



**NCPETS, Inc.  
Manual of Policy & Procedures**

**2019**

**Districts 5950, 5960, 5970 & 6000  
Minnesota, Iowa & Wisconsin**

## TABLE OF CONTENTS

<b>PREFACE .....</b>	<b>4</b>
<b>PURPOSE .....</b>	<b>5</b>
<b>COMPONENTS .....</b>	<b>5</b>
<b>PARTICIPANTS .....</b>	<b>5</b>
<b>DISTRICT GOVERNOR ELECT ROLES .....</b>	<b>8</b>
<b>ARTICLE I: INTRODUCTION .....</b>	<b>8</b>
<b>ARTICLE II: MULTI-DISTRICT SPONSORSHIP .....</b>	<b>8</b>
<b>ARTICLE III: TIMING OF SEMINAR.....</b>	<b>8</b>
<b>ARTICLE IV: LENGTH AND DATE OF SEMINAR.....</b>	<b>9</b>
<b>ARTICLE V: SEMINAR SITE .....</b>	<b>9</b>
<b>ARTICLE VI: NCPETS ADMINISTRATION .....</b>	<b>9</b>
<b>NCPETS LEADERSHIP TEAM:.....</b>	<b>9</b>
<b>Deadlines: .....</b>	<b>9</b>
<b>Visitors/observers from other Districts:.....</b>	<b>10</b>
<b>ARTICLE VII: .....</b>	<b>Error! Bookmark not defined.</b>
<b>ARTICLE VIII: PROMOTION &amp; MARKETING .....</b>	<b>10</b>
<b>Responsibilities for the DG, DGE and Operations Director .....</b>	<b>10</b>
<b>ARTICLE IX: SEMINAR FORMAT .....</b>	<b>10</b>
<b>ARTICLE X: EVALUATION .....</b>	<b>11</b>
<b>ARTICLE XI: REGISTRATION AND CHECK-IN .....</b>	<b>11</b>
<b>ARTICLE XII: SEMINAR SPEAKERS .....</b>	<b>11</b>
<b>ARTICLE XIII: SEMINAR EDUCATION .....</b>	<b>12</b>
<b>ARTICLE XIV: FACILITATORS .....</b>	<b>12</b>
<b>ARTICLE XV: SEMINAR MATERIALS .....</b>	<b>12</b>
<b>ARTICLE XVI: BUDGET AND FINANCES.....</b>	<b>12</b>
<b>ARTICLE XVII: AMENDMENTS TO MOPP.....</b>	<b>13</b>
<b>APPENDIX A JOB DESCRIPTIONS .....</b>	<b>14</b>

## **Appendices**

### **A. Job Descriptions**

- a. General Chair
- b. Vice General Chair
- c. Secretary
- d. Treasurer
- e. Operations Director
- f. Registrar Team Chair
  - 1.Pre-conference Registration System
  - 2.On-site Registration
- g. Program Event Team Chair
  - 1.Pre-conference
  - 2.On-site responsibilities
  - 3.Receptions
- h. Technology Chair
  - 1.Pre-meeting
  - 2.On-sitemeeting
- I. Marketing & Promotion Chair
  - 1.Pre-meeting
  - 2.On-sitemeeting
- j. Host Volunteers and Ambassador
  - 1.Hostvolunteers
  - 2. Ambassadors
- k. Hospitality Chair
  - 1.Dignitaries and Speakers
  - 2.Spouse program
- l. Facilities & Dining Chair
  - 1.Meeting facilities
  - 2.Hotels
  - 3.Meals and Breaks

### **B. Calendar**

### **C. Team Organizational Chart**

## PREFACE

Welcome to **NCPETS, Inc.** (“NCPETS”)

NCPETS began in 2010 with three Rotary Districts serving Minnesota, western Wisconsin and northern Iowa (5950, 5960 and 5970) and expanded to include southern Iowa (D-6000) in 2011.

NCPETS is annually evaluated by the presidents-elect and assistant governors. The results are compiled and analyzed and have consistently yielded satisfactory (or better) results. The Board uses these data to continually improve service to our districts.

In 2011, the *Bylaws* were drafted to establish written guidelines and to document the history of NCPETS. The Bylaws were revised in 2012, 2015 and 2016. The Manual of Policies and Procedures (the “MOPP”) was separated from the Bylaws and were instituted in the 2018-2019 Rotary year. The MOPP will serve as the operating guidelines for the organization. The MOPP will be reviewed annually by the Executive committee to make sure it accurately reflects the current operating practices.

## **PURPOSE**

### **NCPETS**

NCPETS manages informational/training programs planned and conducted by the NCPETS full leadership team under the direction and supervision of the Governors-elect, as provided in *RIB section 16.030*. This organization is assembled for nonprofit purposes and the individual members will not derive any profit from participating. The purpose of NCPETS is to develop club presidents to have the necessary skills, knowledge, and motivation to do the following:

- sustain and/or grow their club's membership base;
- implement successful projects to address the needs of their local and global communities;
- support The Rotary Foundation through both financial contributions and program participation;
- develop leaders capable of serving in Rotary beyond the club level; and
- articulate and communicate Rotary's story to the various stakeholders and constituencies of each club.

## **COMPONENTS**

To achieve the stated purpose of the program, the following components and learning objectives will be included in NCPETS:

- presentation of annual Rotary International theme;
- role and responsibilities of club presidents, including
  - goal setting and strategic planning,
  - selecting and preparing club leaders,
  - club administration,
  - membership attraction, orientation and retention,
  - effective service projects,
  - The Rotary Foundation,
  - Rotary Public Image;
- Leadership Development;
- Resources – (where they are and how to use them); and
- Planning for the year.

For additional information regarding the program of NCPETS, including recommended learning objectives, refer to section *RCP 23.030.3*.

