National – June 30
- Deadline for early registration of National Convention – June 30



July

Encourage clubs to submit National Proxy forms to Kin HQ by July 1 – fax 519-650-1091

Hold turnover meeting with new Deputy Governor and present them with all your files.

Deadline for submission of Outstanding Zone Award to Nat'l HQ – July 15.

Zone Leader Master Chart Check List

Club Name									
/ / / / / / / / / /									
National Membership Fees									
Certified financial statement									
District membership fees									
Club Executive Seminar attendance									
-president									
-vice-president									
-secretary									
-treasurer									
-bulletin editor									
- risk manager									
-membership									
Attendance FLC									
Attendance district convention									
Attendance national convention									
Attendance fall zone conference									
Attendance spring zone conference									
Incorporated/Gov't return filed									
Annual Insurance Form									
Annual Club Reporting form									
Participate in National Programs:									
Cystic Fibrosis									
Hal Rogers Endowment Fund									
Kin Canada Bursaries									
National Disaster Fund									
Holding new member's schools									
Official visit									
Expansion goals set									
Installations									

DG CLUB VISITATION SUMMARY

Revised July 2008

This form is also available in the Tool Box

Section A: General Club Information

Club Visited: _____ **Zone** _____ **Date:** _____

Distance Traveled (round trip): _____ km. Purpose of meeting: _____

Membership at time of meeting: _____. Is this an increase from June 30th? Yes ___ No ___

Who chaired the meeting? _____ Position: _____

Check off any of the following areas in which this club is participating:

Cystic Fibrosis

National Disaster Fund

Hal Rogers Endowment Fund

Kin Canada Bursaries

Other district project(s) Please specify: _____

Section B: Protocol, Formalities

1. Was protocol used to set a good climate for the meeting? Yes ___ No ___

2. What, if any Kin paraphernalia was present? _____

3. Did your visit include a meal? Yes ___ No ___

Check off any of the following Kin formalities that were observed: Grace ___ Toasts ___ Objects _____

Kinette/Kinsmen/Kin Song ___ O'Canada ___ Address to Chair ___ Introductions ___

If there was a guest speaker, was the presentation well received? Yes ___ No ___

4. Was parliamentary procedure used effectively to conduct business? Yes ___ No ___

5. What techniques were used to minimize interruptions? _____

6. Was there planned fellowship? Yes ___ No ___ was it successful? Yes ___ No ___

7. How were guests made to feel welcome and included? _____

8. What steps were taken to encourage new members to partake in the meeting _____

9. Was there respect demonstrated between all during the meeting? _____

Section C: Executive Visitations, Education

1. Was there positive interaction between members and guests evident either during the dinner or fellowship before the meeting? Yes ___ No ___

2. How would you rank this club's knowledge of Kin and Kin Education (scale of 1 -10) _____

3. Do you see any potential candidates for District Executive positions in this club? Yes ___ No ___
 If yes, who is it and what position would you recommend them for? _____
4. Are there any members of this club who would make good Club Mentors? Yes ___ No ___ If
 yes, who? _____
5. Is the club aware of their zone and district contacts? Yes ___ No ___ if no, have you provided this
 information to the club members? Yes ___ No ___
6. How do you feel the club is running as a whole? _____

Section D: Solutions and Recommendations

1. What actions do you recommend be taken to assist this club in meeting its full potential?

2. Will a follow-up visit be scheduled? Yes ___ No ___ If yes, when and by whom?

DG Name: _____

Reviewed with President (President's Signature) _____

Zone: _____

Date of submission: _____

Forward one copy of this summary to the District Governor and **retain one copy** to file and pass on to the next Deputy Governor.

Executive Positions and Responsibilities

Director

This position offers opportunities to impart advice and information and increase one's own knowledge and understanding. Directors often make use of what they have gained in this position in their quest for higher office. A director should be expected to:

- chair a major committee;
- always be on the lookout for potential new projects, new areas for service, and new programs for club meetings;
- be aware of the responsibilities of other executive members in case of absence, etc.;
- be sensitive to the concerns of the general membership as their representative.

NOTE: Club may choose to assign specific duties to each of its directors, such as PR, personal development, and projects.

Bulletin Editor

This is a vital position in the club as the bulletin editor is not just a communicator but a motivator and educator as well.

A good bulletin should include many of the following:

- minutes of the general and executive meetings (Ask the club secretary to duplicate these reports for you.);
 - registrar's report and club membership position (Again, perhaps copies can be supplied.);
 - a club calendar page
 - members' editorials, articles or Quills (Suggest topics to reluctant Kin, such as history, new members' impressions, current issues in Kin, world issues, etc.);
 - full project reports from each chair, including financial status, person hours, recommendations;
 - humour – (It's essential, but remember the family.);
 - a counterpart club page, if applicable;
 - a monthly editorial from the club president;
 - news from around the Association (But don't waste time and effort duplicating pages that's already going to the home.);
 - a Kin education page;
 - Kin profiles;
 - new member proposals;
 - a Kin kids page;
 - an editorial or report by the bulletin editor on a function;
 - a treasurer's page showing receipts and disbursements and complete financial position;
- NOTE: Try to keep members and families updated in advance of functions and opportunities, i.e. if a club speaking competition is in two months, publish a copy of an old speech from a past winner.
- Try to generate a submission to your district and/or national publication on some project your club is involved in.
 - When you send a bulletin to another club, include a note asking for an exchange.
 - Involve a team of editors to help you, if possible.
 - Publish a flyer (meeting notice, minutes, and treasurer's report).
 - Watch expenses closely. The bulletin should not be a burden to the club.
 - Get the bulletins to the members in advance of the meeting. It really makes a difference.

Registrar

Re: Membership and Attendance

- Report to each meeting and in the bulletin a list of members lacking in attendance.
- Include a list of potential make-ups for those members who wish to maintain their records.
- When calculating club attendance, remember that life members, honorary members, and members on leave are not counted, but Active Life members are.
- Remember, a member on leave cannot receive 100% for the year, but a new member joining before January can.
- Update the membership list and forward to the bulletin editor.
- Have proposals for membership and guest cards always on hand.

- Ensure transfer, withdrawal, or addition forms are completed and forwarded promptly to National Headquarters. Name badges and New Member's Kits will be forwarded directly from National Headquarters on receipt of the addition form.
- As Kin Sales Officer,
- keep a credit balance at KSD so that orders can be placed by phone, or use Visa or MasterCard over the phone;
- buy some gifts for speakers and items for club raffles in advance;
- order Gift of Kin add-ons when members have joined;
- make sure supplies, such as new wattie boards, cards, dice, etc., are adequate at the start of the year;
- promote Kin Sales to the members whenever possible.
- Other responsibilities may include:
- ensuring all regalia is out for meetings and returned;
- looking after meal money and ordering meals;
- organizing a phone committee or buddy system to get accurate counts for meals;
- arrive at meetings early to greet guests, collect dinner money, etc.

