

“Planning is bringing the future into the present so that you can do something about it now.”

-Alan Lakein

**REGIONAL CONVENTION
PLANNING MANUAL**

WELCOME

Division Conventions are opportunities to develop interest and leadership in Sertoma. Utilizing trainings developed or approved by the Sertoma Leadership Institute Advisory Committee will educate, motivate and inspire the members.

This Manual is designed to provide the necessary steps to plan a successful Regional Convention. It includes responsibilities of the Director, Host Club, Convention Chairman, and Governors.

Samples are provided to help in planning the agenda, budget future hotel bids, and reports.

Sertoma's governing documents outline basic rules and procedures to be followed in planning and conducting the Regional Convention. The Director and Convention Chairman should carefully review the governing documents and this manual. If you have questions, please contact:

Sertoma Headquarters
1912 East Meyer Boulevard
Kansas City, Missouri, 64132-1174
Phone (816) 333-8300.



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PART I PLANNING

MID-YEAR MEETING

The purpose of the Mid-Year Meeting is to evaluate the needs of the membership, and develop plans and the program for the Region Convention, . The Mid-Year Meeting is not intended to be an orientation session or a leadership conference of the type held at the beginning of the year..

Date and Location

This conference should be held in March or April, at or following the national Sertoma convention. If held prior to the convention, the program plan needs to allow for general session or training topics the Board identifies as required content for Region convention programs at the national meeting.

It is not required that the Mid-Year Conference Planning be held at the Host Hotel. Facility inspections or site visits are the responsibility of the host club. This meeting may be held through a series of email communications and conference calls. In large geographical areas, it is not fiscally responsible to use district and region funds to cover lodging, travel and meal expenses for a planning session can be managed in a more effective location or by use of technology..

Host Club

Just as in preparing to host the Regional Convention, there are numerous advance activities related to the Mid-Year Conference. These are detailed in the Host Club Section of this manual.

Participation

The following are required to participate in this planning session:

- Director elected from the Region
- Governors
- Regional Convention Chair
- Annual Fund Representative

These individuals should be encouraged to participate:

- Host Club members
- Candidates for office
- Future Sertoma leaders

PLANNING AGENDA FOR REGION MEETING

SAMPLE AGENDA

- Welcome and Introductions
- Convention schedule, themes, events overview
- Convention budget and facilities
- Business Session – setting agenda
- Training Sessions – topics/breakout or general
- District Meetings
- Other Business (future convention bids)
- Adjourn

Convention Schedule, Themes, and Events Overview

Of course, key to the Regional Convention experience is the ability to create enthusiasm for attendance. In addition to determining the business and training needs, take time to create a theme, social and meal events that will generate the extra benefit for members coming to convention.

This can be a challenge. First you need to clear consider the time available for the meeting to focus first on the business and training elements that are the purpose of the Region Meeting. Second, is on the budget, as you do not want to limit attendance by adding too much expense. Be creative in how the clubs can help make the event special without driving up the costs.

Convention Budget and Facilities

Review and discuss the budget in detail. Make sure everyone understands what is planned and the accompanying costs. Now is the time to ask questions to avoid surprises later! A preliminary budget must be provided in advance to all those required to participate. The Host Club should be prepared to walk through the budget and address all relevant issues, such as facilities limitations, planned room sets, AV available, meals and any other related items.

As the final program is set for the Regional Convention during the Mid-Year Conference, the Governors can make needed adjustments to the budget before the final approval. The information on what to consider and how to set the budget is found in Part II of this manual.

Set Agenda for General Sessions

Requirements of the business sessions includes the reports from the Visiting Officer, Annual Fund and/or Development Committee representative, and the headquarters report if there is an assigned staff member. A question and answer session should also be set for the Visiting Officer and staff during a business session. There may also be other items requested by the national Board for general session programs. Items requested by the national Board are not optional.

Other items for the business session include time for resolutions, nominations for a Director (every three years), the presentation on the region budget (current and proposed) from the Region Treasurer, and time for the fundraising volunteers to solicit gifts for the Annual Fund. Note that resolutions and election and nomination activities should be conducted by the visiting officer,.

Set Agenda for Training Sessions

Along with a request for content in a general session, the Board of Sertoma may require a specific training or set of trainings for the Region meeting. Depending on the request, these may be held as breakout training sessions, or they may need to be structured as part of a general session for all members. In these cases, Sertoma has the right to approve the trainer or trainers for these sessions. Beyond that the balance of the training program will be developed based on the input and recommendation of the Governors. .

. This is where a review of the club visits by the Governors is critical. Developing the training agenda begins with an evaluation of the clubs. Review Official Visitation Reports and club bulletins. As a group, consider the following:

- What are the mission activities, fundraising, member services, and growth needs among the clubs?
- How strong are club communications with members? With the community?
- Do clubs have a clear mission – what it does for the community? How effective is that effort (scope & impact)?
- Do the clubs seem to have a good handle on its business – good understanding of the cash flows (dues and fundraising) has good record keeping and reports, and communication with Sertoma and its members are good?

These are just some examples. Make sure that you spend time understanding the status and needs of the members before setting key elements of the convention plan. Once you have defined the needs you want to address, contact Sertoma for a list of existing training materials that have been approved by the Sertoma Leadership Institute Advisory Council (SLIAC). If you have a program you want considered for approval, (either from an outside presenter, or developed by a Sertoma member) send that to headquarters for review by the SLIAC. Given appropriate time, SLIAC can develop a new training material as requested.

A special training that may be provided is the Regional Certified Trainer program. This training and orientation is the first step to a member earning the status of Certified Trainer. This program takes six to eight hours of training time. Contact Sertoma Headquarters for further information concerning Regional Certified Trainers.

District Meeting

The district has specific business issues to address. The major one is the presentation by the District Treasurer on the status of the current and proposed budget. That presentation is required. Members must vote to approve the budget, which establishes the dues for the coming year. Dues and the related expenses must be approved each year. Districts that fail to approve the budget cannot collect dues. In addition, districts are not allowed to collect dues if the required financial reports are not filed with Sertoma headquarters.

On alternating years, districts will elect Governors, at the District Meeting, for a two-year term. The Mid-Year is a good time to review the status of potential candidates and what effort needs to be made to assure a smooth transition in the district leadership – even if it is not an election year for your district.

