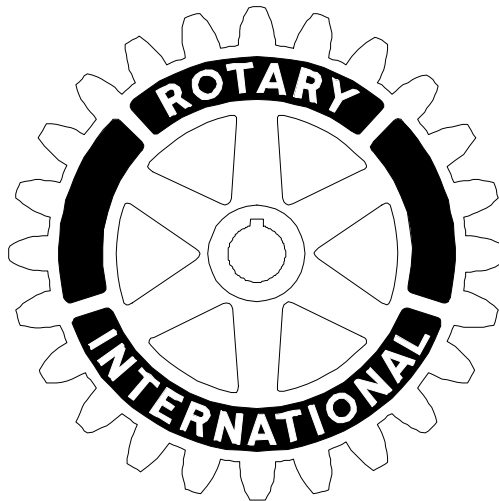


ALL OHIO PETS

STANDARD OPERATING PROCEDURES



The following are the standard operating procedures for the ALL OHIO PETS Steering Committee. This program is for the Rotary Club incoming Presidents for the districts in Ohio.

Revised 2003
Website: www.allohiopets.org

Duties of the General Chair

1. Preside at all meetings of the Steering Committee. Provide notebooks and current SOP (3 hole punched) for each member of the Steering Committee.
2. Send out all meeting notices, six weeks in advance.
3. Appoint a Vice Chair, Recording Secretary, Treasurer, and Critique Chair-**prior** to the first planning meeting. (Vice-chair should be from the District that will be General Chair the following year.)
5. Assist the Treasurer in preparation of the budget with the Facilities Chairman.
6. Prepare and distribute a Steering Committee Directory, including; names, addresses, all phone numbers, including fax and e-mail.
7. Present questions for discussion on possible changes in the format or programs of the All Ohio PETS based upon the critique sheets of the previous year, or from members of the committee forming the All Ohio PETS Steering Committee.
8. Prepare two letters for mailing and one welcoming letter to be included with other registration material. Operations will do the mailing.

The first letter is sent to the current club president and current AGs announcing the All Ohio PETS and directing them to pass the information onto the President-elect.

The second letter is sent to the President-elect, AGs, DGEs and all committee members along with Registration forms, etc. This letter is to include a tentative agenda, dress code, parking fees, etc.

The third letter is a welcoming letter to be placed in the registration packet.

This should be on PETS official stationary or the PDG stationary.

These letters are to be given to the Operations Chair for printing and mailing. The first letter should be sent out at least twelve (12) weeks in advance. The second letter to the PE should be sent out at least nine (9) weeks in advance. Timing is to be established in conjunction with the Registration Committee and considers the actual dates for the Seminar.

9. Review hotel arrangements in conjunction with the Facilities Chair, and the Treasurer.
10. Contact each of the RI Directors of the two Zones to which Ohio districts belong and invite them and their partner to the All Ohio PETS. If a prominent speaker from RI is desired, the General Chair should ask the RI Director to make the arrangements.
11. Write formal letters of invitation to RI dignitaries attending, including background information on All Ohio PETS, if necessary. The Treasurer will pay expenses and the cost of the gifts for RI dignitaries from the PETS receipts. The Facilities Chair shall make arrangements with the hotel for amenities.

13. Appoint an appropriate Current District Governor and partner to serve as aides to the Director and partner in attendance. If an official, other than a Director, is attending make certain that arrangements are explained to the individual prior to their arrival.
12. If verbal requests do not seem to be sufficient, write a letter to the DGE, asking for labels for the Presidents Elect.
1. Write a follow up letter to the current District Governor for a final effort to encourage attendance by all incoming Presidents. (If needed)
2. The General Chair should preside at two plenary sessions, Saturday morning and Saturday afternoon. The General Chair may designate someone else, if they desire. If there is a speaker from RI, other than the Director, the Director should be invited to make the introduction. The General Chair should determine the seating.
3. The General Chair shall ensure that the keynote speaker(s) is/are treated appropriately. This includes assignment of aides for the speaker(s) and spouse, arrangement for transportation, hotel accommodations including fresh fruit and flowers in the room. Arrange this through the Facilities Chair.
4. Preside at the Evaluation Session of All Ohio PETS. Hear report from Critique Chair and discuss changes as indicated.
5. Establish Steering Committee dates for the following year in conjunction with the incoming General Chair and Facilities Chair. This is usually done at the time of the critique session. Generally, there are three meetings scheduled. The first meeting is held the second week in September, the second meeting during the second week of November and the third in early January. If the current or incoming General Chair feels it is necessary, they can choose another meeting time, prior to September or before PETS. Traditionally these meetings are held at 10:00 A.M.-Noon, at the site for the All Ohio PETS.
6. Write thank you letters to all committee chairs and to the visiting Rotary dignitaries for their contributions to the success of the Institute.
7.