Treasurer

- Ensure that the previous year's financial records have been audited before you take over the books.
- You are signing officer on all accounts of the club. If possible, reduce to two accounts (general and service) and keep track of funds through a multi-column ledger rather than separate accounts (A separate account is probably necessary for any lottery or bingo.).
- It is your responsibility to prepare an annual report at the conclusion of your year and, with the help of the club executive, prepare and present the budget at the start of the year.
- By Dec. 31 you should make a report on all income and expenses to date. Known as a mini audit, this should show actuals compared to budgeted amounts.
- Remember that the executive limit on a non-budgeted item is set in your club house rules.
- Make all payments by cheque, and issue receipts for funds received.
- Deposit all funds promptly.
- Collect the membership fees and send out bills to any delinquents. Inform new members of their financial responsibility.
- Calculate a levy of a maximum 15% of the net profit on service projects and transfer to the general account. You may wish to create bottle draws, etc. for additional general account revenue.
- Report club's financial position and recent disbursements at each general meeting (Duplicate for bulletin editor, if possible.).
- Monitor committee expenses in line with approved budget.
- Keep in mind that some clubs collect all meals in advance for a discount.
- See that cheques for membership fees billing forms are paid promptly.
- Maintain well documented records, receipts, etc. as the club books must be audited at the year end.
- Ensure that GST/HST remittances and report filings (if applicable to your club) are done.
- Ensure that Non-Profit Organization report (NPO) is made to Revenue Canada.

Membership Director

This position represents the future health of your club and its ability to serve its community.

You can do this by making recruitment and retention a top priority in the club.

- In collaboration with club members, devise an annual membership plan and communicate to members in September.
- Set written, attainable, accountable goals for the club in the area of membership, i.e. membership goal, # of guests, etc.
- Determine in writing the annual membership events, including club theme nights.
- Help deliver membership seminars, incl. recruitment and retention, in collaboration with the zone membership director.
- Maintain communication with the zone membership director on a monthly basis.
- Provide education on new member protocol, i.e. club role and sponsor role.
- Encourage active club participation in bringing in new members.
- Ensure a place on each club meeting agenda to report on Kin education, new information, membership action plans, and the acknowledgement of guests in attendance.
- Establish a follow-up procedure for guests attending initial meetings, i.e. written correspondence, phone calls, rides to and from the meetings, no charge for meals or drinks, etc.

- Keep an ongoing record of guests and sponsors.
- Foster membership growth within the club.

Membership growth is the lifeblood of the Association. If your club is larger by one member at the end of your year as membership director, then you deserve special congratulations. Only by involving more Canadians can we ensure that “Serving the Community's Greatest Need” will continue for many years to come.

Risk Manager

The club Risk Manager’s position can either be a dedicated position or combined with the role of another club director’s position. A full *Skill Set and Job Description* can be found in the *Guide to Understanding Risk Management*.

- Provide education to fellow club members on risk management and insurance issues as they pertain to club administration and activities.
- In cooperation with the project committee, analyze club projects and procedures (past, present and contemplated) to determine any potential risk issues that have occurred or are likely to occur and determine recommendations for mitigation.
- Advise club on viability of all club projects from a risk perspective, including potential legal issues, profitability, potential risks, insurability and recommendations for mitigating risks.
- Recommend the appropriate method(s) of risk control and/or risk financing for all given club projects or activities
- Liaise with National Risk Management Coordinator (at HQ) in the case of any potential “grey areas” where legal or liability issues are unclear.
- Liaise with stakeholders with respect to any insurance or legal requirements that may be necessary on any given projects or issues.
- Ensure all required club documentation and submissions to each level of the association are filed correctly and on time (e.g., dues, membership reporting forms, insurance questionnaires, etc.)
- Ensure the club is in good standing with respect to provincial or territorial corporate status.
- Act as or designate a sole point of contact with the public, media, etc., on any projects where an accident or incident may have occurred.
- Act as sole point of contact with insurers and Kin HQ when advising of new projects, determining whether additional coverage required and submitting incident reports.

Secretary

- Assist with preparation of the meeting agenda to make your job easier when recording.
- Read all correspondence prior to meetings and determine what is worth reading to the membership or executive. Pass on correspondence to appropriate chair (sports chair, etc.)
- Write letters promptly with copy to the president and file.
- Record the business in the minutes and provide them to the bulletin editor (duplicate if possible). Make sure motions, amendments, etc., are documented.
- Ask all project chairs for a written report for the files.
- Follow up on transfer forms, additions and withdrawal forms.
- Ensure the club has filed its incorporation papers.

Vice-President

- Remember the club is counting on you to be the future leader.
- Monitor each committee and function of the club with an eye to the future.
- Assist the president in both membership and program development.
- Chair a portion of some of the meetings or a whole meeting.
- Encourage enrolment in awards and other retention tools.
- Read the *Club President’s Manual*.
- Attend all conventions, president’s meetings, etc.
- Prepare for next year! Keep ideas in a file throughout the year.

President

- Lead by example. If you want growth, bring in a member. If you want your club to travel, tell them you are going.
- Set goals and communicate them to the membership.
- Encourage input from all club members.
- Choose the right people for the right jobs, then ask them.
- Delegate whenever possible. Involve all your members. Be a diplomat, not a dictator.
- Monitor all committees.
- Prepare a yearly calendar of meetings, programs, events and projects.
- Motivate! – awards, involvement in committees, new project ideas, new members, socials.
- After an event, insist on project reports in full for file purposes.
- Keep business professional and separate from the fellowship.
- Keep the fines session fun. It's not a punishment.
- Start on time. A 15-minute delay for 10 people is 2.5 hour of lost time. Have a target time for adjournment.
- When prospective Kin are attending, take time to explain the meeting, fine session and invite them to come back.
- Keep discussions on topic. Get a motion on the floor.
- Ask for reports in advance. Make sure they are necessary.
- Remember our best membership tool is a well run meeting.
- Attend all requested presidents' meetings, conventions, and conferences.
- Ensure all national and district requests, such as the national membership fees billing form, are completed.
- Review the Outstanding Master Club and other awards regularly. Use these as guidelines for success.
- Appoint a personal development chair to see that all new members are actively participating in the Maple Leaf of Distinction program, that older members are encouraged to seek their Founder's Award, that public speaking and other awards are being promoted, that Kin education is presented to all members, and that other aspects of personal development (such as guest speakers, etc.) are part of the club program.
This chair should personally review the new member's kit with each new member.
- Appoint a public relations chair responsible for maintaining a club scrapbook and for promoting the club in all aspects of the media, such as executive photos; inviting media to meetings; project promotion; releasing national news to the local media; using posters and other resources from National Headquarters to enhance the image of the club in the community.
- Appoint committee chairs, such as Kinsmen/Kinette liaison, protocol and rules of order, socials, nominations, sports and interclubs, various major service projects, and others that your club may require.

Past President

Your role is mainly one of an advisor. Having held many club offices, including that of president, you will be well aware of the traditions in the club. The new president may seek your advice on these traditions, even though he or she may wish to change the pattern of the way things have gone before. Be prepared to offer guidance to the whole executive, but never dominate.

Your most exciting and challenging role can be with the new members. See that they are properly introduced to and educated on the fellowship of Kin. Encourage them to get involved in projects and to participate in awards such as the Maple Leaf Award of Distinction. Your assistance in reminding the president of the requirements for the Outstanding Master Club Award can be invaluable throughout the year.

Initiation Night

New members receive a lasting impression of the spirit in which they are welcomed, and it is most desirable that their reception be expressive of the seriousness of Kin as well as the fellowship of our Association.

Keep in mind that our new members are respectable men and women in our communities and the fun part of the ceremony should not be one of degrading or humiliating them.

The serious part of the ceremony should be in an impressive setting - lights out, candles on head table, and all members should be asked to refrain from smoking and drinking during the ceremony.

The new members and their sponsors should be escorted into the room by the sergeant-at-arms and lined up in front of the head table facing the membership with sponsor behind his new member.