As a group, the Governors should discuss ways to promote the candidate selection/nomination process. More importantly, discuss how to communicate the value of the position. A positive approach is critical to recruiting the next generation of leadership. As the current leaders, look at how you can encourage every interested member in advancing their leadership through participation as a national volunteer, be that as Governor, a district cabinet member, CT or working on the Annual Fund.

Take time to review the election process. Every member of a club in good standing has one vote. Each club also has a vote. One of the members carries that vote as the club's delegate. That delegate must carry a signed delegate form from the club to cast the club vote.

Take time to review the current awards program and deadlines. Know what the status of each club is toward any awards. Also, make sure that you are prepared to present the District Sertoman of the Year and Service to Mankind awards. Do not wait until the last minute to order awards. Use this planning session as a reminder to encourage every club to apply for club awards – it is a great way to recognize the work of the members.

Other Business / Convention Site Bids

A final bit of meeting planning should be to remind attendees that bids need to be submitted as soon as possible for future Regional Convention sites. Review any bids already received for completeness.

Should time allow, the agenda should focus on any changes that are being considered or will be taking place in the coming year. Items that would be appropriate include issues related to the charter requirements of new clubs and information on new or revised awards.

Headquarters will do its best to make sure Governors are aware of these types of issues through various communications. If you plan to add such items to the agenda let headquarters know so any materials or information can be provided.

PART II

EXPECTATIONS OF DIRECTOR

The Director elected from the Region presides over the business sessions of the Regional Convention. The Regional Convention consists of Sertomans attending District Meetings. Joint business sessions of the districts within a Region are held to:

- participate in Sertoma Leadership Institute training seminars, designed to acquaint Sertomans with their responsibilities in club administration, growth, mission activities;
- elect a Director or accept resolutions; (this and related activities should be chaired by the visiting officer)
- select the Regional Convention site for any future year,
- hear speakers;
- participate in other phases of the convention program which are not specified as the responsibilities of the District Meetings.

It is an expectation of the Director to engage to assure that the Board, headquarters, and the Annual Fund have appropriate time on the agenda.

Sertoma Visiting Officer

The visiting officer should be a principal speaker at a major meal function and be part of the Sertoma Leadership Institute training. Scheduling the speaking time for the visiting officer should be part of the 1st general business session. A general session to allow discussion of Sertoma issues with the officer should also be arranged. The Visiting Officer will preside over business related to elections and resolutions.

Sertoma Staff

The Executive determines if and who will represent staff from headquarters. If staff is in attendance he or she should be allotted time to make a "Headquarters Report". Staff should also be utilized in other areas such as the discussion of Sertoma issues with the visiting officers, or providing training. Not all staff members are prepared to train, so if you want training by staff, contact Sertoma headquarters early in your planning to see if your request can be accommodated.

A Development Committee

A visiting officer or FDR will be assigned as the official representative to address the Annual Fund and other national fundraising and granting issues. The Director and Convention Chair will be notified of the assigned individual. He/she should be allotted time at a business session to make an Annual Fund report. They should also be given time at another session or meal event to give out awards and be provided time and access to work with other Annual Fund volunteers to promote giving to the fund.

The Faculty & Trainings

Selecting the appropriate trainings for your Convention is as important as following the agenda itself. Beyond those session requested by Sertoma to be held at all conventions, Governors and Directors will work together to decide on the training needs for the Regional Convention. Once training needs are

determined, the Sertoma Leadership Institute will identify available curriculum, or as needed, develop new materials. Sertoma may provide individuals to a Regional Convention, to help with the training, or to help prepare trainers in the Region. Lead-time is critical to allow for preparing materials, and identifying faculty.

EXPECTATIONS OF GOVERNORS

Each district is required to conduct an annual meeting in accordance with the Sertoma governing documents. The District Meeting is held in conjunction with the Regional Convention. Each Governor presides over the business sessions of the District Meeting and develops the program for each session, to include reports of district accomplishments, reports of club presidents, awards presentations, discussions of club operation and activities and election of the Governor. An official call to the District Meeting should be issued 60 days before its opening date.

The District Secretary/Treasurer is charged with keeping district records, minutes of the District Meeting and of other events as may be called for by the Governor.

At the Annual District Meeting, it is essential that a new district budget be established for the organization. The budget should be carefully planned to reflect the anticipated expenditures of the district for the upcoming year. It is at the District Meeting that district dues are to be established. district dues vary from district to district, because of the Governor's plan of work, the size of the membership, etc.

The budget must be prepared by the Governor prior to the District Meeting and presented to the district membership for review and approval. In developing the budget, the Governor should confer with the District Secretary/Treasurer and cabinet members, as they will have an impact on the course of action to be pursued by the district.

The Governor is responsible for appointing and obtaining acceptances from District Meeting committee chairs and committee members. The committees for which members must be secured include awards, credentials, elections, resolutions, First Timers, and others as required by the director. Prior to the start of the District Meeting, the Governor should also secure a parliamentarian, sergeant-at-arms, someone to deliver the invocation, and someone to lead the Pledge of Allegiance.

Keep track of those and have any appointments made in advance so Sertomans know if they are going to be judging any awards or serving on other committees at the Regional Convention. Below is a checklist of some items to consider as you plan your meeting:

Before Mid-Year and After

- Encourage qualified leaders in your district to serve as a Governor, cabinet member, or other national roles, such as an Annual Fund volunteer, earn CT status or serve on the national board.
- Encourage clubs in your district to send bids for future Regional Conventions.
- Encourage participation in STMK, SOY and club awards programs.

90 days before Conference

- Appoint officers and convention committees; secure agreement from all appointees.
- Order district awards from Sertoma headquarters.
- Issue an "official call" to the convention with a copy to the Director of your Region. Send an additional copy to Sertoma headquarters.

60 days before Conference

- Remind clubs to appoint the club delegate to carry the club vote.
- Acquaint yourself with Robert's Rules and meeting procedure to help conduct the meeting.
- Promote club exhibits for the convention in your newsletter, visitations and conferences.

EXPECTATIONS OF HOST CLUB

The Host Club must understand the responsibilities as host, prior to making a bid for the Regional Convention. By extending an invitation, a club commits itself to be efficient and hospitable hosts for the Convention.

To get the work completed, there needs to be a plan for every phase of the Convention. Be sure that as a host you have the individuals and committees required for this work.