Rotation for	2004	2005	2006
General Chair	6630	6600	6650
Operations	6600	6650	6690
Program	6650	6690	6670
Registration	6690	6670	6630
Sgt. at Arms	6670	6630	6600
8. The General Chair is responsible for the Spouse/Partner Program in its entirety.
21. The General Chair will assign an appropriate dignitary to officiate at the Commissioning Ceremony.
22. The GC shall provide the dates and venue for surrounding PETS for the benefit of those Presidents-elect that cannot attend All Ohio PETS.

Duties of Operations

The Operations Committee is assigned the responsibility for the procurement of all printing, supplies and services for PETS, except for the hotel and food service. ***On a mutually agreed basis, it is permissible to exchange responsibilities between committees...with approval and knowledge of the GC and committee.**

*List of suggested print items: Leadership Guide, The Glorious Burden, and other items as designated by the DGE and/or committee.

1. Obtain names, addresses; phone numbers (including fax and e-mail) for each district, from the General Chair.
1. Order Institute letterhead and envelopes, when needed. **(Often the General Chair will use their District Governor stationary for their letters.)**
1. Obtain gummed address labels of all **current** Presidents and President's-Elect from the DGs and DGEs. Preferably Avery 5160.
2. Obtain gummed mailing labels for Assistant Governors that will serve as a DL. Preferably Avery 5160.
3. Based on inventory conducted by the Registration Committee, order name badges.
*** Registration may choose to order...confirm this between the two committees.**
4. Mail out the first letter at a time chosen by the committee explaining the All Ohio PETS. The General Chair will prepare the letter. The letter will be mailed to the current president with the request to pass it on to the PE.
1. Operations will have the following material printed:
 - I. Letters by the General Chairperson
 - d) Letter to Current club president announcing the Seminar.
 - e) Letter to PE to be included with mailing of registration materials.
(Includes dress code, hotel information, registration is to be color coded, tentative agenda.)
 - f) Letter of Welcome to be included in registration envelope (at the hotel)
 - V. Mailing Envelopes:
 - f) Number 10 business envelopes with preprinted return address ready for club president's gummed labels used to mail first letter of General Chair.
 - g) Number 9 business envelopes with preprinted return address of the Registration Committee to return the registration form. ***Registration may print-confirm.**
 - h) Size 10 business envelopes for mailing the registration packet to the club president elect, discussion leaders and the steering committee. These envelopes will have the return address preprinted for the Operations Committee and are ready for the gummed address labels for the PEs, Discussion Leaders and Steering Committee. ***Registration may choose to do this-confirm.**

III. Registration forms: Master supplied by registration committee.
Shall be printed on different color paper, as listed below.

**6600 Blue, 6630 Pink, 6650 Green, 6670 Gray, 6690 Yellow
AGs Orange, Committee members White**

- a) Map showing route to hotel, unless furnished by the *hotel. (*Map provided)
 - b) Meal Tickets, if required. Yellow for Fish and green for Vegetarian
 - c) The materials that are used for support material by the speakers. Copies to be furnished to discussion leaders, committee and PEs. **Print copy to be furnished by presenters. TBD by District Trainers.**
8. The second mailing, should include the PETS registration form, hotel registration form, map to the hotel, Program summary form, return envelope, and any other materials directed by the General Chair.
All material shall be mailed to the PEs, AGs, Steering Committee members, Discussion leaders and invited guests.
10. Purchase binders for the discussion leaders, preferably a different color. Five eighths (5/8) works well. **As determined by the District Trainers.**

10. The Operations Committee will mail the following items:

NOTE: All mailings will include the committee members, AGs, DGs and DGEs.