Initiation Ceremony

Tonight marks the occasion of your formal acceptance into Kin Canada and by this deed, joining thousands of young men and women across Canada who enjoys the benefits and pleasures of Kin and the respect of their community.

Kinsmen were formed in Hamilton, ON, in February 1920, by Harold A. Rogers and eleven (11) other men. The initial purpose of Kin was fellowship, but it was soon decided that club meetings needed a greater purpose, and so the club became involved in service work - hence, our motto, "Serving the Community's Greatest Need." This one club has now grown to an association of nearly 700 clubs from coast to coast and is the largest all-Canadian service club. By becoming a Kinsman or Kinette, you not only have the friendships of this club, but, in any community in Canada where you visit or move, you will find the same instant smile and friendly handshake you have come to know here.

We are a group of men and women, aged 19 and up, who meet regularly during the year endeavouring to serve the community's greatest needs and to enjoy the feeling of camaraderie among ourselves and any guest who may honour us with his/her presence.

Administration of Oath: (Deputy Governor)

New members facing the head table are seeking admission to your club and you have signified your willingness to receive them into this Kinsmen/Kinette/Kin/Kinsmen & Kinette club.

Having been properly accepted into this club according to the Constitution & General Operating By-laws of the Association and having signified your desire for membership by presenting yourself for initiation, it is my duty to charge you with specific responsibilities that are necessary and mandatory for your future as a Kinsman/Kinette, the future of this club, and the prosperity of the Association.

In the presence of the Kinsmen/Kinettes here tonight, you must solemnly promise that you will honour the privilege of Kinship entrusted to you.

You must abide by the wishes of those entrusted with authority over you - their requests in the name of the club and the Association must be considered and fulfilled as a necessary duty of the Kinship you will enjoy.

You must uphold the ideals of the Association, the integrity of this club, and the trust and friendship of its members.

You must honour and obey the constitution and General Operating By-Laws as they now stand and may be hereafter amended.

You must attend all meetings to the best of your ability and in accordance with the rules and regulations governing attendance.

Do you accept these obligations?

I sincerely hope that you will make yourself conversant with our Objects, regulations and by-laws whereby our members are bound together in Kin to uphold the honour and dignity of our Association, and I feel confident that, in this respect, you will not fail us. It is now my pleasant duty to officially welcome you into the Kinsmen/Kinette/Kin/Kinsmen & Kinette Club of _____.

Your enjoyment and fulfillment as a Kinsman/Kinette will be directly proportional to the effort you wish to exert as a member, but may I say that, by your membership, you join us, and thousands more like us from coast to coast, supporting and advancing the Association in reputation and deed that allows us to stand alone within the service movement.

The sponsors will now be asked to pin the new members and present the certificates, with everyone singing the Kinsmen/Kinette/Kin Song. New members are to remain standing so members can file by and congratulate them.

Installation of Club Executive

Introduction

Tonight's ceremony marks the beginning of another Kin year. It is our duty to install your elected officers and we trust the responsibility that they have accepted will not be taken lightly, for in it lies the strength of your club. It is part of the District policy to encourage members to participate fully in club affairs and also to compete for club, district and national awards and offices. Be aware of the opportunities for involvement that are available to you.

At this time, we will outline briefly the duties of the individual officers. However, we would like to stress that the complete duties of each officer are presented in detail in the Club Presidents manual and should be referred to throughout the year. We cannot emphasize enough the importance of this helpful resource. Almost every conceivable problem that may arise during the year can be answered by reference to the manual

(Go to Sergeant At Arms)

Sergeant At Arms

Your duties this year will be most pleasant in that you will be assessing club fines for minor infractions during club functions. You will assist the President in keeping order during the meetings. You have been chosen because of your sense of responsibility and humour.

I now charge you with the office of Sergeant At Arms!

(Go to Registrar)

Registrar

Your most important task will be to maintain complete and accurate up to date records of membership and attendance as information for the Club President.

I now charge you with the office of Registrar!

(Go to Bulletin Editor)

Bulletin Editor

This is one of the most important positions in any club. A good bulletin editor will go far to stimulate attendance, fellowship and general interest in Kin. It is the barometer of your club by which you will be measured.

A Bulletin Editor must:

- Attend all general and executive meeting to record proceedings
- Recognize successful committees and members for a job well done and
- See that new and transferred members are properly recognized and a few items of interest pertaining to each are publicized.

At all times you must remember to keep your humour in good taste as the bulletin goes into the home. Your mailing list, in addition to clubs in your zone should include your District Governors, District Reporter, Deputy Governor and the Editor of Kin Magazine.

I now charge you with the office of Bulletin Editor!

(Go to Club Directors)

Club Director

You have been chosen to your position because you represent a steadying influence and a link between the executive and the general membership. You should act as a chairman of at least one important committee.

I now charge you with the office of Club Director!

(Go to Risk Manager)

Risk Manager

As your club's Risk Manager, it will be your responsibility to become familiar with the policies and guidelines set down by our Association in the current Risk Management Manual. Use this knowledge to educate other club members as to the concept of Risk Management and the implications for your club. It will be your responsibility as well, to identify and manage risks incurred while fundraising or doing service projects or during activities necessary for your club's daily business as members of this Association.

I now charge you with the office of Risk Manager

(Go To Membership Director)

Membership Director

In many ways, this is the most important position in any club executive. It is your responsibility to assist in formulating and implementing your club's membership plan. In order for your club to grow, new members must be recruited. Use the membership recruitment workshop as the blueprint for bringing new members to your club. Remember that membership retention is an integral part of any club membership plan. To that end, you will act as liaison between your club's executive and membership to ensure that your club's activities will meet the needs and goals of its members.

Use the membership retention workshop as a tool to discover these needs and desires. A successful membership plan will result in an active and healthy club. Let me urge you to start work on your club's plan immediately. Congratulations on your election.

I now charge you with the office of Membership Director!

(Go to Secretary)

Secretary

You are responsible for ensuring that all reports, minutes and correspondence are processed promptly for the benefit of the President. Your job entails more than just recording minutes. You are responsible for directing correspondence to the proper officer and committee heads. You are responsible for answering all correspondence and for keeping the President up to date with what action is to be taken on various matters of club business.

This position requires thoroughness and promptness and your ability to perform your duties will reflect on how efficiently the club operates.

I now charge you with the office of Secretary!

(Go to Treasurer)

Treasurer

As Treasurer you hold the highest position of trust in your club. You should maintain an accurate account of all club and service funds and be prepared to give a report on these at any time. You should prepare a budget for your club and see that the budget is kept by all members. You should check all bills for accuracy and pay these bills promptly.

Keep a good credit standing in your community. You should have separate records for the different monies raised. You are the club watchdog in financial matters.

I now charge you with the office of Treasurer

(Go to Vice President)

Vice President

The position of Vice President is usually a stepping-stone to the position of President. While in this position, you should oversee the work of various committees set up by your club as directed by the President. You should act in the absence of your club President at club and executive meetings, and also represent him/her in the community at outside functions.

The efficiency with which you handle yourself this year will be an asset to you in running for the position of President next year.

I now charge you with the office of Vice President

(Go to Past President)

Past Vice President

Tonight brings to a close your term as President, however your responsibilities to the club are far from over. You are responsible for sharing your knowledge and experience with other members of the Executive, particularly the President. Do not lose the interest and enthusiasm that has carried you to your club's highest office and participate fully in all club activities. On behalf of all the members of your club I congratulate you on a job well done.