## **PARTICIPANTS**

Participants attending NCPETS should include the following: Board of Directors, Officers, District Governors-elect, Assistant Governors, District Trainers, District Governors, District Governors-nominee and all incoming club presidents of the member districts of NCPETS. It is recommended that the expenses of the incoming club presidents be paid by the clubs or by the district.

Assistant Governors (“AGs”) will assist the Governor and Governors-elect with promoting attendance among their assigned clubs. The AGs will further assist with team building for the Presidents-elect, Governors-elect, and themselves.

### **BOARD OF DIRECTORS**

The governing board of NCPETS shall be the Board of Directors comprised of selected representatives from each District. There will be a four-year leadership rotation with each district holding one office each year. The district’s representative will be selected by the District Governor from the district that has a vacancy in the Immediate Past Chair position that year.

### **NCPETS OFFICERS**

1. District Governors-elect from each member district ARE MEMBERS OF THE BOARD OF DIRECTORS.
2. General Chair - This position will rotate annually within the participating Districts.
3. Vice Chair - Will succeed the General Chair for the next year, and will serve as program chair, reporting to the General Chair, during this year.
4. Secretary - Will become vice-chair for the next year, and then General Chair.
5. Immediate Past chair will be the General Chair Emeritus, and will be the 4<sup>th</sup> member of the Executive Committee.

District Governor Nominees (“DGNs”) and District Governor Nominee Designates (“DGNDs”) will NOT serve as voting members or officers; but, are encouraged attend all meetings of the Board of Directors.

### **OFFICER ROTATION**

The NCPETS officers, General Chair, Vice Chair, Secretary and Immediate Past chair will be selected by each participating District for a term of 4 years. The General Chair will have had two years of involvement on the Executive Committee and will have participated in two NCPETS seminars before assuming office. *(The Board of Directors can waive this requirement if conditions require it.)*

### **SEMINAR REQUIREMENT**

The DGEs in each District will be provided time to meet with their Presidents -elect to explain how that District will conduct its business. This time is for specific instruction on the expectations for the presidents-elect in that district. The General Chair will allocate time at each seminar for this activity.

### **EXECUTIVE COMMITTEE**

The overall operation of NCPETS shall be the responsibility of the Executive Committee, comprised of:

1. General Chair,
2. Vice Chair,
3. Secretary and

6.

#### 4. Immediate Past Chair.

The Executive Committee will meet at the discretion of the General Chair, and will be empowered to make decisions, policies, or create procedures to facilitate the preparation and supervision of the annual President-elect Training Seminar. The terms of office for the Executive Committee shall run from the end of each NCPETS to the conclusion of the next NCPETS.

### **SEMINAR LEADERSHIP TEAM**

A seminar Leadership Team will be responsible for the planning of the components of each NCPETS seminar. The Leadership Team will be supervised by the General Chair. Each committee will be comprised of four members: one from each district.

1. Facilities
2. Registration
3. Instruction
4. Technical Support
5. Promotion/Marketing
6. Hospitality and
7. House of Friendship.

The Chair for each committee will be recommended by the DGEs and approved by the General Chair. Each Committee shall be comprised of (at least )one representative from each participating District. The Chair for each Committee shall be selected from each Committee's respective members, which shall be chosen by the DGEs and approved by the General Chair. The Committee members chose: (i) the respective Committee Chairs; and (ii)the Leadership Team, each by majority vote.

### **APPOINTMENTS OF COMMITTEES**

Leadership will revolve through each of the participating districts. When committee members have served their four-year membership on the committee, the District Governor of the District of the Immediate Past Chair, along with the Executive Committee, will appoint the district members to serve in these positions: Incoming secretary, facilities committee, registration committee and education committee representatives. Technical support chair will be selected each year by the Executive Committee.

### **LEADERSHIP TEAM**

Members of the Leadership Team shall hold meetings, called by its respective chair as needed to develop plans for the next NCPETS seminar.

### **TERMS OF OFFICE**

Officers and members of the Board will assume their new office at the conclusion of the annual training seminar. The new officers will then commence planning the next seminar. All members are limited to one four year term.

## VACANCY IN OFFICE

Any vacancy occurring because of death, resignation, or removal of a Director shall be filled by the Board of Directors, based on the recommendation of the District Governor of that member's district, to fill the unexpired term.

## DISTRICT GOVERNOR-ELECT ROLES

A minimum four hours of the program at NCPETS will be allocated to district-level meetings in a bookending format: with some of the allocation at the beginning of the NCPETS session, and a concluding session at the end. The Governors-elect are responsible for:

- developing and approving the final program,
- recommending the training leaders and plenary speakers,
- submitting to the RI President, a letter indicating approval of the multi-district NCPETS program and demonstrating fulfillment of the above conditions no later than four months prior to the conducting of the seminar. (*RCP 23.030.7*)
- assist the Executive Committee in identifying representatives from their District for NCPETS committees.

## ARTICLE I: INTRODUCTION

"The President- elect will attend the District Presidents-elect Training Seminar unless excused by the Governor- elect". (*Club Constitution, Article 10 section 5 c, Director and Officers; MOP*)

NCPETS is designed to enhance the leadership abilities of those who have been selected to lead their Rotary Clubs in the coming year and to ensure they have a thorough grasp of the basic fundamentals to lead a successful Rotary Club. NCPETS will provide the Presidents-elect with the invaluable experience of fellowship with Presidents-elect from their own and other districts, and the opportunity of being with, and learning about, Rotary from outstanding Rotarians.

## ARTICLE II: MULTI-DISTRICT SPONSORSHIP

NCPETS offers districts the opportunity to participate in a multi-district seminar. The advantages of a multi-district seminar include the following:

- attract outstanding speakers;
- provide an opportunity for fellowship/networking with other Presidents-elect from other districts;
- exchange ideas: Education leaders able to reach more Presidents-elect (economy of time), broader base for Rotary fellowship and
- economy of budget, including negotiating for locations and pricing.