- i) Letter to current Presidents announcing All Ohio PETS.
 - j) Letter to Presidents Elect including registration package.
 - k) Follow up mailings of registration package in response to "I didn't get mine, it must be lost in the mail". Provide additional registration packages to the Registration committee for the "late late" people.
11. The Operations Committee will receive the following mailing labels:
- j) Current Club Presidents-two sets by each **current** Governor.
 - k) President Elect label-5 sets supplied by the DGE, including AGs. Two sets of these will go to the Registration Committee for their use.
 - l) Discussion leaders-three sets supplied by the DGE. One set to be given to the Registration committee, 2 sets to Operations. DL will be the AG group recommended by the DGE.
 - m) Seminar Steering Committee-three sets plus two sets required by the General Chair for mailing meeting notices, minutes and other communications. General Chair will delegate as to who furnishes these labels. Two sets to be forwarded to Registration Chairman.
 - n) Operations shall provide signs for each DGE, Registration and Treasurer. The poles for these signs will be provided by the Facilities Chair.

Duties of the Program Chair

2. Collect and organize all information and scheduling material that will appear in the printed program. This requires continuous communication with the chairs of all PETS areas, the Steering Committee members and the DGE of the five Ohio districts.
3. Contact speakers and presenters for confirmation of assignments and obtain accurate biographical information for inclusion in the program, **in conjunction with the General Chair. Pass the information onto the convener for each session.**
5. Assemble the list of Discussion Leaders as submitted by the Governors-Elect. Submit the size and names of the clubs of their districts to assist in the clustering of the discussion groups. It is imperative that the DGE submit these lists as early as possible in the planning process, **not later than the second meeting-in conjunction with the Registration Committee.**
 - b) The lists must include names, addresses, phone(s) and fax, and email information.
 - c) Governors-Elect will be informed as to the number of discussion leaders needed and the size of the clubs that they should represent.
7. Assign Discussion Leaders to Cluster groups, attempting to match the Discussion leader's club size with the size of the clubs represented in the cluster. **Assign rooms for clusters as a joint responsibility with the Registration Committee.**
6. Assign space for all sessions in cooperation with the General Chair, Registration Chair, and the Facilities Chair, if possible, cluster rooms and discussion leaders should be assigned by the time of the January meeting of the Steering Committee.
9. Handle all mailings of **instructional material** to Discussion Leaders. Mailing should be completed by January. **TBD by Facilitator Trainer(s).**
7. Work with the Chair of the Partners Program. **Be aware of both genders.**
8. Prepare a tentative time schedule for PETS to be submitted to the full Steering Committee by the second planning session for review, modification and ultimate final approval.
12. Prepare and print a **program summary, including partner program** to be included in the mailing that also includes registration materials.
15. Prepare final copy of the program, computer generated. Program will have an appropriate cover, contain the dignitaries' pictures and bio, and have an easy to read format for PE and Partner Program.
16. Arrange training sessions for Discussion Leaders, with the assistance of the DT .

12. Write a thank you note following the PETS to presenters, keynote speakers, DLs, and any other program participants not contacted in a similar letter from the General Chair. *This is a simple, but important courtesy, not to be overlooked.*
13. Order a large, lengthwise theme banner, for use in the main plenary hall.

Duties of the Registration Committee

1. Review registration forms previously used. Update forms with new fee schedule, meal prices etc. When complete, **by the second meeting**, submit to the Steering Committee for approval. When approved, proceed to print. (Unless the Operations Chair will print) Registration should have at least 75 blanks on hand for last minute use.