I now charge you with the office of Past President

(Go to President)

President

Your election as Club President is a vote of confidence in you by your fellow members. You are now the chief Kin representative in your community and you must conduct yourself accordingly. You must act as chairman of all general and executive meetings. Attend to all National and District correspondence directed to you. Appoint all committee heads and assist them in selecting your members.

As club president you are responsible for the overall operation of your club. You have an excellent executive with you and you should delegate authority to them so as not to get too involved in detailed work.

I now charge you with the office of President

(Go to Charge and Oath of Office)

Charge and Oath of Office

The office to which you have been elected is one of dignity and importance. In accepting this office, you undertake a responsibility, which is not assumed lightly nor carelessly discharged.

With the constitution and by-laws as your guide, you must always be ready to exercise the functions of the office with which you have been entrusted. Further, you are charged with governing the organization according to the laws of democracy, under which laws every member who so wishes, will be heard; toward that end that every matter considered, the best opinion shall prevail through the expressed will of the majority, and the best course of action followed.

Do you accept this charge?

Reply: I do

Please repeat after me: I do solemnly swear that I will faithfully execute the office in the Kinsmen/Kinette/Kin club of _____ to the best of my ability.

Fellow Kin and guest please recognize with the newly installed executive of the Kinsmen/Kinette/Kin Club of _____

TOASTS

This form is also available in the Tool Box

Sample Toast to the Association

Address to the Chair: _____.

Kin Canada is a unique Canadian service organization. It is through our Association that we, as members, can develop personally and at the same time give to our communities. It is through our Association that Kinsmen and Kinettes, as two bodies, share a common goal – making our communities a better place. It is through our Association that we can express our opinions openly and then join together in fellowship in an evening such as this.

Please stand and join me in a Toast to our Association.

Sample Reply to the Toast

Thank you _____ for your kind words.

Address to the Chair: _____.

Kinsmen and Kinettes are known throughout the country for our service work, but only as a result of countless hours committed by you, the members. Pulling your thoughts, ideas and energies together keeps this Association unique, alive, and vibrant and in the forefront as the leader in service work in our larger community, Canada.

You may not always directly see the fruits of your labours, but you can be confident in knowing that each one of you here tonight has given a CF child hope, as researchers continue to draw nearer to a control. You have put a smile on an abused child's face, and you have reunited families.

Kinsmen and Kinettes, on behalf of our Association, thank you for making a *difference in the lives of so many Canadians*.

Life Membership

Procedure for setting up a committee and obtaining permission to grant a Life Membership

The procedure is as follows:

- 1) If your club has three members with at least seven years membership in the Association, you do not require permission from the Executive Director to form a Life Membership committee. See "Granting a Life Membership"
- 2) If you do not have three members with at least seven years membership, you must request, in writing, permission from the Executive Director to form a Life Membership committee. This must be done prior to nominating a Life Member. A copy of this request must also be sent to the Executive Director.

Granting a Life Membership

- 1) Once your committee has been formed, the actual approval by the Executive Director of a Life Membership is based on, **your proposed Life Member having been a member of the Association for 10 years**, and whether your club's national membership fees are paid in full and your club is in good standing.
- 2) **The maximum number of Life members any club may elect is one in any two-year period.**
- 3) If your club would like to grant more than one Life Membership in any two-year period, permission must be obtained from the Executive Director, in writing.
- 4) Once all necessary permission has been obtained, or if your club meets the requirements as stipulated in the by-laws, a **Request for Life Membership form**, along with the appropriate payment should be sent to National Headquarters. Please allow four to six weeks for delivery.

Dealing with Multiple Life Memberships

The Executive Director, in dealing with requests from clubs to present multiple life memberships during every two-year cycle period shall consider the following:

Mandatory:

1. The club must be in good standing;
2. The committee must have at least three club members with more than seven years in Kin;
3. The club must supply in writing the reasons why the club wishes to present a multiple Life Membership.

Optional:

- ▶ the current membership of the club;
- ▶ the historical membership of the club;
- ▶ the number of previous life memberships presented by the club;
- ▶ whether the club has a history of presenting multiple life memberships;
- ▶ how much planning and thought has gone into this proposed presentation.

- 5) If in doubt, request clarification from National Headquarters.

Life Membership Checklist

This form is also available in the Tool Box

Life membership nights are the highlight of any Kin year. It is very important to realize that this will be the most special night in the recipient's Kin career. Every attention to detail must be made. It will take at least six weeks to organize every detail of the presentation. Things to remember once the life membership has been approved by the club life membership committee are:

- Once the life membership has been approved, contact the recipient's family (not necessarily the spouse) so that family can be present.

- Contact by written invitation former and current Kin members who have known the recipient, particularly those well known by the recipient. Follow up two weeks later with phone calls. Offer them the opportunity to send a message if they are unable to attend in person.

- If the recipient has served on the zone, district or national level, make sure that all members (Kinsmen and Kinette) with whom they served that year are informed in writing of this special evening. Offer them the opportunity to send a message if they are unable to attend in person. If the recipient served on a national board, check with National Headquarters as to whom they will notify.

- Invite any Kin dignitaries as soon as possible so that they may be sure to attend, i.e. deputy governors, governors, national presidents.

- Organize the agenda carefully so there is a good mixture of Kin recollections, humour and formality. For example, you could have the recipient's sponsor give the first speech, telling how the member became involved in Kin. This, in turn, could be followed by more Kin friends reminiscing about memories the recipient evokes. Or perhaps the recipient is the type that can be roasted. Either way, try to make it as humorous and entertaining as possible.

- Most importantly, remember that this honour will not come again for the recipient. A little preparation now will ensure fond memories for years to come.

National Insurance Program



Comprehensive Liability Insurance 03/11

SPECIAL NOTICE

For more information, contact:
Amanda Shyhinskyj or Alan Hollingsworth
at **HKMB HUB International Insurance Brokers**

Phone: (800) 232-2024

Phone: (416) 597-4018

Fax: (416) 597-2313

E-mail: amanda.shyhinskyj@hubinternational.com OR alan.hollingsworth@hubinternational.com

The following events/activities are **EXCLUDED OPERATIONS**:

- Operation of Mechanical Amusement Devices
- Detonation of Fireworks (Sale of Fireworks is covered, provided there is no altering or repackaging and subject to approval by HKMB HUB International Insurance Brokers)

Coverage is provided for most events. Please contact National to verify.

If your club is involved in sponsoring such events, separate coverage may be obtained, in some cases, at an additional premium. Coverage for excluded events may be arranged for an additional premium. Please contact HKMB HUB Insurance Brokers with full particulars FOUR (4) weeks in advance of the event.

Policy is subject to an Employment-Related Practices Exclusion.

For every item (e.g. piece of land, building, sports complex, swimming pool, piece of playground equipment etc.) that your Club donates to a third party (e.g. municipality), you are required to have a nationally approved waiver signed by that third party. Keep a copy of the waiver and submit the original to National Headquarters. For monetary donations, please obtain a certificate of insurance adding name both Kin Canada and your local Club as "Additional Insured", and/or obtain a signed waiver of Liability.

For every item that your Club owns or leases (e.g. a daycare business, housing complex, piece of land, building, club room, swimming pool, piece of playground equipment, etc.) you are required to take out a separate property and liability insurance policy for your Club. This policy must name both Kin Canada and your local Club as the insured parties and must have a minimum of \$2,000,000 per incident coverage. You must also have every item that you own inspected by a qualified, professional inspector on an annual basis. A copy of this inspection must be sent to the National Headquarters.