## ARTICLE III: TIMING OF SEMINAR

NCPETS should be held early in the year following the International Assembly, soon after the DGEs receive their training. NCPETS is held in early March (*RIB 16.030*). The appropriate RI Directors, general session speakers, and the Multi-District PETS Alliance will be notified as soon as the dates for NCPETS are contracted.



#### **ARTICLE IV: LENGTH AND DATE OF SEMINAR**

The duration for NCPETS is a day and a half, beginning with optional Bonus sessions and an attendee reception on Thursday evening with optional dine-around opportunities that evening, organized by the respective DGEs. Friday is scheduled for a full day of training, including the introductory district session, and continues Saturday morning, with elective sessions, concluding at noon with the second district-level session.

#### **ARTICLE V: SEMINAR SITE**

The ideal site for North Central PETS is a facility located near a major international airport for easy transportation to, and from, the seminar site. The Board of Directors will select a sub-committee of at least three individuals who will negotiate contracts for a site. The site should be determined not less than two years in advance. Contracts shall be signed by the Treasurer (or designee) or the current General Chair with the approval of the Executive Committee.

#### **ARTICLE VI: NCPETS ADMINISTRATION (At all times subordinate to the NCPETS By-Laws)**

##### **NCPETS LEADERSHIP TEAM:**

The day-to-day functioning of NCPETS is the responsibility of the General Chair who shall appoint members of his/her team as necessary.

Multi-District PETS Alliance: the Multi-District PETS Alliance is an organization initiated by, and supported from, the Executive Branch of Rotary International. PETS Alliance conducts a training session each summer at Rotary International Headquarters in Evanston, IL for the benefit of leadership team members of the various Multi-District PETS. The purpose of the PETS Alliance is to facilitate consistency; content, techniques and more effective delivery of a multi-district PETS. Three members of the NCPETS Executive Committee should attend PETS Alliance each year. Expenses for this attendance will be covered by NCPETS. If two members from the Executive Committee cannot attend, the Committee may, at their discretion, seek and authorize attendance by other members of the NCPETS Leadership Team.

Attendance at other PETS: At the discretion of the Executive Committee, one (or more) of their members may be given the authority to attend another multi-district PETS. The purpose of attending is to exchange ideas, evaluate procedures used in training, administration and facilitation of such an event for the long-term benefit of NCPETS. When such visits are approved, the expenses shall be covered by NCPETS upon the submission of an expense voucher. The attendee shall make a full report to the Executive Committee in May or June of the same year as the observation. Recommendations from that report will be considered by the full leadership team with the approval of the Executive Committee.

##### **Deadlines:**

The calendar found in the Appendix provides a timeline for planning and reporting. An initial outline of the seminar program for the coming year will be presented at the October meeting of the Executive Committee.

The final program and plenary speakers must be presented to, and approved by, the Executive Committee NO LATER THAN THE NOVEMBER MEETING of the Executive Committee.

A survey of the sitting club presidents will be conducted in September following their NCPETS training in March. Results from these surveys will be collected and analyzed by the Executive Committee and Education Chair with the purpose of improving course offerings and content for the following year.

Contact information for district-level attendees (including DGN, DGN-D, DT, AGs, and PEs) must be submitted to the Registrar no later than October 1<sup>st</sup>.

**Visitors/observers from other Districts:**

Official visitors and observers from other Rotary districts and PETS are welcome to attend NCPETS. They must register in advance of NCPETS, if at all possible. Registration will be waived for official visitors and observers.

**ARTICLE VII: PROMOTION & MARKETING**

**Responsibilities for the DG, DGE and Operations Director**

Attendance is mandatory by all participating districts; therefore, attendees need the basic information for their calendars as soon as possible. The Operations Director will ensure that the date of the next NCPETS is posted on the NCPETS website and in the Event Program the preceding year. Promotion and marketing should occur throughout the year, particularly after the beginning of the new Rotary year in July. Website updating should be initiated after July 1 with the contracted vendor and continued through the event. Email lists of PEs, AGs, DG, DGN, DTs will be secured by the Operations Director and conveyed to contracted vendor for creation of the NCPETS data base. Promotion of registration will be sent to the database of PEs and the NCPETS Leadership Team multiple times. This will be managed by the Operations Director via the contracted vendor. It is important that DGs promote NCPETS during club visits. Each DG and DGE should work together to include the NCPETS dates in their district directory, each newsletter, their district website and Face Book page. NCPETS team members should continue to receive all marketing messages so they are aware of what is being distributed.

**ARTICLE VIII: SEMINAR FORMAT**

The Seminar format may include core courses covering the following:

- Leader Development and Volunteer Management
- Club Operations
- Club Meetings
- The Rotary Foundation
- Membership
- Rotary programs

Two district specific-sessions will be scheduled, as outlined in Article IV. The course content may be modified at the discretion of the Leadership Team to comply with any directives from either Rotary International or The Rotary Foundation.

In an effort to allow district officers to connect with the presidents-elect assignments during the seminar program, positions will be assigned to the DGEs, DGs, DGNs, AGs, and DTs; e.g. greeters, registration, and activities presented during the general sessions. DGNs will be assigned to give “Rotary Minutes” at the beginning of each general session. The General Chair will assign the DGNs as aids to visiting Rotary dignitaries and general session speakers.

A Minute-by-Minute (“MbM”) script of all general sessions will be overseen by the Vice-Chair, Secretary, and Technology Chair with input from the General Chair and DGEs. A draft of the Minute by Minute will be prepared by early February and will be modified as changes occur. The final MbM should be distributed to all those participating in the program.