**6600 Blue, 6630 Pink, 6650 Green, 6670 Gray, 6690 Yellow
AGs Orange, Committee members White**

2. Receive completed registration forms. Summarize totals from each district with names, clubs' identifications, meal counts, (**what the meal choice is**) and breakdown on the participants: PEs, PDGs, DGs, DGEs, DLs, AGs, committee, partners and others.
 - a) Send an email summary, weekly, to the DG, the DGE, AGs and General Chair or others as requested. The weekly summary is extremely important and should be given special attention to accomplish. A weekly summary is to be sent to the Facilities Chair. **Send daily the last two weeks.**
3. Acknowledge each registrant with a reply. A preprinted postcard and mailing label can be used. In such a case, the registration committee will provide/print the postcard and an additional set of labels for staff, DL's, and PE, etc.
4. Order needed name badges, ribbons and registration packet envelopes. Name badges are to be of the size that will allow for the **largest possible first name** to be printed in bold.
5. Work with the Program Chair in organizing clusters and with the General Chair in assigning rooms.
6. Complete registration packets will include the following items: Badges; PE and partner, program(s), Welcome letter, meal tickets for fish or vegetarian, and **any information agreed upon by all DGEs**. Packets should be boxed by district and placed in "alpha order" by club name.
 - a) Packets having a "Balance due" or refund should be given to the PETS Treasurer. The Treasurer **will be located at a separate table to handle these transactions**. To assist those that pass out the envelopes, balance due envelopes should have a "flag" to help identify them and send them to the Treasurer's location.
7. Record checks, money orders, Visa/MC, etc. and forward them to the PETS Treasurer for a weekly deposit.
8. On Friday and Saturday of PETS, give each District Registration Box to the DGE and their partner for dispensing of the packets. The Registration Chair will sit with the Treasurer to collect unpaid fees and sign in last minute arrivals. **Registration will provide a computer and printer to accomplish all needs for late registration. (Remember to bring the printer driver)**

9. Prepare final tally of registrants by PEs, PDGs, Partners, DGs, AGs and others. Make available to each DGE and DG and to the General Chair. Prepare a list of all clubs not in attendance or not represented. Give the list to each DGE so as to allow them to contact the clubs as soon as possible, following PETS.
10. Give or mail all unpaid bills to the Treasurer and settle all accounts as soon as time permits.
11. Turn over all unused materials to the Steering Committee Chair of the District responsible for Registration at the next PETS.
12. **Pre-assign all PEs** to cluster groups. Be sure that the DL's receive the appropriate list for their group.

Duties of the Sergeant at Arms

Obtain a working list of volunteers for these duties, as far in advance of PETS as possible.

1. Place easels and signs provided by the DGE at each meeting group for Plenary Sessions and Discussion Clusters to guide attendees to the proper location. Retrieve signs at the end of the day and/or end of the PETS. Know the program and hotel layout. Return to the respective DGE.
2. Assign at least one member at **each entrance** as a greeter, near the hotel registration, the escalator, top and bottom.
4. Assign one member of the committee to be responsible for the Partners Program and to answer any questions concerning the program. Be available to go for other resources/needs. Work with the Partners Program Chair.
5. Have two Sgt. at Arms at the Registration Desk Friday afternoon and all day Saturday.
6. Have a committee of six to eight Rotarians that can be depended upon to serve as Sgt. These will be used from the pool of AGs not serving in other capacities.
7. Confirm with the Operations Chair to make sure enough Sgt. at Arms orange vests are available. (15-16 is sufficient) Provide a Rotary bell for the head table.
8. Attendee counts at all sessions of the Seminar shall be the duty of the Sgt. at Arms including counts in the Plenary Sessions and the Discussion Clusters. The Sgt. at Arms Chair is responsible for informing the General Chair of any “housekeeping” announcements that need to be made to the attendees.
 - a) It is imperative that accurate counts be taken at all of the meal functions. The count is to be confirmed with the hotel and the Institute. A copy for the General Chair and Hotel Liaison.
9. Be responsible for positioning place cards on tables at Plenary Sessions. “Cardboard tents” and markers should be provided for use in the Discussion Clusters. Those attending will make their own name card. Submit request to Operations for materials. **Suggested paper is card stock (67 LB), markers, black and broad for easy reading.**
10. Check before each general session to make certain that a lectern has been provided, if required, check to be sure that the microphone is turned on and working. Check each of the rooms where the District Dinners/meetings will be held. Determine if they require any A/V. Determine the location and method for dimming lights, if required.
11. Collect and turn over to incoming Sgt. at Arms Chair; signs, vests, pens and any other materials provided.

Duties of District Governor-Elect

1. Attend and participate in **ALL** Steering Committee meetings.
2. Be sure that the DGN and DGND attends all planning meetings.
3. Provide the necessary labels to every Chair, as needed. Avery 5160 preferred.
4. Have the Assistant Governors in place for the year of service by the second meeting. Have labels prepared for them.