Do not, at any time, admit responsibility of liability. You may advise any claimant that you are referring the matter to your insurers and they will be contacted in due course.

This resume is intended to give you a basic description of the protection afforded. However, any claim that occurs will be subject to the terms, conditions and exclusions of the actual policy wording on file at National Headquarters.

THIS IS NOT A POLICY. THIS IS INTENDED FOR INFORMATION PURPOSES ONLY. ORIGINAL POLICY ON FILE AT NATIONAL HEADQUARTERS.

The basic insurance is designed to protect you and your club in case of lawsuits resulting from Bodily Injury and Property Damage to third parties. In addition to the basic coverages, the following extensions are included:

<p>1) Property Damage Liability Insurance Provides protection against loss from legal action (liability) for damages to the property of others (third party). The loss must be caused by an occurrence taking place within the coverage territory.</p> <p>2) Personal and Advertising Injury Liability Personal injury includes protection for any liability arising out of: a) False arrest, malicious prosecution, wrongful detention or imprisonment; b) Libel, slander, defamation of character or humiliation; c) Invasion of privacy, wrongful eviction or wrongful entry; d) Misappropriation of advertising ideas; e) Infringement of copyright.</p> <p>3) Employers Liability Provides protection for the employer (when being held negligent) for those bodily injuries, whether accident or disease, sustained by employees in the course of employment, not otherwise covered under Workers' compensation law.</p> <p>4) Products Liability Products Liability provides for Bodily Injury or Property Damage claims arising out of the consumption, handling or use of goods or products manufactured, sold, handled or distributed, providing such claim occurs away from the premises and after possession of the said goods or products has been relinquished.</p> <p>5) Contractual Liability A standard Comprehensive Liability policy limits Contractual Liability cover for liability assumed only under certain reported contractual agreements, such as: "Railway Sidetrack Agreement, Easement Agreement, Elevator Agreement, etc." This policy is amended to broaden the contractual liability cover so as to cover all contracts under which the insured assumes liability of another, if the contract is made prior to any Bodily Injury or Property Damage actually occurring.</p> <p>6) Incidental Malpractice Coverage is provided for the club members who are held responsible for the injury caused to a third party by the administration of first aid.</p> <p>7) Additional Insureds Association coverage has been extended to include all members and volunteers, while acting on club activity. In addition to indemnifying the member, the costs of defence are also paid, even though the club may eventually be held entirely liable. Certificates for additional insureds may be obtained from HKMB Insurance Brokers.</p>	<p>8) Foundations The policy has been endorsed to include any charitable subgroup of Kin Canada that mirrors the National Association from an administration basis.</p> <p>9) Non-Owned Automobile Liability This policy grants cover to the club itself for legal liability arising out of the operation of non-owned vehicles while on club business if you become involved in a suit arising from the operation of the non-owned vehicle. Legal liability for damage to non-owned vehicles is covered to a limit of \$50,000 and subject to a deductible of \$1000. Note that these vehicles must be rented in the club's name for this coverage to apply.</p> <p>10) Non-Owned Watercraft Coverage is in effect for liability claims arising out of the business use of Non-Owned Watercraft of 8 meters in length or less.</p> <p>11) Swimming Pools All swimming or paddling pools of any size must conform to the local, municipal by-laws, including the regulations regarding the hiring of fully certified staff to operate the pool.</p> <p>12) Liquor Liability This coverage is provided to protect clubs from claims that may arise from the serving or sale of liquor at club functions and fundraising activities. The intent of this coverage is not to insure ongoing bar or restaurant type operations (i.e. daily run facilities or where paid staff are hired).</p> <p>13) Auxiliary Clubs The policy has been endorsed to include any subgroup of Kin Canada that mirrors the National Association from an administration basis.</p> <p>14) Claims Procedure In the event of any incidents involving Bodily Injury and/or Property Damage to a third party, the attached incident report is to be completed immediately and forwarded to National Headquarters.</p> <p>15) Deductible Please note that a \$1,000 deductible amount applies to each Bodily Injury and/or Property Damage occurrence, including expenses.</p>
--	---

THIS IS NOT A POLICY. THIS IS INTENDED FOR INFORMATION PURPOSES ONLY. ORIGINAL POLICY ON FILE AT NATIONAL HEADQUARTERS.

National Director's & Officer's Insurance 03/11



Do not, at any time, admit responsibility of liability. You may advise any claimant that you are referring the matter to your insurers and they will be contacted in due course.

This resume is intended to give you a basic description of the protection afforded. However, any claim that occurs will be subject to the terms and conditions of the actual policy wording on file at National Headquarters.

This insurance for your club is designed to protect as follows:

Limit of Liability \$2,000,000 per loss; \$5,000,000 annual aggregate limit policy year including defence costs.

<p>Who is insured? Past, present and future Directors, Officers, Trustees, Employees, Volunteers, Committee Members of your club, including the estates, heirs, legal representatives and assigns of each of the above. Your club on behalf of the Corporation for all loss for which the Corporation may be required or permitted by law to indemnify such Assureds.</p> <p>What is insured? Legal Liability for claims made during the policy period for Wrongful Acts.</p> <p>What is a "Wrongful Act"? Any actual or alleged error or misstatement or misleading statement or act or omission or neglect or breach of duty by the Assureds in the discharge of their duties, individually or collectively.</p> <p>Loss Covered "Loss" shall mean damages, judgments, settlements and costs, charges and expenses, provided, however, that loss shall not include exemplary damages, criminal or civil fines or penalties imposed by law or matters that are uninsurable under the law pursuant to which this policy shall be construed. Punitive damages will be covered where insurable by law.</p> <p>Important Exclusions:</p> <ul style="list-style-type: none"> • Personal profit or advantage • Return of remuneration, which should not have been paid • Fraudulent, dishonest, or criminal acts • Claims insured by other valid insurance • Bodily Injury and Property Damage (see National Liability Program) 	<ul style="list-style-type: none"> • Wrongful Act or any fact, circumstance or situation where notice has been given prior to Aug. 20, 1994 (the date your coverage began) including interrelated Wrongful Acts • Claims made by another director or officer unless it is part of and results directly from a claim not otherwise excluded • Claims made by the club against a director or officer • Pollution • Duties not related to club activities • Claims of which the Insured have received notice or of which they otherwise have knowledge prior to Aug. 30, 1994 • Claims arising out of Fiduciary Liability (Liability of or pertaining to Directors or Officers acting as a Trustee or Trusteeship, i.e. Wrongful use or mismanagement of a trust fund) • Wrongful dismissal excluded, except to a very limited degree (i.e. If the Courts awarded a dismissed employee severance pay in excess of the amount give by the Corporation, the Insuring Company would not reimburse the Corporation for this difference; however, the policy would likely respond towards defence costs.) <p>Claims Procedure National Headquarters staff is to be immediately advised of any circumstance indicating that an eventual claim may be made against any Director or Officer. Please note that HKMB Hub International Insurance Brokers. will not accept any claim notification that has not been received by National Headquarters. It is, therefore, imperative that any such circumstance (and all relevant documentation) be communicated without delay to National Headquarters staff, who will then contact HKMB Hub International Insurance Brokers on your behalf.</p> <p>Information For information relating to the coverages provided, please contact Kin Canada Head Office.</p>
--	--

THIS IS NOT A POLICY. THIS IS INTENDED FOR INFORMATION PURPOSES ONLY. ORIGINAL POLICY ON FILE AT NATIONAL HEADQUARTERS.