## **ARTICLE IX: EVALUATION**

Evaluation will consist of the following parts:

- a. A review/debrief session will be held immediately following the final session of NCPETS. At this meeting the Incoming General Chair will plan and then preside after opening comments by the current chair. All members of the Full Leadership Team, especially the members of the Executive Committee, DGNs, and the Education Chair are required to attend. Chairs of major committees are invited to attend. The focus of this meeting will be to qualitatively evaluate each aspect of the NCPETS, including the topics of recruitment, registration, facilities, content, schedule, food, speakers and facilitators. The current Secretary will assist the incoming Secretary to record the Minutes of this meeting to be shared with the Executive Committee.
- b. An electronic survey of the participants will be overseen by the incoming General Chair (Vice Chair) and Secretary (or designee). The contracted vendor will immediately disseminate the survey after the event to the list of attendees. These results will be tabulated and shared with the members of the Executive Committee for analysis and review. Individual evaluations results of the instructional staff are considered a personnel issue and used only by the Executive Committee and Education Chair.
- c. Each September a follow-up survey for all sitting club presidents, overseen by the Chair with assistance from the Education chair and the Operations Director will be disseminated via the contracted vendor. The purpose of this survey, is to give feedback on what aspects of NCPETS should be improved for the following seminar as referred to in Article VI.

## **ARTICLE X:- REGISTRATION**

Each DGE will supply the Operations Director with the email addresses for their PEs, AGs, DG, DGN and DTs, no later than October 1. The contracted vendor will update the databases as the registrations are collected and will issue invitations/marketing messages to NCPETS. Each DGE is responsible for making sure all the names are updated on the database and are registered.

## **ARTICLE XI: SEMINAR SPEAKERS**

The General Chair will confirm the seminar date and location for the following year. The General Chair shall be in charge of the final selection and scheduling the General Session speakers with input from the DGEs. The General Session speakers should be determined and invitations extended as quickly as possible. An effort should be made to obtain Rotary International General Officers, and if at all possible, the RI President-elect (RIPE) and the Zone Director. Timely acquisition of speakers is of utmost importance and may need to be done 18 months in advance. An invitation to the RIPE should be issued no later than July previous to the current NCPETS session (e.g. July of 2019 for NCPETS 2020).

NCPETS is not limited to Rotarians as General Session speakers. Motivational speakers should be a priority for the opening and closing of NCPETS. NCPETS events budget will cover the cost of General Session speakers, including travel, lodging, and meals, unless otherwise stipulated. The Executive Committee may also choose to recognize the speaker by presenting a certificate representing a contribution made on her/his behalf to The Rotary Foundation, or other recognitions as determined by the Executive Committee and DGEs.

## **ARTICLE XII: SEMINAR EDUCATION**

Four to eight core courses are scheduled throughout the program that may include cluster meetings with the AGs and Presidents-elect, Round Table Discussions between Presidents-elect, panels, etc. Content of the district sessions is at the discretion of each respective DGE. All other training sessions are under the direction of the Education Chair. The Education Committee in consultation with the NCPETS committees will determine the length of these sessions. (APPENDIX: Sample of Complete Seminar Program.)

## **ARTICLE XIII: FACILITATORS**

**The role of the facilitator is VITAL for the success of this seminar!**

Current DGEs will provide recommendations for facilitators. Recommendations and evaluations from past years will be used to qualify facilitators. All districts should be represented by at least one facilitator. It is recommended that Executive Team members not serve as facilitators.

Facilitators will have some expenses paid by NCPETS. The amount of this payment will be determined by the Executive Committee. Evaluations will be conducted on the effectiveness of each facilitator and will include such aspects as:

- knowledge of content
- understanding of how adults learn
- participation of attendees
- survey results
- observation by NCPETS Executive members and Education Chair.

In addition to their presentations during the seminar, facilitators are required to attend two webinar sessions in January and/or February focused on the Education and on instructional process. (An electronic make up session may be used in case of an absence.) A face-to-face training session precedes the NCPETS focused on facilitator skills and any changes to the material to be presented at the training sessions.

## **ARTICLE XIV: SEMINAR MATERIALS**

Presidents-elect will have access to course materials on line. Course materials will be posted to the NCPETS website for downloading and maintained there for the balance of the Rotary year. At registration the Presidents-elect will receive:

- name tag,
- meal tickets
- NCPETS schedule of sessions (Printed Program)
- Friday evening drink tickets (these may be distributed by the DGEs)

## **ARTICLE XV: BUDGET AND FINANCES** **(At all times subordinate to the NCPETS By-Laws)**

NCPETS is self-funded through registration fees and operates from a reserve developed over several years of operation.

The creation and management of the budget will be the responsibility of the NCPETS General Chair,  
*NCPETS, Inc.'s Manual of Policy and Procedures – Revised July 31, 2019*

Operations Director and Treasurer.

All disbursement checks in excess of \$2,500.00 will require two signatures after submission of an official Expense Voucher (see appendix), accompanied by receipts of expenses over \$50 with approval of a Team Chair: e.g. promotion/website, speakers/VIP expenses/ workbooks, meals, lodging, and entertainment. Final approval of all expenditures is the responsibility of the General Chair.

The budget will be sufficient to cover all costs indicated by each Chair Person for the Leadership Team, with the approval of the respective Team Chairs. The final budget will be approved at the first meeting of the Executive Committee.

A modest surplus percentage will be planned into the registration cost of NCPETS in order to maintain an operational contingency fund. The Executive Committee will have the responsibility of seeing that these financial guidelines are followed and to ensure that NCPETS has a yearly operating budget that will maintain an operational contingency fund to cover the cost of NCPETS expenses for one calendar year.

The Executive Committee will maintain reasonable costs for participants in NCPETS. The major costs are for lodging and meals. The Executive Committee will assign an experienced person to negotiate with the hotel(s). A favorable room rate, based on double occupancy, will be negotiated. At the closing session with the DGEs, the Presidents-elect should be reminded to budget this expense for NCPETS for the following year. (Districts and/or clubs may also wish to consider subsidizing the travel costs of the Presidents-elect in support of their leadership.)