*Purchase binders for the PE workbook. Two-inch binders work well. White is the color for the binder. The inserts (front and spine) will follow the same color scheme as for registration. Operations will print.

6600 Blue 6630 Pink 6650 Green 6670 Gray 6690 Yellow AG Orange

5. Assign a PDG, from their district, to serve as Chair of the committee assigned for that year. RI suggests that it can any PDG that the DGE feels is the best for the job.
6. Help organize what materials will be in the PE notebook.
 - a) Suggested items include: Rotary Leadership Guide, The Glorious Burden
 - b) "What is Rotary"
 - c) ABC's of Rotary, if available
 - d) The Rotary Foundation Facts
 - e) A Guide to Annual Giving
 - f) Recognition and Contribution form
 - g) Recognition Transfer Request form
 - h) TRF Mission, Two needs, Two Ways of Giving
 - i) Benefactor Commitment card
 - j) Sustaining Member card
 - k) The RI Catalog
 - l) Information on the RI website and its use
 - m) Any other information as agreed by all five DGEs
 - n) Russell Hampton catalog and others that are procured
 - o) ***Personal letter from each DGE***
7. **Actively promote the attendance of every PE.** If the PE cannot attend, encourage an alternate to attend for the benefit of information and training.
8. Encourage the Rotary Club to pay the expenses for the PE and partner to attend the All Ohio PETS program, including registration, meals and hotel. *As recommended by their district guidelines.
9. Promote and encourage the attendance of partners of the PE to attend and participate.
10. Have the spouse of the DGE prepared to participate in the planning and/or execution of the Partners Program.
11. Provide three easels, "post it" paper for the easel.

12. Have spouse (where applicable) write letter to spouse/partner inviting them to participate.
13. Provide pins for the Commissioning Ceremony...for PE and spouse.
14. The DGE will determine the program content, with advice from the Steering Committee; all decisions by the DGE will be final.
15. Each DGE shall order additional materials as required, for their district, from RI in a timely fashion. This will cover for all AGs, and any other pertinent personnel in their respective district.

Duties of the Facilities Chairman

1. The Facilities Chair will negotiate all contracts with the PETS venue and any other facility required for meeting space. The space will be for the usual requirements based upon the needs of the committee. This will cover all meetings for the Steering Committee as well as for the actual PETS Program. The FC shall investigate and suggest venues for future PETS.
2. The FC may appoint an assistant.
3. The FC shall contract, for the best rates, two to three years in advance.
4. There will be a continental breakfast arranged for each Steering Committee meeting.
5. Upon request of the General Chair, the Facilities Chair will request lunch for the committee, charges to be covered by the PETS Treasury. (This is done when there is an extended meeting schedule)
6. The Facilities Chair will arrange for all sleeping rooms needed by the guest speakers. Arrangements will be made for all amenities for each guest speaker. Smoking and non-smoking will be assigned by request. Any other special needs/requests will be handled. The General Chair shall inform the FC of the arrival and departure times of all dignitaries, as early as possible.
7. With approval for the meal selection, the FC shall order accordingly. Timing and food selection will be based upon consideration of any religious holiday, the program, etc.
8. The FC will make all arrangements for all food and beverage to be served during the conference. Breaks and their number will be decided by the Steering Committee and program.
9. The FC shall coordinate all needs of the DGE, A/V equipment, registration tables, chairs, baskets, etc. The fees for such needs are to be paid by each District. The FC shall coordinate all tables, signs, etc. needed for Registration and Treasury, with the hotel. The FC will coordinate the needs of the speakers, A/V, lighting, etc.; PETS treasury will pay for those needs.
10. The FC will coordinate with the RI Merchandise Vendors, for their attendance, fees to be paid, electrical needs, etc.
11. The FC meets with all key hotel personnel for the purpose of explaining the PETS program, having knowledge as to who will assist in the various needs during the weekend. The FC is the only person authorized to request items from the hotel staff; that will require or incur any fees, changing of the contract or other items deemed the responsibility of the FC.
12. The FC will review every detail of the PETS program invoice; make corrections or amendments, as needed. The bill will not be forwarded to the Treasurer until such corrections are made.