Financial Responsibility

Financial responsibility for the Regional Convention rests entirely with the Host Club. Things should be carefully planned to avoid any possibility of a deficit to the club. However, Host Clubs can raise funds to support of the Convention or to provide an entertainment event during the Convention. All Sertomans attending a Regional Convention pay a uniform registration fee, from which all Convention expenses should be paid. A different fee may be established for spouses and/or guests. The registration should address all financial consideration, to include:

SOCIAL EVENTS

The primary function of the Region Convention and District Meetings is business and training, there should always be some time for social affairs. The Host Club for the Regional Convention provides the entertainment events, luncheons, banquets, dances and any other activities. The Host Club may select a Master of Ceremonies for entertainment events, except for the closing Convention Banquet where the Director presides.

PROMOTION

The Host Club is responsible for providing information, materials, literature and any advertising to promote interest and attendance among the clubs of the Region. The Host Club should send announcements to club presidents and secretaries as early as possible for inclusion in club bulletins and for other promotional work by clubs and Governors.

SERTOMA CUSTOMS AND PROCEDURES

The procedures which should be followed at Regional Conventions in observance of the customs of Sertoma are outlined in the "Sertoma Protocol" section of "Sertoma Resources" page of the Sertoma website. Refer to it when planning the official functions. Key items to remember:

- Toast to the Nations
- Sertoma Song
- Sertoma Prayer
- Pledge to All Sertoma Nations
- Parliamentary Procedures

FINES

Sergeant-at-Arms should be advised that the Regional Convention is no place for exorbitant fines. A limit of \$1.00 is suggested for these friendly reminders—all in good fun! Similarly, the Sertoma staff and visiting officer should not be singled out for fines. The nature of their duties will make them frequently late for meetings (in and out, roving around, meeting people, etc.) and continuous fining can lead to unnecessary aggravation.

RAFFLES, DRAWINGS, ETC. ARE PROHIBITED

Host Clubs and visiting clubs and their members are prohibited from selling raffle tickets or conducting drawings, lotteries, etc., for the benefit of their local mission activities.

SOLICITATION OF FUNDS FOR CANDIDATES

There shall be no solicitation of funds at Regional or District Meetings for the purpose of advancing the candidacy of any person for elective office.

CAMPAIGN PROMOTIONS

Literature or material soliciting support of, or offering candidates for national Board or district Office, or promoting convention sites at any Sertoma Conventions, **CONFERENCES**, or other meetings, is permissible providing it is in good taste and is small enough to be placed at tables or in the hands of club delegates and voting Sertomans. However, nothing may be attached or fastened in any manner to walls or other surfaces of hotels or other locations where Convention activities are held, except large banners or signs may be used if they are hung by the hotel or building staff.

COMMITTEES

The working organization provides administrative officers, headed by a Convention Chair. Responsibility and power to act within Sertoma policies are vested in the Convention Chair and the Executive Committee. The Executive Committee, in addition to those listed below, should include the Chair of each functional committee.

Each functional committee should be given clear written instructions concerning its duties and a statement of the degree of authority vested in it. Concise instructions will eliminate overlapping of committee activities and will permit each committee to act efficiently. A file of instructions to all functional committees will constitute the complete plan of the Convention.

Meetings should be held as needed. Minutes should be kept of all meetings. Quorum requirements must be met to permit the transaction of business at all meetings. The Executive Committee should forward to the Director and Governors frequent progress reports from all committee chairs.

PLANNING/EXECUTIVE COMMITTEE

The Planning/Executive Committee prepares detailed instructions and issues them to each functional committee. The Executive Committee exercises final authority on all financial matters, approval of the plans of each functional committee and coordinates all their activity, and serves as a clearinghouse for convention concerns.

CONVENTION CHAIR

The Convention Chair is the Chief Administrative Officer of the Convention. The Convention Chair serves as Chair of the Executive Committee and makes all committee appointments. This office requires a person of vision, understanding, and ability to get along with people and a reputation for getting a job done.

CONVENTION SECRETARY

The secretary records attendance by club totals and records motions and decisions, with brief summaries of subjects discussed at business sessions. The secretary should provide copies for the Director. The secretary shall, within 30 days, provide a copy of the Convention Report, which is located in the back of this manual, to Sertoma headquarters.

CONVENTION TREASURER

The Host Club Treasurer establishes separate Convention records and is custodian of all monies, maintains all financial records and pays all bills. As Chair of the Finance Committee, the treasurer should be bonded. The treasurer should have the accounts audited after the Convention; and within 30 days after the Convention, send Sertoma headquarters, the Director and Governors copies of the final financial statement showing itemized income and expenses. The positions of secretary and treasurer may be combined.

FINANCE COMMITTEE

The Finance Committee assumes the responsibility for the financial affairs of the Host Club. This committee prepares the budget for the approval of the Director and Governors. Thereafter exercises budgetary control, operating through the Executive Committee. Once the budget is adopted, revisions should not be made except in the case of error or unforeseen development, and then only with extreme care. This committee may be combined with the Registration Committee.

MARKETING COMMITTEE

This committee is responsible for promoting attendance and registration for the Convention. The committee should send several announcements to club presidents and secretaries as early as possible for inclusion in club bulletins and other promotional work by the clubs.

Copies of such announcements should be sent to the Directors in the Region, Governors in the region, and Sertoma headquarters. For promotional mailings to all Sertomans in the region, the names and addresses may be ordered from Sertoma headquarters. (Note: The cost of promotion should be included in the approved budget).

Committee should be responsible for registration mailings and distributions of registrations through newsletters, district meetings and other venues. The committee should send press release about the convention to media in host city.

This committee should also solicit for ads and/or donations for the convention.

REGISTRATION AND INFORMATION COMMITTEE

This committee is responsible for the registration of attendees, the purchase of badges, collection of registration fees, sale of tickets, and providing information concerning the Convention and the host city.

An information desk (with lost and found service) should be provided throughout the Convention. It may be advisable to combine this committee with the Finance Committee. Advance registration should be promoted whenever possible as it will usually ensure better attendance and will provide needed funds.

MATERIALS COMMITTEE

This committee is responsible for design and production of all Convention printed material. This would include the program, tickets, coupon books, mailing pieces and signs. Depending on the content required, the committee will need input from all the other committees and leadership. This committee becomes a coordinating group to assure all required information is available as required to fulfill the needs of the

conventions. As example; the agenda for business sessions is the responsibility of the Director, the training agenda comes from the Governors and/or the Sertoma Leadership Institute.