Annual Club Insurance Reporting Form

Clubs will receive the Annual Club Insurance Reporting Form from the National office in October. All clubs are required to complete and **return the form to National Headquarters by November 15th**.

This form is used to gather information regarding events, contracts and properties. The information will give our insurer's a picture of what they are insuring, it allows us to determine the kind of insurance that is required to properly insure kin events and it shows are insurer's that we have good risk management planning in place. The information gathered also helps the National office in determining the kind of research/information we need to provide clubs to ensure safe events.

National will provide each District with a Risk Management Update on a regular basis to inform the Governors and District Risk Managers of the status of their clubs in regards to meeting this requirement. This information is to be passed on the Deputy Governors for follow-up with their clubs.

How to Fill out your Insurance Reporting Form – will be sent to individual clubs with their insurance reporting forms in October.

Guide to Club Solutions

(Seminars: E=Educational, R=Recruitment, RT=Retention, M=Motivational, C=Conflict/Personality Challenges, L=Leadership). Please refer to “Available Seminars, Presentations & Information” for full listing.

Apparent Problems or Symptoms	Probable Cause or Real Problem	Possible Solutions
A. Poor participation and attendance at club and/or executive meetings <i>Seminars – M, L</i>	1. Club members are not being informed of meetings.	a. Establish communications systems (newsletter, telephone tree, email etc.).
	2. Lack of interest on the part of the members.	a. Evaluate club meetings. Are they too long, uninteresting, not well organized? b. Establish immediately a club survey to find out members' feelings. Administer the survey by personal contact with each member to get his or her response.
	3. Poorly organized meetings / lack of protocol.	a. Go through a checklist for meeting preparations. Emphasize delegating of responsibilities to see that meeting arrangements are completed. b. Advise president on basics of parliamentary procedure if he or she is inexperienced.
	4. Poor leadership attitude in club leaders.	a. Conduct an executive reorientation to instil proper leadership attitudes. b. Advise club president to follow up on his executive members to develop proper attitude of leadership. c. Conduct executive seminar refresher session emphasizing the importance of the right attitudes toward leadership.
B. Insufficient membership participation to conduct projects. <i>Seminars – M,C,R</i>	1. Lack of good membership recruitment program.	a. Have the membership committee explore the possibilities of new ideas in recruitment. Have the committee come up with problems in recruitment and have them develop programs that will focus on eliminating the problem.
	2. Members are not being asked to participate in projects.	a. Establish a communication system (newsletter, telephone tree, etc.). b. Be sure that each project has a "person-power" chair whose responsibilities include contacting each member for the project. c. Use directors to identify the interest of members so they will know who to contact for projects.
	3. Members are actively participating in other projects.	a. Delay conducting the project or reassess the project to involve other resources in the community (youth organizations, etc.), b. Expand your recruitment program to provide more members to conduct projects.
C. High turnover in membership from year to year. <i>Seminars – M,R,E,RT,C,L</i>	1. Programs and projects are not meeting the needs of the members.	a. Get a broader base of membership involvement in planning projects at the outset of the year or during periods of project evaluation. b. If this occurs during the year, have club re-evaluate its entire year's program. Involve members in this process and include projects that they are interested in.

	2. Dissatisfaction with the leadership during the year.	a. Provide means of involving membership through decentralization of power in the club.
	3. Members are not being asked to participate in meetings and projects.	a. Personal contact through directors and/or committee chairs to get members involved in planning projects. b. Evaluation of members' participation at executive meetings to assess involvement of each individual member (may be done in teams of larger clubs).
D. Proposed projects are not being carried to completion or are being dropped. <i>Seminars – M,L</i>	1. Lack of members to plan and conduct the projects.	a. Have the membership committee explore the possibilities of new ideas in recruitment. Have the committee come up with problems in recruitment and develop programs that will focus on eliminating the problem. b. Reassess projects to see if the club can still conduct them with available members. If not, rewrite project plans or seek community resources to assist. c. Begin a recruitment program. Run the Maple Leaf program.
	2. Lack of financial resources to conduct projects.	a. Establish a finance committee to look for sources of revenue. b. Look for funding from community sources (foundations, grants, etc.). c. Redesign projects so they do not require a high amount of funding or so the resources in the community (businesses) may be included as a promotional asset.
	3. Inexperienced committee chairs are not able to plan and conduct project.	a. Assign a more experienced member as an advisor to the chair and have him/her work as an assistant. b. Adopt executive policy of having new members work on one project prior to chairing a project.
	4. Club planning at outset of the year not properly done.	a. Conduct a mid-year evaluation right away and brainstorm ideas for changing or improving projects on planned year's program. See if projects are still relevant to club's and community's need.
E. Lack of involvement on the part of membership. <i>Seminars – M,E,L,C</i>	1. Poor understanding of the goals & objectives of the club/Association.	a. Evaluate your present orientation program and make changes that are necessary in informing members of the Association's goals and objectives.
	2. Projects are not meeting the interest of members.	a. Get a broader base of membership involvement in planning projects at the outset of the year or during periods of project evaluation. Include more projects that will meet the needs of the members. b. Use the directors to identify the interest of members so they will know whom to contact for projects. c. Reassess present projects and programs to better suit them to the needs and interests of the members.
	3.	a. Establish a club pride committee to explore possibilities of improving pride in the club. b. Work on improving public relations in the community through impact projects and becoming recognized by other people in the community. c. Develop the attitude of broad base involvement - getting more people involved and interested in the planning of community and club improvements d. Work with club president to eliminate internal friction sources that may be detrimental and discouraging to members.

	4. Club members are too busy in other activities.	<ul style="list-style-type: none"> a. Evaluate members' participation at executive meetings to assess involvement of each individual member (may be done in teams for larger clubs). b. Ask each member to give the president a commitment on the time he or she is able to give to the club. Publicize the commitment to the club chairs and officers so they may use the information in asking members for their time. c. Use members only when necessary and not for activities that do not require many members.
F. Club is inactive and nothing is taking place.	1. No action on the part of the club leadership.	<ul style="list-style-type: none"> a. Hold a brainstorming session with members of the executive to assess the problems that exist and identify the probable causes. (Have them identify the problem rather than a district officer doing it for them). b. Organize a team of district and past-local Kin to assist in working out realistic solutions that the club leadership can agree to. (Be careful not to overwhelm the leadership with too many district personnel.) c. Involve the local club membership in coming up with probable causes and solutions to the club's inactive status.
<i>Seminars- L,M,C,E,RT</i>		
	2. Club members are overused and are not willing to work on Kin activities any more.	Have president contact the members who were active at one time to work as a team to get activities going in the club. (Caution: Start slowly, don't begin too many projects.)
	3. New members who came into the club are not willing to get involved.	<ul style="list-style-type: none"> a. Immediate person-to-person orientation by more experienced members or by club presidents with assistance from district officer. b. Immediately implement the Maple Leaf of Distinction program. c. Run New Members School using experienced Kin. d. Start a club project and attempt to get as many new members involved in the planning process. Assign them small responsibilities to start with to get them into an active status. Be sure to provide adequate follow-up so they do not lapse into inactive status.
	4. Poor follow-up by Club leaders.	Establish an immediate contact with the club president and outline a timetable of activities to get the club active again.