The cost of attendance for the DGs, DGEs, DGNs, and AGs is the responsibility of the individual districts participating in NCPETS.

All money and records of paid registrations will be a shared responsibility of the Registration Team Chair, Operations Director and the Treasurer.

The determination of the cost of registration each year rests with the Executive Committee.

#### **ARTICLE XVI: AMENDMENTS TO NCPETS MANUAL OF POLICY AND PROCEDURES**

The NCPETS MANUAL OF POLICY AND PROCEDURES (MOPP) may be altered, amended or repealed, and a new set of guidelines may be adopted by a majority vote of the voting members of the Leadership Team at the recommendation of the Executive Committee.

The MOPP will be revisited yearly to capture changes in procedures and policy. The Vice Chair and the Immediate Past Chair of NCPETS will conduct this review. Their report is due to the Executive Committee no later than June 1 each year.

## APPENDIX A JOB DESCRIPTIONS

### A. General Chair

The General Chair has the responsibility to oversee the entire NCPETS committee and be able to meet the following requirements:

1. Served as Secretary and Vice Chair on the committee in prior years.
2. Attended Multi-District PETS Alliance during tenure on the Executive Committee.
3. Be familiar with the NCPETS By-laws and MOPP.
4. Meet with DGE class at Zone Institute (or other appropriate opportunity) when they were DGNs to establish relationship.

Duties:

- Identify and select subcommittee chairs and confirm that all committee positions are filled.
- Schedule NCPETS committee meeting dates with consensus of the DGE class.
- Chair all NCPETS committee meetings.
- Prepare an agenda for each meeting with the assistance of the subcommittee chairs,
- Build consensus with the DGEs regarding important decisions for NCPETS.
- Serve as advisor/mentor to the DGE class.
- Establish a timetable for key decisions
- Monitor progress of sub committees.
- Communicate regularly with future chairs of NCPETS/Executive Committee.
- Conduct a Post Evaluation Committee meeting immediately following NCPETS.
- Other duties as may be identified during the planning and execution of NCPETS.

## **B. Vice General Chair**

- Serves as Chair when the General Chair is unavailable.
- Coordinates and prepares the Minute-by-Minute document script with the Executive Committee, Operations Director and Technology Chair.
- Reviews and revises the MOPP with the immediate past General Chair for approval of the Executive Team and Leadership Team.
- Serves as Secretary when needed.
- Assumes duties as assigned by the Chair.

**C Secretary:** Is the first official position of the Executive Committee and is awarded to the incoming new officer from a district.

- Keeps accurate and concise records of each official meeting of the NCPETS Executive Committee and the NCPETS Leadership Team.
- Reports those Minutes to the General Chair for publication and approval at the next meeting.
- After approval, Minutes are electronically archived with the Operations Director.
- Serves with the Vice-Chair to help create the Minute-by-Minute.



**D. Treasurer:** Works with the Board of Directors and Operations Director to provide financial recordation of all expenses and activities onsets. The Treasurer is a non-voting member of the Executive Committee.

- Signs all checks of less than \$2,500.00 and provide one of the two required signatures on expenses greater than \$2,500.00
  - Prepares and presents the financial results from prior NCPETS upon completion and submission of all related expenses. These reports are presented to the Board of Directors for approval.
  - Works with the Operations Director and the General Chair to prepare and present to the Board of Directors the proposed budget for the next NCPETS.
  - Manages the Chart of Accounts
  - Maintains the financial account and records thereof. Basically the checking account and documentation of expenses.
  - Negotiates and presents contracts for facilities and services required by NCPETS for approval by either the Leadership Team or Executive Committee.
  - Issues checks under the direction of the NCPETS Leadership Team.
  - Maintains direct personal access to all financial records of bank and credit card documentation and reports same to the Board of Directors at both regular meetings and directly to the Executive Committee in event of discrepancy.
  - Access to, and responsibility for, the NCPETS Checking account and associated credit card.
  - issues checks in the event the Operations Director is unavailable.
  - Operates Zoom Meeting sessions for Executive Committee and Leadership Team meetings.
- Duties may be shared with Operations Director.

**E. Operations Director:** appointed by the Executive Committee and serves at the pleasure of said committee. The Operations director is a non-voting member of the Executive Committee.

- Maintains the Manual of Policy and Procedures
- Develops, with the Treasurer, the annual budget for approval by the NCPETS Executive Committee and Leadership Team.
- Establishes and maintains the electronic file of Agendas, Minutes and other Board actions for access by present and future NCPETS Boards and Officers.
- Advises the Executive Committee and Board of Directors about event content, speaker selection, site approval, and all other associated activities, such as attendance at Multi-District PETS Alliance.
- Requests from District Administrators the names, clubs and contact information for the district's identified PEs and PNs and submit to contracted vendor for development of contact database. Follow up contacts with administrators may be necessary to obtain all PEs.
- Obtains from the chair the names and titles of all NCPETS team members, their email addresses and cell phone numbers and compiles into a document for dissemination to all team members.
- With the registration and marketing vendor, develops and distributes the Marketing and promotional materials to convey the dates and location of NCPETS and promote registration utilizing database. Messages should announce opening of registration, early bird discount and reminders to register several times prior to the event. DGEs and district administrators to be included in these marketing messages so that materials may be utilized at district level.
- Requests photos of DGEs and keynote speakers/bios for website and marketing purposes. These photos and bios along with event agenda, breakout sessions and other event details are submitted to the webmaster for updating of website by August 1.
- Works with the vendor to update on-line registration form with direction from NCPETS exec and team. Pre-sessions, meal choices and other details necessary. Registration form should be available on-line by no later than October 15. Be aware that there may be some differences in the registration depending on location.
- Secures approximately monthly from vendor the registrations by district to provide to DGEs and district administrators for their information and use. Times may vary based on having reports available for team meetings or other specific needs.
- Gathers all information, photos, bios, agendas, facilitators' names, NCPETS Team member names, etc. needed for printed program. Provide to printer in early January for the composition of a draft program. This will be reviewed by executive committee and board prior to printing. Assures adequate number of copies for event and provides printed final programs to registration desk team.
- MAY create the General Session PowerPoint slides for consistency of NCPETS brand appearance and quality of photos/graphics; supply to Technology Chair via shared Dropbox or cloud location.
- Arranges and coordinates the timely updating of the NCPETS website (via contracted vendor)

which will serve as a database for Registrants, DGEs and NCPETS Executive Committee. Information on the website will include:

- dates of the next NCPETS
- agenda of NCPETS
- photos and bios of all the keynote speakers and DGEs
- Rotary International's Club President's Manual
- Club Leadership Plan
- other pertinent Education materials
- ability to link to the website of the participating Districts
  
- Following the NCPETS event, secures videos, PowerPoint presentations and any other documents approved by the chair to be loaded on to the NCPETS website. Works with the contracted vendor webmaster to accomplish this.
  
- When post-event updates to the website are complete, send to all participants a follow up email (that is approved by the General Chair) via the contracted vendor, thanking participants for attending and inviting them to access the documents on the website.

## **F. Registration**

### **Pre-Conference Registration-system responsible for:**

- Web site development-vendor supported or Convention and Visitors/Bureau supported
- On-line registration-with payment
- Available by October 15<sup>th</sup> preferable for early registration
- Registration type: Rotarian or guest
- Full registration
- Meals/receptions only ala carte
- Meal types (regular, Lenten, vegetarian or special diet needs)
- Link to hotel reservations registration system ability to sequence information by multiple parameters (e.g. by district or sequence for report generation on request)
- Design of name badge
- Name
- City and state
- Rotary Club name and office
- District number
- Color (by district) identifying stripe

### **Onsite registration (District Administrators Suggested But Not Mandatory)**

- Name badge is entry to all events and meals
- Identification of special meals - liaison with hotel to development identification system for serving staff
- Set out material for all registrants
- Ability to accept credit cards
- Computer with Wi-Fi access and printer/copier
- Ability to create name badge for walk in registration
- Coordination of all district administrators/secretaries in attendance
- Staffing of registration desks

## **G. Education Chair**

- Oversees the development of the Education for the NCPETS core courses. These include the courses focused on RI Strategic Pillars, and meeting with AGs, round table discussions, panels, etc., focused on topics identified by the current DGEs.
- Communicates with district trainers to coordinate the content for district meeting between the DGE and PEs and content of NCPETS.
- Coordinates the facilitator training and evaluation for NCPETS sessions. Facilitators/instructors are recommended by the DGEs.
- Seeks access to and participation of selected Rotary International or Rotary Foundation experts or resources to enrich and enhance the content or the process for the benefit of NCPETS attendees.

## **H. Facilities Chair to be from Hosting Club(s)**

- Will be responsible for the day-to-day operations the NCPETS event.
- Ideally will have served as the Facilities Event vice-chair for the previous year's NCPETS.
- Will appoint such people as necessary for the successful presentation of NCPETS.
- Assign a local Rotarian to coordinate multiple issues between Full Leadership Team, committees and convention facilities (Convention and Visitors Bureau, caterers and meeting facilities) for pre-conference planning.
- Specific Areas of responsibility:

### **Preconference**

- Liaison with Full Leadership Team, local facilities and services. Liaison with House of Friendship Coordinator.
- Works directly with venue, General Chair and Operations Director on the "Facilities Event Orders" outlining all needs from the venue for the event including room arrangements, menu selections, etc. Revisions may be necessary near date of event an ongoing process.
- Liaison with Sergeants Chair
- Liaison with Hospitality (dignitaries/speakers & spouses' program) Chairs
- Liaison with Technology Chair
- Liaison with Registration Center Chairs

### **Onsite Responsibilities**

- The "go to" person for host facilities, NCPETS leadership and registrants:
- Assure meeting rooms are equipped for the day's meetings including special requests.
- Attend to questions/problems from NCPETS leadership or registrants as needed.
- Be visible.
- Be ready to assume any role needed to make the NCPETS experience high quality for leadership, Registrants and guests.

### **Receptions:**

- Thursday evening welcome reception
  - Cash bar
  - Hors d'oeuvres or meal as selected
- Friday evening-dinner
  - Two bars set up (one moves to banquet room)
  - Lighter appetizers and meal
- Friday evening after dinner
  - Assign each of the 4 districts a Hospitality Suite or coordinate a group event for all districts.

## I. Site Manager(s) Reports to Operations Director

### Meeting Facilities

Using program as a guide for space needs, begin discussion with meeting site for facilities planning based on average number of attendees from prior years. Liaison with Instruction Chair and Registration for information. Items to consider include:

- Plenary sessions
- Meetings
- Meals
- Break out rooms
- For district sessions, plan room size and assignments on size of district and number of attendees.
- Room set up and signage
- Seating style: round tables, classroom style or theater style
- AV equipment, including wireless microphones in each meeting room and for plenary sessions.
- Flip charts (if needed).
- Room Signage for each day's sessions
- Other special requirements for plenary sessions
- carpet on the floor
- extra stage lighting
- table on stage with cloth and centerpiece arrangement
- American Flag
- Rotary Flag
- Rotary Bell
- Rotary Banners from each district
- Space for breaks and receptions
- House of Friendship Vendor Space
- Registration and information space
- Both registration and vendor space/tradeshaw space will need wiring and wi-fi access
- Welcome signs and banners
- Space for leadership team (just a small room to gather or rest in)
- Rooms for Thursday Pre-conference training sessions for the trainers (approx. 4). Liaison with Instruction Chair for actual number.
- Room for Saturday Post-conference Debrief session (arrange box lunch)

### Hotels:

- Number of hotels needed
- Agreement to block rooms
- How many rooms complimented per number of rooms rented?
- Proximity to meeting site
- Transportation (if needed) to and from meeting site
- Hospitality rooms at hotels for DGEs to meet with Presidents-elect

Meals and Breaks: *PETS often coincide with Lenten Season, so vegetarian or fish should be an option for each meal.* Need to liaison with Registration as to how to capture this information.