ENTERTAINMENT COMMITTEE

The Entertainment Committee is charged with the planning, arranging and decorating for all Convention entertainment. Sub-committees may be appointed for individual events, such as banquets, fun night, sightseeing trips, golf, food, entertainers, hospitality suite, etc.

A simple “mixer” may be arranged for the night before the formal opening of the Convention. This need not be a dinner or an elaborate affair. Informal local entertainment or dancing (deejay music) usually suffices. The affair serves a valuable purpose in breaking the ice and enabling people to become acquainted.

The Committee is also responsible for door prizes to be distributed at various sessions of the Convention. Door prizes must be secured from clubs and members of the Region. Arrangements must be made for receiving and storing the door prizes, and plans must be worked out for the actual drawing of the prizes.

HOST COMMITTEE

This committee is responsible for the hotel and overall coordination of the event. This would include making sure room sets are accurate and ready for each session. So committee will work with audio visual needs, as well as any seating requirements/restrictions. This committee should also be responsible for any transportation or other support required of visiting officers or other VIPs – such as award winners, etc.

RECEPTION & HOUSING COMMITTEE

The Reception & Housing Committee sees that all visitors are properly welcomed and made to feel at home. This committee meets special guests and speakers and escorts them to the hotel and ensures that all guests are properly housed in the hotel. The members serve as ushers for sessions and assist the sergeant-at-arms in getting delegates into meetings.

FINANCING THE CONVENTION

Financial responsibility for the Convention rests entirely with the Host Club. A Convention that ends leaving the club with a deficit on its hands is a catastrophe. Careful financial planning is, consequently, vitally important. The strongest possible control should be exerted over expenditures and the incurrence of obligations. Any budget revisions, which appear necessary as the Convention approaches, should be approved with extreme caution.

A uniform registration fee is to be paid by all Sertomans attending a Regional Convention. Forms for preparing and reporting the budget are located in the back of this manual.

The Host Club submits the proposed budget to the Director and Governors for approval at the Mid-Year Conference. The Mid-Year Planning Conference is often in the Host Club city, but may be conducted through a series of conference calls. Approval must be obtained by a majority of the Governors and Director, and the Host Club will immediately be notified of the decision.

Should a majority vote be against the proposed registration fee and budget, the Director will work with the Host Club toward a revision of the fee and budget that will be acceptable to the Governors. The registration fee approved for the Regional Convention is considered to include the registration fee for the District Meetings of that Region.

If deaf or hearing-impaired people are attending the convention, the registration fee must cover the cost of providing interpreters or other accommodations.

PREPARING THE BUDGET

Before any money is spent or obligations incurred, the Finance Committee should conservatively estimate all income and all probable expenditures and budget accordingly.

Financial and attendance records of previous Conventions obtained from previous Host Clubs, or Sertoma headquarters will serve as a valuable guide in devising the budget. Each chair of a functional committee should estimate, in as much detail as possible, probable expenditures and minimum and maximum needs; and this estimate should be submitted as soon as possible at the beginning of the Sertoma year in which the Convention is to be held.

Probable attendance will be a controlling factor in estimating both income and expenditures. It should be gauged realistically, but with conservatism and margin for error. One suggestion is to average the attendance at the last three conventions and use 90 percent of this figure as the basis for estimating the income for the Convention. **Don't overestimate your attendance.**

The formal budget should provide definite amounts for each function or activity, allowance for Executive Committee expenditures, and a contingency line item. It should be subject to revision by the Executive Committee as necessary, but only on the recommendation of the Finance Committee.

No one wishes to consider that a **DEFICIT** might occur, however, without conservative estimates of attendance, a deficit could occur. When preparing your budget be sure to consider all items of expense and estimate attendance conservatively.

INSURANCE

It is not necessary for the Host Club to purchase public liability insurance to cover the liabilities which would normally be incurred at such a Convention. The general liability coverage now provided to clubs by Sertoma provides the coverage needed. Call Lockton Companies at (816) 960-9241 and ask for a Certificate of Insurance.

VISITING OFFICER EXPENSE

Certain expenses (registration fee and hotel accommodations) of the official visiting officer and spouse to a Regional Convention will be paid from the Regional Convention Treasury.

DIRECTOR EXPENSE

If not provided in the budget from Regional fees, provision should be made in the Regional Convention budget for the travel expenses for the Director and spouse to attend the Convention, to include transportation, hotel room and registration.

SERVICE TO MANKIND AND SERTOMAN OF THE YEAR RECIPIENTS

Funds should be budgeted to purchase the plaque and pin for the recipients (banner medallion provided by Sertoma), and to cover the recipient and a guest for room, meal and travel expenses to the Regional Convention.

CONTROL OF EXPENDITURES

The total expenditures and obligations incurred by any committee should be limited absolutely to the budgeted amount. In addition, no expenditures or obligations for more than a nominal amount (to be established by the Executive Committee) should be incurred by anyone without Executive Committee

approval in advance. During the convention, this may be impractical, and the Convention Chair may approve such emergency expenditures with the consent of the Chairman of the Finance Committee.

NOTE: Meal costs are a significant part of any budget and should be carefully monitored.

DO NOT simply guarantee the hotel the number of registrants for each meal! Keep careful track of numbers present – using sign-up sheets if necessary – to ensure accurate meal count guarantees. The guarantee is the fewest meals you must purchase. Hotels will always add to your guarantee but will never subtract. Hotels will set up for 3-5% more guests than your guarantee and use those numbers in calculating attendance. For example, if you have 105 paid registrants, and you expect all to attend, guarantee 100 meals. The hotel will set up for 105, and you won't pay if a few people don't attend. Careful attention to this one area can make or break a Convention budget.

PAYMENT OF BILLS

All bills should be approved by the Chairman of the committee that incurred them and paid only after approval by the Executive Committee.

FINANCIAL RECORDS

Few conventions require elaborate bookkeeping. However, adequate records should be kept to permit the Treasurer to report to the Executive Committee on the state of the finances and to make a complete and comprehensive report of income and expenditures after the convention.

Check stubs and invoices of purchases will be the principal record of expenses. They should show the number and date of the check, the amount, to whom it was issued, the purpose for which it was issued and/or the date of the bill or receipt, **and the budget account to which the expenditure is chargeable.**

It is the Finance Committee's responsibility to have the books and records audited after the Convention and prepare copies of the statement of income and expense showing expense by budget items and in comparison with budget. Copies of the report should be sent to the Director, Governors and Sertoma headquarters within thirty (30) days after the Convention.