How Healthy is Your Club?

This form is also available in the Tool Box

Evaluate your Club by placing an "X" in the appropriate column beside each statement.	A	B	C	D
	Always	Usually	Sometimes	Never
1. Does your club bring in new members?				
2. Are your club membership numbers steady (no decline or pendulum effect)?				
3. Does your club have defined goals (other than just keeping the club going)?				
4. Does your membership have a clear vision of the clubs ability to continue serving their community in the future?				
5. Do club members respond to phone calls, invitations and emails?				
6. Does your club have a good balance between social and service activities?				
7. Are your members willing to take on leadership roles?				
8. Are members willing to undertake new projects?				
9. Is your club identified with a specific service project(s) which contributes to strong community recognition?				
10. Does your club have focus and direction?				
11. Does your club have regular and frequent meetings?				
12. Are meetings interesting, of appropriate length and covering required business?				
13. Are members positive about how the club is run or about club business / President / Officers?				
14. Is there an appreciation for National and District reporting requirements and why they exist?				
15. Is there a positive attitude towards HQ staff and the National Board of Directors?				
16. Are club members open to change within the Club, or the District or National levels?				
17. Is the club consistently current with dues payments?				
18. Is your club actively involved in service contributions to your community?				
19. Does the club participate in any level of the Kin Awards program?				
20. Does your club attend Zone, District and National functions?				
Total the number of "X's" in each column: (Column A will not be included in the final score)	0	_____	_____	_____
Your Club's Health Score: Total of Column B + (Column C x 2) + (Column D x 3) = _____	0			

- If your score is 4 or less, you have a healthy Club. Congratulations!
- If your score is between 5 and 9, your club should discuss the issues. Ask your President to put this on the agenda of the next General Meeting.
- If your score is between 10 and 14, speak with your DG regarding the issues and possible solutions.
- If your score 15 or higher, contact your District Membership Director for assistance in addressing your concerns.

Available Seminars and Presentations

TYPE	SOURCE	FORMAT
-------------	---------------	---------------

1. Educational (E)

<input type="checkbox"/> New Member's Seminar	website	PPT
<input type="checkbox"/> Kin Education Manual & Quizes 2011	website	PDF
<input type="checkbox"/> Only in Canada	Sent to Clubs	Book
<input type="checkbox"/> Cross and the Square	Kin HQ	Book
<input type="checkbox"/> Respect	website	PTT
<input type="checkbox"/> Protocol & Procedures	Membership CD	PPT
<input type="checkbox"/> Skills Handbook	DLS & website	PDF
<input type="checkbox"/> District Leadership Manual	DLS & website	PDF
<input type="checkbox"/> Risk Management FLC Presentation	Risk Mgmt Committee	PPT
<input type="checkbox"/> Speed Mentoring	Sent to Clubs	Word
<input type="checkbox"/> Speaking Effectively 1 or 1000	Kin Education	DVD
<input type="checkbox"/> Master the Message	Kin Education	DVD

2. Membership Recruitment (R)

<input type="checkbox"/> Building a Club Membership Plan	website	PPT
<input type="checkbox"/> Recruiting Made Easy	Sent to Clubs	VHS
<input type="checkbox"/> Recruiting 101	website	PPT
<input type="checkbox"/> 8 Week Membership Program	Membership CD	Word
<input type="checkbox"/> GKC Build it and they will come	Membership CD	Word
<input type="checkbox"/> Membership Recruitment 2000	Membership CD	PPT
<input type="checkbox"/> Kin has HEART	Sent to Clubs	Cards

3. Membership Retention (RT)

<input type="checkbox"/> Effective Leadership Ideas	Membership CD	Word
<input type="checkbox"/> GKC – Royal and Ancient Society of Penguins	Membership CD	Word
<input type="checkbox"/> Rejuvenation Workshop	Membership CD	Word

4. Motivational (M)

<input type="checkbox"/> Kin Gives You	Membership CD	Word
<input type="checkbox"/> Kin Is About	Sent to Clubs	VHS
<input type="checkbox"/> Kin Is About	Membership CD	PPT
<input type="checkbox"/> FISH	Former LD Committee	VHS
<input type="checkbox"/> To Succeed in Life	Membership CD	PPT
<input type="checkbox"/> Snoopy	Membership CD	PPT

5. Conflict/Personality Challenges (C)

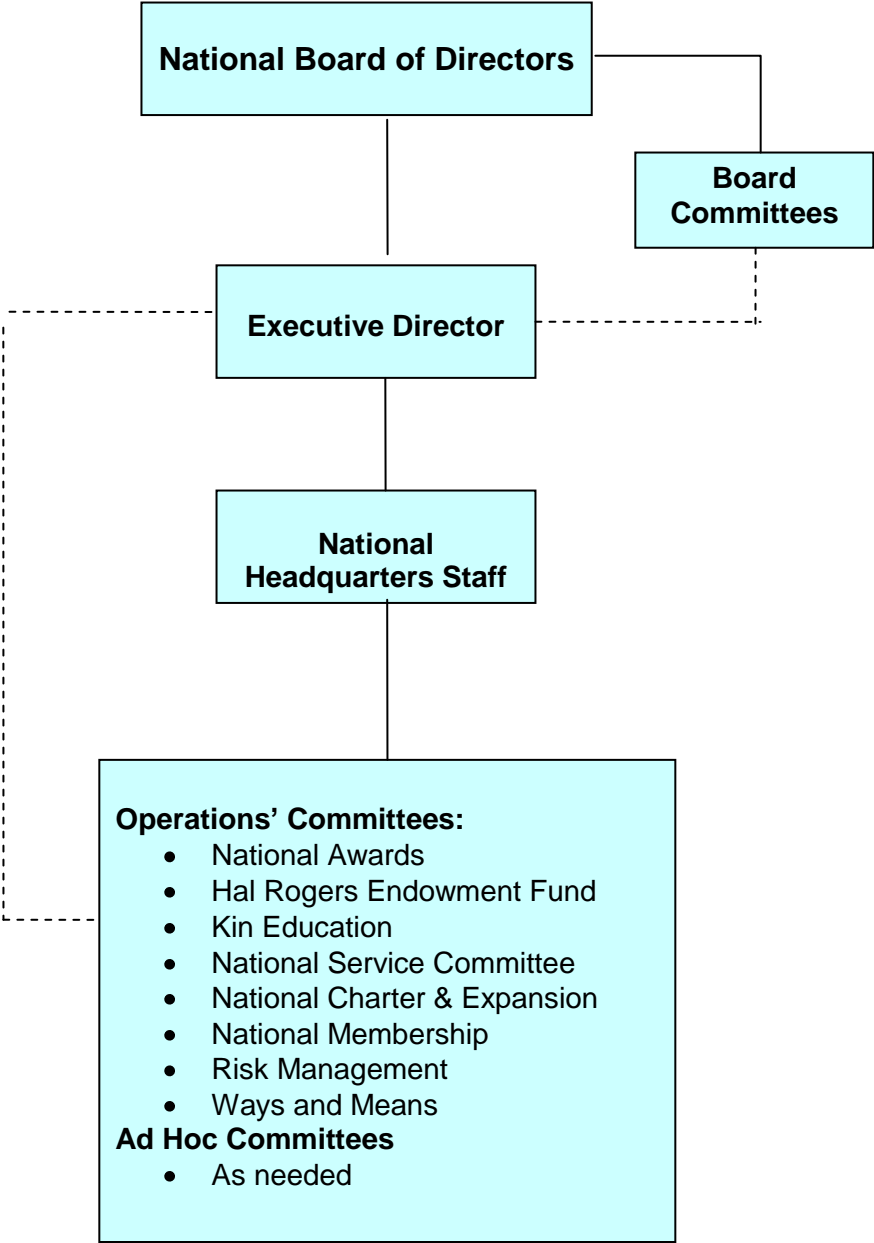
<input type="checkbox"/> 11 Ways	Membership CD	PPT
<input type="checkbox"/> Rejuvenation Workshop	Membership CD	Word
<input type="checkbox"/> Skills Handbook	DLS	PDF
<input type="checkbox"/> Conflict Resolution	website	PPT
<input type="checkbox"/> Understanding Conflict & Resolving It Effectively	Kin Website	PPT
<input type="checkbox"/> Managing Projects: Reducing Conflict Finding Win/Win Solutions	Kin Website	PPT
<input type="checkbox"/> I Have Been Asked To Help – What To Do	Kin Website	PDF
<input type="checkbox"/> Steps To Conduct a Mediation -	Kin Website	PDF