Meals:

- Breakfast: Friday (buffet or plated)
- Lunch: Friday (buffet or plated)
- Dinner: Friday (plated)
- Move one bar service to dining area for service during dinner
- Breakfast: Saturday (buffet or plated)
- Saturday Post conference Debrief session for Leadership team (box lunch)

Breaks:

Thursday afternoon: Preconference set up for training sessions, vendor setup, and registration:

- Coffee
- Hot water for tea
- Water
- Soda
- Cookies/bars

Friday and Saturday mornings: *Liaison with instructional chair for number exact time and length.*

- Set up for both breaks (if two) and leave it and replenish as needed
- Coffee
- Hot water for tea
- Water
- Soda
- Small snack/fruit?

Friday afternoon: *Liaison with instructional chair for number, exact time and length.*

- Coffee
- Hot water for tea
- Water
- Soda
- Cookies/bars/fruit?



## J. Technology

### a. Pre-planning

- Acquire Speaker AV needs for the plenary sessions.
- Plenary sessions may have DVD/CD needs as well as power point.
- Acquire Trainer Needs for the Friday training sessions. Information for this can be acquired from the Instruction Chair.
- Acquire Presenter Needs for the Saturday Break-Out sessions.
- Liaison with the Instruction Chair.
- Identify the total number of computers and projection systems that will be needed for each day.
- Liaison with the Facilities Chairs.
- Identify and confirm from each district how many computers and projection systems they can bring for use.
- Complete XL spread sheet with speaker, location, time and topic to include all AV needs.

### b. On-site preparations

- Each meeting room will have an AV cart, power cords, screen and microphones (if necessary).  
*Liaison with Facilities Chairs and Site Manager.*
- Inventory and label all NC PETS loaned equipment computers and LED projections from each district. Labels should include the district number and name of person to who it should be returned.
- Assign equipment to a specific meeting room.
- Maintain a list of each piece of equipment and check it off when returned.
- Load the power point slides onto the computers that will be used for the session.
- *Power point slides can be obtained from the Instruction Chair.*
- Test equipment
- Set up and test equipment for each breakout session meeting room
- Set up and test plenary session AV equipment and test **with** speaker present, if possible
- Assure Wi-Fi coverage and connection for speakers as needed.
- Leave a card taped to the AV cart with your cell number so that people can call you if something goes wrong.

## K. Hospitality

### Host Volunteers (Hosts Should be from Local Clubs)

- Identify and recruit two or more volunteers from each of the local Rotary Clubs.
- Orient the volunteers as to their duties.
- Duties should include welcoming attendees as they register, being hosts as the receptions on Thursday and Friday evenings.
- Other duties as needed.

### Ambassadors

- Identify and recruit a head Ambassador.
- Identify and recruit a group of Ambassadors.
- Check for nametags at Thursday opening event
- Arrange for Multiple ambassadors needed for each four-hour shift of meetings, Friday a.m. through Saturday noon.
- Wear vests or hats for easy identification.
- Hold orientation session for Ambassadors.
- Duties include:
  - Helping registrants locate meeting rooms and/or other facilities
  - Check for name tags as entry access to meetings, meals and receptions
  - Manage the flow at meals so that people are seated promptly.
  - Be available as needed to a “runner.”
  - Other duties as arise.

### Dignitary/Speaker Coordination

- Coordinate all communication with dignitaries/speakers once they have been confirmed. *Good resource document created by PRIP Ray Klingensmith entitled “The Care and Feeding of Guest Speakers”*
- Help with travel arrangements
- Help with hotel reservations
- Invitation to Spouse
- Confirmation and reimbursement
- Speech Topic and Time
- Ascertain AV Equipment and microphones – *liaison with Site Manager and Technology Chair*
- Schedule of Events and Program Agenda
- Maintain Communication
- Information about the NC PETS Meeting
- Local Arrangements
- Gift for speaker
- Thank you letters
- Assign Aides (usually DGNS) for dignitaries-general session speakers
- Instruct aides on their procedures for welcoming and hosting dignitaries meet flight or the car
- Advance Check in and Room Check -- assure hotel room is ready on their arrival. *Liaison with Vice Chair/Program Chair and Facilities Chair for room assignments.*
- Refreshments in the room

- Pre-meeting events and meals
- Registration Packet and Introductions (name badge or packets, etc.)
- View of Plenary Hall or speaking venue
- **Special Seating at Meals**
  - Escort to social functions
  - Escort to meeting room and make sure everything is ready
  - Check out and return to airport for flight home
  - Liaison with the Program/Vice Chair for all the speakers' needs and activities.

### **Marketing/Promotional Activities**

- Welcome signs  
In hotel to welcome guests -- liaison *with the Facilities Chair*.  
Around other community sites (if appropriate)
- Newspaper article in the newspaper that serves the site.
- Entry in any periodical that lists what's happening in the community

### **Spouse Program** (if scheduled)

- Identify and arrange sites to visit
- Make transportation arrangements
- Determine cost and number limit
- Information ready by November 1<sup>st</sup> for Early Registration

## **L. House of Friendship**

- Send communications to all past and future vendors
- Send and secure vendor signed contract
- Coordinate with NCPETS Chair costs/table
- Coordinate with Facilities Coordinator table needs
- Coordinate with Registration/District Administrator to send invoices
- Available during NCPETS to answer questions and solve problems
- Recognize an appreciation to vendors for their participation
- Communicate directly with facilities management regarding details of contract
- Coordinate room assignments with Executive Committee
- Coordinate all issues regarding facilities use to include:
  - Technology with Technology Team (Mikes, projectors etc.)
  - Signage
  - Equipment (Move in carts, signage poles etc.)
  - Facilities Personnel
- Coordinate with food
- Coordinated Ambassadors
- Facilities liaison to trouble shoot any facilities problems