PART III COMPLIANCE CONCERNS

AMERICANS WITH DISABILITIES ACT

Sertomans planning Regional Conventions should be aware of the rules of the Americans With Disabilities Act. This summary explains the ADA's rules about hearing disabilities. However, the Act covers all other disabilities as well.

The ADA requires hotels, as places of public accommodation, to provide certain items upon request for hearing impaired guests. These accommodations include: text telephones (Telecommunications Devices for Deaf people), caption decoders, visual or vibrating alarms, and other assistive devices, primarily for the guest to use in his/her room.

The Convention Chair should focus on ensuring communication access to those attending official Convention functions. The Host Club, when it leases space from a hotel or convention center, becomes the public accommodation and is responsible for providing equal communication access during the official Convention events sponsored by the Host Club. The issue of whom should pay for the necessary aids and services should be settled during contract negotiations with the hotel or convention center.

Anticipate any special communication needs of the group by including a line on the registration form that says, "Please list any special accommodations you require for the general sessions (assistive listening devices, interpreters, etc.)." Contact these people to determine their specific needs.

Please note the following resolution, passed at the 1992 Sertoma Convention.

Be it resolved that all future Sertoma events that require an admission fee or registration fee, that such fees will include a portion of the fee to be used to pay for any interpreters needed to accommodate deaf and hearing impaired people and that this resolution is to be applicable to all District, Regional, and Annual Sertoma Conventions and is Sertoma's commitment to the principles of the Americans (with) Disabilities Act.

The Basic Rules

Public accommodations must furnish appropriate aids and services to ensure that communication with persons who have disabilities is as effective as communication with others. "Aids and services" includes: qualified interpreters, computer-aided transcription services, written materials, telephone handset amplifiers, assistive listening devices, assistive listening systems, telephones compatible with hearing aids, closed caption decoders, open and closed captioning, TDDs, videotext displays, or other effective methods of making orally delivered materials available to people with hearing impairments. Stiff penalties apply for noncompliance.

The Department of Justice strongly encourages and expects facilities and lessees to consult with the hearing impaired guest to determine what best meets the person's needs. The facility or lessee must

furnish an effective aid (but not necessarily the person's first choice). Public facilities must display appropriate signs indicating the availability of assistive listening systems.

Public facilities or lessees may not charge extra fees to hearing impaired people for providing communication access to them.

Call the U.S. Department of Justice for a complete copy of the ADA rules. If you have questions or concerns, call:

Sertoma

(816) 333-8300

Fax: (816) 333-4320

U.S. Department of Justice

(202) 514-0301 (Voice)

(202) 514-0383 (TDD)

ASSISTIVE LISTENING DEVICES

Assistive Listening Systems (ALS) are sometimes called Assistive Listening Devices (ALD). Essentially they are amplifiers that bring sound directly into the ear. They separate the sounds, particularly speech, that a person wants to hear from background noise. They improve what is known as the "speech to noise ratio".

These devices help address listening challenges by minimizing background noise, reducing the effect of distance between the sound source and person with hearing loss and overriding poor acoustics such as echo. Assistive Listening Devices are used in places of entertainment, employment, and education, as well as for home and /personal use

Common Types of Assistive Listening Devices:

Induction Loop - utilizes an electromagnetic field to deliver sound directly to a hearing aid's built-in wireless T-coil receiver.

FM Transmitter - uses radio broadcast technology. Often used in educational settings and offer mobility and flexibility when used with portable transmitters.

Infrared Systems - utilize light-based technology. Guarantee privacy because light does not pass through walls. Appropriate for situations such as court proceedings that require confidentiality.

For additional information, please check these resources:

National Association of the Deaf - www.nad.org

ASHA - www.ASHA.org

National Public Website on Assistive Technology - www.ataccess.org

PART IV RESOURCES

PROPOSAL TO HOST REGIONAL CONVENTION

Part I – PROPOSAL

The _____ Sertoma Club hereby make a proposal for the year _____ Convention of the _____ Region to be held in the City of _____.

To support the proposal, the information in PART III – FACILITIES is submitted and declared to be accurate.

The club agrees to be bound by the terms of this agreement in PART II – AGREEMENT if the proposal is accepted by the vote of the delegates to the convention.

PART II – AGREEMENT

The _____ Sertoma Club, hereafter known as the “Host Club,” does hereby enter into this agreement for the purpose of governing the planning, conduct, finances, management, arrangements, promotion and division of responsibilities in connection with the convention of said Region.

A. FINANCIAL PROVISIONS

1. The Host Club shall assume financial responsibility of the convention and exercise financial control.
2. Registration fees and other income from all sources shall be paid into the Convention account of the Host Club and all approved expenses paid from that fund.
3. The convention budget of anticipated income and proposed expenditures shall be developed by the Host Club. The budget shall include all items listed in items 4 and 5 following. The budget shall be approved by the Governors and the Elected Director of the Region. Expenditures shall be made only within the provision of the approved budget.
4. Registration fees for Sertomans and guests and the events and meals for which such fees shall entitle attendance, shall be indicated in the budget.
5. Provision for these expenses shall be made in the Convention budget and such expenses shall be paid from the convention receipts:
 - a. Costs of promotion of attendance among clubs and individual members, including production and distribution of any special literature and leaflets.
 - b. Convention meals, events and transportation to such entertainment events of all people paying the registration fees.



- c. Rental and other costs of meeting and committee rooms and facilities, public address systems, chairs, equipment, etc.
- d. Expenses of registration: records, badges, equipment rental, etc.
- e. Printing of convention program, tickets, sign, etc.
- f. Public liability coverage is provided for Regional Conventions through Sertoma's general liability policy. Contact Lockton for certificate.
- g. Telephone and shipping expenses.
- h. Decorations, flowers and exhibit materials and equipment.
- i. Meals for guests, speakers and press.
- j. Expense of credentials, elections, resolutions and convention committees as approved by the Director.
- k. Convention registration and hotel accommodations for the Visiting Officer of Sertoma, the Director elected by the Region and their spouses. Transportation costs for the Visiting Officer and spouse are paid by Sertoma.
- l. Award plaque, travel, room and meal expenses for recipients (and one guest) of both the Regional Sertoman of the Year and the Regional Service to Mankind Award.
- m. Interpreters for hearing impaired guests and other costs associated with the Americans with Disabilities Act not covered by the host facility.