6. Leadership (L)

<input type="checkbox"/> General Colin Powell on Leadership	Membership CD	PPT
<input type="checkbox"/> District Leadership Seminar	DLS	Various
<input type="checkbox"/> Would I follow me?	Kin Education	DVD

Kin Canada - Organization Structure Chart

(March 2011)



Headquarters Staff Directory March/11

Executive Director
Ric McDonald ext. 216
E-mail: rmcdonald@kincanada.ca

Administrative Assistant
Bas Zak ext. 215
E-mail: bazak@kincanada.ca

Risk Management Coordinator
Mélanie Nieson ext. 208
E-mail: mnieson@kincanada.ca

Service Coordinator
Jessica Wulff ext. 207
E-mail: jwulff@kincanada.ca

Office Manager
Carmen Preston ext. 206
E-mail: cpreston@kincanada.ca

Marketing and Communications Manager
Karen Piovaty ext. 204
Email: kpiovaty@kincanada.ca

Communications Coordinator
Denoja Kankesan ext. 203
E-mail: dkankesan@kincanada.ca

Membership Services Coordinator:
Melina Hayward ext. 201
Email: mhayward@kincanada.ca

Member Relations Coordinator
Vacant

Headquarters Staff Job Descriptions Overview - March/11

Executive Director – Ric McDonald

- As chief executive officer for the Association, the Executive Director reports to the current National Board of Directors collectively.
- Responsible for all operational aspects of the Association, including national headquarters.

Administrative Assistant - Bas Zak

- coordinate travel, registration and accommodation logistics for National Board, Governors, Vice Governors, Committees, public speakers and staff to National Convention
- online booking of airline tickets for association officers travel
- National Board and Committees meetings arrangements
- coordinate communication processes to/from Association National and District Leadership and Clubs
- administer the Kin Canada Bursary Program on behalf of HREF
- Hal Rogers Endowment Fund Board of Trustees staff liaison
- Coordinate process of District Leadership Seminars and Vice Governors' Training
- Update and distribute materials for District Leadership Seminars and Vice Governor's Training
- Screen and process Executive Director's calls

Communications Coordinator – Denoja Kankesan

- contributes to Association communication pieces (i.e. annual report, convention brochure, Kin-nections newsletter etc.), as well as promotional materials
- secondary Media/PR contact for outgoing and incoming communications
- responsible for updating of national website
- contributes to content and layout of KIN Magazine (ad sales, content & production; 3 print & 3 online editions per year)
- coordinates annual "Message of Support" advertising campaign for KIN Magazine (February and June editions)
- responsible for Social Media

Marketing and Communications Manager – Karen Piovaty

- brand development and management
- manages all aspects of marketing programs
- Primary Media/PR contact for outgoing and incoming communications
- Contributor of website content
- Design of web and print publications
- Oversees and contributes to Association communications pieces (i.e. annual report, convention brochure, Kin-nections newsletter etc.)
- Oversees and contributes to KIN Magazine (ad sales, content & production; 3 print & 3 online editions per year)

Member Relations Coordinator - Vacant

- development of recruitment programs for clubs
- Member Benefits Program
- manage National Convention process, including site/host development and selection, Convention Committee Liaison and coordination, and event planning
- coordinate national programs (National, Club and individual Awards)
- direct and liaise with National Membership Committee and National Awards Committee

Membership Services Coordinator - Melina Hayward

- receptionist for Association
- manage all individual member and club data including related databases
- process club charters and disbandments
- screen and process life memberships

Office Manager - Carmen Preston

- manage all aspects of finances and related processes (dues, financial statements, audit, accounts payable / receivable, payroll and government reporting)
- shared responsibility for development of annual operating budget
- coordinate HR functions and staff relations; administration of employee benefits program
- oversee facility, office equipment and computer maintenance

Risk Management Coordinator – Melanie Nieson

- manage and administer Association's national insurance coverage, including broker relations
- manage all related records and processes, including club insurance forms and related database
- manage ongoing diligence on and addressing of potential risk exposures for Association
- coordinate tracking and follow-up of corporate status of all clubs
- coordination and direction of National Risk Management Committee
- provides bilingual services to members and the public

Service Coordinator Jessica Wulff

- liaise with National Service Committee
- develops resources for clubs to use to run their service projects successfully
- promote the importance of service projects to clubs
- create and run National Projects
- oversees National Service Dinner at National Convention
- work with Corporate Sponsors

Headquarters Trouble Shooting Guide

Not all potential questions can be anticipated in this guide, but the following is a good cross-section of field questions – and who would be able to give you an answer. The faster answer will come from the person directly performing the job. Emails, phone calls and letters will be directed to the person addressed.

Questions relating to:	Contact:
Address changes, club inquiries; Membership Status Reporting Form; inquiries on individual members and/or address changes	Membership Services Coordinator
Club incorporation; Liability or Directors' & Officers' insurance inquiries or requests for forms, Annual Insurance Update Information	Risk Management Coordinator
Donations (HREF, Nat. Disaster, Foundation, etc.)	Office Manager
Education and Training Inquires or Requests for Materials	Administrative Assistant
Hal Rogers Fellow Award	Office Manager
Information on public relations / Help with media relations	Marketing & Communications Manager
Requests for Membership Promotional Materials (i.e.: brochures, rack cards, etc.)	Communications Coordinator
Inquiries on life membership, including committees, approvals or kits	Membership Services Coordinator
Inquiries or correspondence not covered above	Membership Services Coordinator
Installation certificates	Administrative Assistant
Kin Canada Bursaries / Hal Rogers Endowment Fund	Administrative Assistant
KIN Magazine, including subscription inquiries	Communications Coordinator
Membership fees / dues billing inquiries	Office Manager
National conventions	Member Relations Coordinator
National Pride Initiatives	Member Relations Coordinator
National or personal award inquiries	Member Relations Coordinator
New Members Registration Kits	Membership Services Coordinator
Club's permission to use Kin Canada Crest	Marketing & Communications Manager
Request for information on Kin Canada's website registration	Communications Coordinator
Requests for email addresses, mass emailing, mailing labels	Membership Services Coordinator
Requests for information on clubs charter or disbandment	Membership Services Coordinator
Requests for name badge attachments, replacement badges, etc.	Membership Services Coordinator