## NCPETS Calendar

### March

- NCPETS (first or second weekend)
- Full Leadership Team required @ post NCPETS evaluation meeting 12-2:00
- “Spring” survey sent out immediately following NCPETS by Operations
- Site update and dates immediately after previous NCPETS
- September Survey is revised and ready to present to Execs in July

### April/May/June

- Attendee to Another Multidistrict PETS makes report to Leadership Team with approval of Executive Committee
- Meet with Education Chair to develop conference strategy and/or theme for current year
- Speaker selection- You cannot get started too early!
- Team selection and development
- Communication with RIPE if this is our year (usually attends in odd years)
- Determine who will attend and register for PETS Alliance
- Operations collects data from “spring” survey and reports to Executive Committee
- Education chair collects data from facilitator evaluations and reports to Executive Committee
- MOPP revision
- Selection of Executive Team Member to visit another Multi-District PETS—one that has not been visited previously. Currently Far West, Show Me, and Carolinas have been visited.

### July

- New DGs promote district attendance to next NCPETS @ their club visits.
- Vice Chair & Immediate Past Chair report revisions of MOPP to Executive Committee for discussion/approval
- Fall Survey (to sitting presidents who attended NCPETS) is presented to Executive Committee by Education Chair
- 3 members attend PETS Alliance in Evanston
- Onsite NCPETS team confirmed: facilities, Technology, HOF, site manager, on-site registration staff, hospitality, ambassadors, airport transportation with cell phones and emails. Distribute list to NCPETS Leadership Team. Aides to dignitaries can be determined later when session Emcee/Rotary moment speakers are chosen. Education Instruction chair and committee of district trainers should be previously identified.

### August

- PETS Alliance attendees make report to Leadership Team.
- Zone resources contacted by Education Chair to confirm attendance.
- Education chair: Begin Education development based on DGE feedback.
- DGEs submit photos to Operations Director for marketing purposes.
- Education developed and confirmed.
- Determination made as to pre-sessions for NCPETS.
- Registration form developed utilizing Education outline and finalized with the Vendor.

- Operations begins collecting PE names, email and club info from district administrators. Forward to Vendor for database insertion.
- DGEs encourage clubs to identify and submit PE contact info to District Administrators. Operations contacts District Administrators to obtain PE updates.
- Dine around determination by DGEs if they want a separate location or allow PEs to sign up for restaurants of choice.
- Face-to-face meeting of NCPETS Leadership Team.

## September

- Survey sent by Operations Chair to sitting club presidents who have attended NCPETS
- Secure voice-over person/facilitators for Saturday morning panels
- Executive Committee + Education Chair determine follow-up with facilitators and zone resources to confirm attendance
- determines registration fee for following year
- Education chair: confirm Education outline with DGEs; create a draft (working) agenda
- Face to face meeting of NCPETS Leadership Team—room assignments for each district and preliminary for breakout sessions.
- Keynote speakers confirmed by General Chair. Obtain photo and bio of keynotes and forward to Operations for website.
- Operations transmits general agenda, keynote information to go “live” on website. Note the date that registration will open on register tab.

## October

- Outline of program presented to Executive Committee General Chair has confirmed general session speakers and times slots.
- Confirm Education
- Contact information for participants in NCPETS to Registrar
- DGEs begin reporting monthly to Operations
- Education Chair: contact facilitators put forth by DGEs to determine availability and interest  
Operations continues to obtain new PE names, emails and clubs for database. DGs/DGEs continue to reinforce identification of PEs and contact info gathering.
- Catering determination and meal choices decided. Supply to Operations for registration form.

## November

- Last date for presentation of program for approval by Executive Committee
- Registration form finalized and “go live” ready.
- Marketing messages drafted by Operations to accompany registration push and conveyed to Ames CVB team. These are sent out every few weeks and align with “early bird” registration and other key times.
- Class locations are confirmed with populations
- Breakout sessions and pre-NCPETS session room locations finalized. Final determination of other rooms needed for district needs for AG training.
- HOF chair sends out invitations to vendors, districts (to share with clubs), previous HOF participants, etc.
- Education chair: Class locations are confirmed with populations

## December

- Registrar gives timely & on-going updates on registration
- Education Chair: schedule Jan and Feb facilitator webinars (include zone folks); mail materials to facilitator
- Operations gives timely and on-going updates.
- Details for printed program gathered by Operations. DGE photos, speaker photos/bios NCPETS chair message, agenda, room locations, facilitator names, team list, etc.
- Edits prepared for printer by Operations to create draft to be reviewed by NCPETS team.

## January

- International Assembly—DGEs report new Rotary Year theme & site of new videos suitable for NCPETS
- Secretary & Vice Chair begin draft of Minute by Minute
- Facilitator training via webinar by Education Chair Jan-Feb. (2 sessions)
- Education Chair & Technology Chair coordinate session slides. webinar with facilitators - confirm assignments; send assignments to program coordinator
- Spring survey is reviewed and ready to be sent out directly after NCPETS

## February

- Early February printed program final for printer
- Final push for registrants.
- Finalize of Minute-by-Minute in collaboration with Technology, Chair
- Education Chair: 2nd webinar; request technology needs for sessions with technology. coordinator; request materials for sessions from administrators.
- Deadline for all technology requirements for event (Videos and PowerPoint)
- Communicate with catering re: attendance numbers, meal details. If reserved seating for meals, convey to DGEs, others involved plus site manager. If table numbers are used for seating locations, make sure numbers are not also used by caterer for serving order. Can cause confusion.
- Finalize signage with venues, hospitality chair.
- Selected Executive Team member visits another multi-district PETS in February or March