B. CONVENTION MANAGEMENT

- 1. The Host Club shall create the following convention officers and committees to assume and carry out the various responsibilities as described in this manual:

Convention Chairman	Convention Treasurer
Meeting Rooms Committee	Executive Committee
Printing Committee	Decorations Committee
Program Committee	Entertainment Committee
Promotion and Publicity Committee	Exhibits Committee
Reception and Welcoming Committee	Finance Committee
Registration and Information Committee	Housing Committee
Transportation Committee	

- 2. The Host Club agrees to abide by the division and assumption of responsibilities as set forth in this.

C. PROGRAM AND ENTERTAINMENT

The Region Director and Governors elected from the Region will be responsible for the planning of the program of business sessions, conferences, meetings, luncheons and banquets. The Host Club will be responsible for providing the entertainment events and activities, subject to the review of the Director and District Governors.

D. ARRANGEMENTS

- 1. Meeting Rooms. The Host Club shall make written agreements with the hotels or other institutions regarding all meeting rooms and their costs.
- 2. Sleeping Rooms. The Host Club shall make written agreements with hotels regarding the reservation and cost of sleeping rooms for convention guests and shall make arrangements for the receiving and handling of advance reservations for such hotel rooms.



3. Events Ticket. Special provision shall be made for sale of admission tickets for convention events and special events available for convention guests and their families outside of the registration fee.
4. Interpreters. Special provisions shall be made to secure interpreters for hearing impaired attendees. Arrangements will also be coordinated with the host facility for necessary communication devices. Costs are to be included in the convention budget.

E. General

1. The Host Club shall make every effort to provide equal facilities for feeding, housing and entertainment for each Sertoman paying the registration fee and members of his/her family.
2. Amendments to this contract must be made by mutual agreement, properly executed in writing and subject to approval of the Director and the Governors of the Region.

PART III – FACILITIES

In submitting its proposal for the Regional Convention the Host Club recognizes the following requirements and submits the information regarding each, affirming all statements to be accurate and complete.

1. DATES. Two entire days are required ending with the inaugural banquet and ball on Saturday. The convention must be held between August 15th and 100 days prior to the national Annual Sertoma Convention. Alternative dates should be selected with tentative commitment(s) made with the hotel(s) to allow the delegates a choice when selecting convention dates. The following dates (inclusive) are available at the hotels indicated.

- (1) _____
- (2) _____
- (3) _____
- (4) _____

2. HOST HOTEL. All convention sessions should be scheduled in the same building but this is not always possible. Registration must be held in a central location, preferably in the Convention Host Hotel.

Registration will be held in _____

Meeting Sessions will be held in _____

3. SLEEPING ROOMS. Requirements vary from 50-350 sleeping rooms, depending on the Region. Great preference is shown for the host hotel, so an important factor is the number of rooms that will be guaranteed to be furnished by the host and other hotels. As many as 1/2 of the attendees may arrive the day before the opening day of the convention and the majority leave the day after the closing banquet.



The hotel(s) agrees to commit a total of _____ rooms, including _____ suites, to the Regional Convention:

<u>Type Room</u>	<u>Number</u>	<u>Price Range</u>
Singles	_____	_____
Doubles	_____	_____
1 BDRM Suite	_____	_____
2 BDRM Suite	_____	_____
Other	_____	_____

4. COMPLIMENTARY ACCOMMODATIONS. The hotel's procedure in allowing complimentary room accommodations for conventions (indicate total number of meeting rooms, sleeping rooms and suite arrangements) follows:

5. HOUSING RESERVATION. The Host Club should provide a housing committee, which is responsible for ensuring that all people attending the convention have adequate overnight accommodations. The most successful arrangements have been those in which the hotels receive all requests for reservations and confirm them with the attendees sending a list to the Housing Committee Chairman.

Procedure proposed:

6. MEETING ROOMS. Rooms must be available that are large enough to accommodate all meetings, meals and entertainment functions. Designate rooms proposed for each. Each room should have a head table and large rooms should have a public address system. The Host Club can follow the pattern of meeting sessions of past years' conventions to list the proposed meeting room facilities. The meeting rooms will include sessions daily for Region and District meetings. Facilities proposed:

Room Name	Setup
_____	_____
_____	_____
_____	_____



7. **BANQUET.** Requirements for the banquet (and ball, if scheduled on the closing evening can be from 100-500 persons; banquet style seating; raised platform for two long head tables seating from 10-15 people each; dancing following banquet.

Facilities proposed: Room (name and location)

Seating capacity (banquet style) _____ Price range per plate \$ _____

If one room cannot accommodate, how would overflow be handled?

Provisions for dancing (describe)

8. **LUNCHEONS.** Regional Conventions usually include at least two luncheons. Luncheons should not be in the same room as business sessions (Delay required between adjournment of business session and luncheon for rearrangement of room).

Facilities proposed: Rooms (name and location)

Seating capacity (banquet style) _____ Price range per plate \$ _____

If one room cannot accommodate, how would overflow be handled?

9. **BREAKFASTS.** One or two may be scheduled.

Facilities proposed: Rooms (name and location)

Seating capacity (banquet style) _____ Price range per plate \$ _____



If one room cannot accommodate, how would overflow be handled?

10. TOUR AND/OR SPECIAL ENTERTAINMENT EVENTS. It has become traditional for Sertoma conventions to schedule an afternoon trip or tour of the city or interesting nearby places. These have included chartered bus trips with or without meals while on trip. An additional evening of entertainment usually is provided with local color or along some theme. Professional or home talent or visiting club talent may be provided. These events should be open to all attending.

Describe proposals fully with approximate prices:

A. _____ \$ _____
B. _____ \$ _____
C. _____ \$ _____

- 11 REGISTRATION. The Convention Bureau or Chamber of Commerce may provide registration services without charge on the opening day of the convention. An information table should be manned by members of the Host Club throughout the Convention.

Service proposed:

12. As an organization devoted to helping people who are less fortunate, particularly those with communicative disorders, Sertoma has a keen interest in full compliance with the Americans with Disabilities Act (ADA). To that end, it is imperative that facilities hosting Sertoma conventions be in full compliance with the Act. The hotel representative has certified compliance and ensures that every reasonable effort will be made to meet the special needs of disabled guests.

HOST CLUB REPRESENTATIVE:

Signed _____ Date _____

Club Office _____ Club _____

Address _____

Accepted by the Regional Convention on this _____ Day of _____,

for the dates of _____, _____.

Signed _____, _____
Director Date



SAMPLE REGIONAL CONVENTION AGENDA

Annual Regional Convention
Location
THURSDAY

- 3:00 P.M. REGISTRATION
- SET UP CLUB EXHIBITS
- 5:00 P.M. FIRST TIMERS MEETING
- 6:00 P.M. CANDIDATES/GOVERNORS/HOST CLUB MEETING
- 8:00 P.M. GET ACQUAINTED NIGHT

FRIDAY

- 8:00 A.M. REGISTRATION
- 9:00 A.M. REGIONAL CONVENTION BUSINESS SESSION
- PRESIDING – Director
 - CALL TO ORDER – Director
 - INVOCATION/MEMORIAL SERVICE
 - PRESENTATION OF COLORS
 - PLEDGE TO ALL SERTOMA NATIONS – (President, Host Club)
 - INTRODUCTIONS – Director
 - WELCOME TO CITY – Mayor
 - GREETINGS – Convention Chairman
 - ANNOUNCEMENT OF CONVENTION COMMITTEES –
 - Director
 - Convention Secretary
 - Sergeant-At-Arms
 - Parliamentarian
 - Election Committee
 - Convention Site Committee
 - Resolutions Committee
 - First Timer’s Committee
 - INTRODUCTION OF VISITING OFFICER – Director
 - REMARKS BY VISITING OFFICER
 - INTRODUCTION OF FUNDRAISING REPRESENTATIVE – Director
 - INTRODUCTION OF STAFF REPRESENTATIVE – Director
 - REMARKS BY STAFF REPRESENTATIVE (5 minutes)
 - BUSINESS
 - Nominations and Speeches for Elections
 - Introduction of Candidates for Office
 - Site Selection
 - Introduction of Resolutions
 - ANNOUNCEMENTS – Director
 - DISTRICT AWARDS JUDGING PROCEDURES, ETC. – Director
 - DOOR PRIZES – Director



- 11:15 A.M. DISTRICT MEETINGS
- 12:00 P.M. LUNCHEON – (AWARDS LUNCHEON, GUEST SPEAKER, ETC.)
- 2:00 P.M. SERTOMA LEADERSHIP INSTITUTE
 Club Officer Training
 New Club Building Training
 Membership Retention Training
 Mission Activities Training
- 7:00 P.M. FUN NIGHT

SATURDAY

- 7:30 A.M. FIRST TIMERS' & LIFE MEMBERS' BREAKFAST
- 9:00 A.M. DISTRICT MEETINGS
- 10:00 A.M. SERTOMA LEADERSHIP INSTITUTE
 Club Officer Training
 New Club Building Training
 Membership Retention Training
 Mission Activities Training
- 12:00 P.M. LUNCHEON (Awards luncheon or special speaker, etc.)
- 2:00 P.M. REGIONAL BUSINESS SESSION
 PRESIDING – Director
 SELECTION OF FUTURE CONVENTION SITE
 Report of Site Selection Committee
 Voting
 INVITATION TO NEXT YEAR'S CONVENTION
 RESOLUTIONS – Resolutions Chairman
 NOMINATIONS OF DIRECTOR
 Nominations from floor
 OLD BUSINESS
 NEW BUSINESS
- 6:00 P.M. BANQUET & BALL
 SOCIAL HOUR
 INTRODUCTIONS – Director
 INVOCATION
 PLEDGE TO ALL SERTOMA NATIONS
 TOAST TO THE NATIONS
 MEAL SERVICE
 PRESENTATION OF REMAINING AWARDS
 INSTALLATION OF GOVERNORS - Visiting Officer Representative
 REMARKS BY NEWLY ELECTED DIRECTOR
 PRINCIPAL ADDRESS – Visiting Officer Representative
 BENEDICTION
 RETIRING OF COLORS
 ADJOURNMENT BY DIRECTOR



SAMPLE DISTRICT MEETING AGENDA

District Meeting
Location
Friday

- 1. Call to Order
- 2. Pledge of Allegiance
- 3. Invocation
- 4. Governor's welcome and special introductions
- 5. Roll Call of Clubs – by District Secretary/Treasurer
- 6. Remarks by District Governor
- 7. District Secretary/Treasurer's Report
- 8. Annual Report
- 9. Committee Reports
- Credentials
- Parliamentarian
- Elections
- Resolutions
- Sergeant at Arms
- Awards Judging
- 10. Presentation of District Awards (2nd session of District Meeting)
- Service to Mankind
- Sertoman of the Year
- 11. Elections
- Nominations from floor for the office of District Governor
- Election
- 12. Introduction of and remarks by new Governor
- 13. Old business
- 14. New business
- Appointment and Introduction of District Secretary/Treasurer and Cabinet
- 15. Adjournment

REGIONAL CONVENTION BUDGET

Income		
Registration Fees:		
Full Registrations	@ \$	\$
Extra Tickets	@ \$	
Special Events (Meals, tours)	@ \$	
Total Income		\$
Expenses		
Decorations & Flowers		
Visiting Officers & Spouse Expenses		
Regional Director & Spouse Expenses		
Regional Service to Mankind Award Winner & Guest – plaque, travel, etc.		
Regional Outstanding Club Secretary – plaque, etc.		
Entertainment		
Mixer Party (Thursday)		
Entertainment (Friday)		
Hall Rental (Friday)		
Entertainment (Saturday)		
Banquet (Saturday)		
Golf Tournament		
Exhibit Materials & Equipment		
Spouse Events (Flowers, Refreshments, etc.)		
Meals (Including tax & tips):		
Friday Miscellaneous – No Breakfast	@ \$	\$
Friday Luncheon	@ \$	
Saturday Luncheon	@ \$	
Postage Telephone		
Printing:		
Programs		
Tickets		
Registrations Cards		
Signs		
Promotion		
Transportation (Chartered Buses, Tour & Fun Night)		
Interpreters and ADA Costs		
Miscellaneous		
Total Expenses		\$

Report of Regional Convention at _____ Date _____

Convention Treasurer: _____ Date _____

Region _____ Host Club _____



APPROVAL OF REGIONAL CONVENTION BUDGET

Director: _____ Region: _____

Governor: _____ District: _____

REGIONAL CONVENTION FINANCIAL REPORT

Income		
Registration Fees:		
Full Registrations	@ \$	\$
Extra Tickets	@ \$	
Special Events (Meals, tours)	@ \$	
Total Income		\$
Expenses		
Decorations & Flowers		
Visiting Officers & Spouse Expenses		
Regional Director & Spouse Expenses		
Regional Service to Mankind Award Winner & Guest – plaque, travel, etc.		
Regional Outstanding Club Secretary – plaque, etc.		
Entertainment		
Mixer Party (Thursday)		
Entertainment (Friday)		
Hall Rental (Friday)		
Entertainment (Saturday)		
Banquet (Saturday)		
Golf Tournament		
Exhibit Materials & Equipment		
Spouse Events (Flowers, Refreshments, etc.)		
Meals (Including tax & tips):		
Friday Miscellaneous – No Breakfast	@ \$	\$
Friday Luncheon	@ \$	
Saturday Luncheon	@ \$	
Postage Telephone		
Printing:		
Programs		
Tickets		
Registrations Cards		
Signs		
Promotion		
Transportation (Chartered Buses, Tour & Fun Night)		
Interpreters and ADA Costs		
Miscellaneous		
Total Expenses		\$

Report of Regional Convention at _____ Date _____

Convention Treasurer: _____ Date _____

Region _____ Host Club _____



REGIONAL CONVENTION REPORT

Region _____ Hotel: _____

Location: _____ # of Rooms: _____ Date: _____

Part I Registration			
	Sertomans	Guests	Total
Total number of clubs represented:			
Number of Full Registrations: @ \$	\$	\$	\$
Number of Extra Tickets @ \$			
Number of Special Events @ \$			
Total	\$	\$	\$
Part II - Attendance			
Day – Time - Activity	Sertomans	Guests	Total
1 st Business Session			
2 nd Business Session			
3 rd Business Session			
4 th Business Session			
Training Session			
1 st Topic			
2 nd Topic			
3 rd Topic			
4 th Topic			
Opening Night Activity			
1 st Breakfast			
1 st Luncheon			
2 nd Night Activity			
2 nd Breakfast			
2 nd Luncheon			
Closing Banquet			

Part III – Election of Director	
Name:	Club:
Address:	Phone:
City, State, Zip:	Cell Phone:
Email:	

Part IV – Selection of Convention Site	
For _____ Sertoma Year	
City:	Host Club:
State:	Dates:
Facility:	



CONVENTION OBSERVATIONS AND RECOMMENDATIONS

Did the Convention offer a good mix of time with regard to business sessions, training events and social activities?

Was additional time required for any specific segment of the Convention program?

Describe briefly the training offered as part of your Convention, to include topics, presenters, and time allocation.

Identify Sertomans you observed during the Convention that offer potential for future leadership and briefly explain why.

Please state your recommendations regarding future Conventions.

On the reverse side of this page, please summarize your observations of this Convention.

Please attach a copy of the Convention Program to this Report.

SAMPLE PRESS RELEASE

For Immediate Release

DATE

Media Inquiries

NAME & TITLE OF PERSON SENDING RELEASE

CLUB/REGION NAME

CONTACT INFORMATION (PHONE, EMAIL)

CLUB NAME HOSTS SERTOMA REGIONAL CONVENTION DATE(S)

(CITY NAME in CAPs, State initials in AP style, all in bold Example: DENVER, Colo.) — CLUB NAME will host the Sertoma YOUR REGION'S Convention on DATE(s). Sertoma members and leaders from LIST CITIES OR STATES will enjoy training and fellowship.

Scheduled activities at the YOUR REGION'S Convention include LIST SPEAKERS, TOPICS, HONORED GUESTS, RELEVANT ACTIVITIES, ETC.

Over the past NUMBER OF YEARS YOUR CLUB HAS EXISTED years, CLUB NAME Sertomans have contributed ESTIMATED DOLLARS and ESTIMATED volunteer hours to community causes. CLUB NAME's community service projects have included: LIST YOUR CLUB'S TOP TWO OR THREE COMMUNITY SERVICE PROJECTS OR EVENTS/AREA SPONSORSHIPS and DISCUSS HOW THEY HELP THE COMMUNITY.

To learn more about Sertoma, contact NAME OF YOUR CLUB'S REPRESENTATIVE at CONTACT'S TELEPHONE NUMBER, or visit YOUR CLUB'S WEB SITE ADDRESS. YOUR CLUB NAME meets TIMES AND PLACES YOUR CLUB MEETS.

Headquartered and founded in Kansas City, Mo., in 1912, Sertoma is a 501(c)(3) nonprofit organization dedicated improving the quality of life today for those at risk or impacted by hearing loss through education and support. Every year Sertoma Clubs raise more than \$20 million for local community service projects. Through these projects, as well as grants and scholarships, Sertoma clubs return those funds to their respective communities. For more information about Sertoma and its community clubs, visit www.sertoma.org or call toll free **(800) 593-5646**.

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E-MAIL BLAST POLICIES AND PROCEDURES

1. Sertoma will provide free of charge a text only e-mail on behalf of a regional convention or candidate to any group of members requested.
2. Sertoma will provide for a charge of \$30 each an e-mail on behalf of a regional convention or candidate an e-mail blast that includes pictures and graphic layouts. This charge is to cover the staff time required to layout the e-mail. The e-mail must be submitted according to the following specifications.
 - i. E-mail must be laid out in a digital format showing the general look desired (i.e. word document, pdf, etc.)
 - ii. Graphic images must be provided in an acceptable file format (jpg, gif, png) not exceeding 175kb per image.
 - iii. There is a limit of 3 graphics per e-mail
 - iv. You may not include any trademarked or copyrighted images without the permission of the owner
 - v. Inclusion of a data table is counted as a graphic image and is allowable.
3. The e-mails will show as being sent from an individual's personal e-mail account, not Sertoma's e-mail address. All replies to this e-mail will also be directed back to an individual's personal e-mail account.
4. An exact subject line for the e-mail must be provided.
5. E-mail messages will be reviewed at Sertoma headquarters.
6. A regional convention or candidate may send out three e-mails in total.
7. The e-mails will be sent out during the three quarters prior to the event. I.e. one e-mail could go 6 months prior to the event, one 3 months prior to the event, and the last one 1 month prior to the event. No more than one can be in a fiscal quarter.
8. All requests for an e-mail to be sent must be received at Sertoma headquarters at a minimum of 1 month prior to the need to be sent out.
9. All e-mails will be sent out around the Sertoma normal schedule for the Sertoma News Service, Presidential messages, special announcements, etc.

For additional information please contact Sertoma Headquarters (816) 333-8300

