
The Moose



OFFICERS' & COMMITTEEMEN'S HANDBOOK

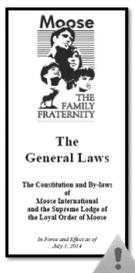
**The General Laws of The Moose shall prevail
in case of any conflict with this handbook.**

Recent Changes	
<p>Updated in accordance with 2014 General Laws</p> <ul style="list-style-type: none"> - Board of Officers Total (9 vs. 7 and related accountabilities) - Revised Definition of ‘Qualified Guest’ - Cross Sponsorship 	<p>12/1/14</p> 
<p>Updated in accordance with General Laws changes effective 8/1/2019</p> <ul style="list-style-type: none"> - Auditing Committee has been changed to “Financial Review Committee” -The term audit(n) will also be changed to “financial review” or “review” and audit(v) will be changed to review 	
<p>Updated in accordance with General Law changes effective 5/1/2021</p> <ul style="list-style-type: none"> -Title changes – including the Lodge Board of Officers, The Supreme Council, the General Governor, the Director General, and the Loyal Order of the Moose -Elimination of the House Committee and addition of the executive session to Board of Officers meetings - Adoption of a unified Moose membership where men and women have equal rights, privileges, opportunities and a vote in lodge business and activities -All Moose Lodges and their membership will be members of their local associations 	

At the 2014 Annual Meeting of the Supreme Lodge, it was approved that a lodge may elect to eliminate two of the trustees for a total of seven officers on the Board. The Chief Compliance Office should be contacted for information on the process to transition to seven officers and obtain the required dispensation for such a transition.

At the 2019 Annual Meeting of the Supreme Lodge, it was approved that the Auditing Committee shall be renamed Financial Review Committee. Any reference to an audit will be changed to financial review.

At the 2020 Annual Meeting of the Supreme Lodge, delegates voted to pass a set of General Law Amendments that create a new and unified Moose membership where all members, male and female, have equal opportunities, rights and privileges within the lodge. The vote also included title changes and the elimination of the House Committee.



This symbol will appear adjacent to sections where this guide refers to nine officers and/or the revised *General Laws* provide for alternate procedures, duties or responsibilities if a lodge utilizes only seven officers. Any questions regarding the 7-officer information may be found in the *General Laws*, or questions may be directed to the Chief Compliance Office.

Table of Contents

FRATERNAL OPERATIONS	8
Mission Of The Moose	8
The Lodge	8
Incorporation.....	8
THE BOARD OF OFFICERS.....	8
General Responsibilities Of The Officers	9
Compensation Of Officers	9
Legal Operation And Taxes	9
Insurance	10
Real Estate Transactions	11
Reading Publications And Correspondence	11
Attending Meetings.....	12
Meeting Rules	12
The Officers' Meeting	13
The Lodge Meeting	17
Specific Duties Of The Officers	19
Voting Officers	19
President	19
Vice President.....	20
Chaplain.....	20
Junior Past President.....	21
Administrator.....	21
Changes in Administrator	22
Treasurer	23
Trustees	24
Appointed Officers (Non-Voting)	24
Sergeant-at-Arms	24
Inner Guard	24
Outer Guard.....	24
COMMITTEES AND ACTIVITIES	25

General Responsibilities Of The Chairmen 25

Finances 25

Committee Meetings 26

Standing Committees..... 26

 Membership Committee 27

 Application Review Committee 28

 Financial Review Committee 29

 Moose Charities Committee 30

 Activities Committee..... 31

 Moose Heart of the Community Committee 32

 Communications Committee 35

 Lodge Moose Legion Committee 36

 Loss Prevention Committee 37

 Government Relations Committee 37

 Ritual Committee..... 38

Special Committees 39

 Nominating and Election Committees 39

 "Moose Of The Year" Selection Committee 39

 Historical Committee 40

 Other Special Committees..... 41

 Activity Groups 41

SOCIAL QUARTERS OPERATIONS..... 42

Rules And Regulations 42

 Hours of Operation 42

 Decorum and Disciplinary Actions 43

Board of Officers Meetings..... 43

 Provide and Enforce Rules – Smoking Policy 44

 Social Quarters Weekly Envelopes..... 44

 Approving Payment of Bills 44

 Monthly Social Quarters Report 45

 Analysis of Sales Volume and Costs 46

 Inventory and Cost Control 47

Inspections.....	48
Social Quarters Manager	49
Employee Supervision	49
Social Quarters Employees.....	50
Employee Appearance.....	50
Courtesy	50
Service	51
Cleanliness.....	51
Handling Cash and Merchandise.....	51
Dues and Fees Collections	53
Decorum and Serving Alcohol.....	53
MOOSE INTERNATIONAL	55
Departments And Their Functions.....	55
Department of the Chief Executive Officer	55
Membership Department	55
Marketing/Communications Department	56
Activities Department.....	56
Ritual & Higher Degrees Department.....	57
Finance Department	57
Office of the General Counsel	57
Risk Management Department	57
Department of Information Systems	58
Catalog Sales.....	58
The Chief Compliance Office.....	59
Women Of The Moose	60
The Annual International Moose Convention	61
State And Provincial Associations.....	61
ABOUT THE FRATERNITY	62
The Moose.....	62
Why the Moose?.....	62
Qualifications For Membership	63

Degrees Of The Moose..... 64

- Moose Legion Degree of Service 64
- Fellowship Degree of Honor 64
- Pilgrim Degree of Merit..... 64
- Councils of Higher Degree..... 65

About Mooseheart..... 66

About Moosehaven 67

About Moose Charities..... 68

Answers to Some Frequently Asked Questions 69

OFFICERS' AND COMMITTEEMEN'S HANDBOOK



This handbook is written expressly for Lodge Officers and Committeemen.

Who, what and why The Moose? These questions can be answered in the following statement:

The Moose is an international organization of men and women, dedicated to caring for young and old, bringing communities closer together and celebrating life.

The information in this handbook will help you, as a leader in The Moose, to fully understand your role in bringing this statement to life successfully.

To the President:

Excellence in leadership is a subject that is frequently discussed throughout all types of organizations today. There is a deep and constant need for leadership in public, private, and social organizations, including The Moose.

Excellent leaders have been studied, surveyed, and interviewed in an effort to learn and define what makes them effective at leading others. While the list of skills and qualities might look overwhelming, we believe that effective leadership comes down to these areas:

1. **Knowledge** – of your organization, its mission, and its practices; of your people's strengths and talents; and about the changing world around the organization.
2. **Vision** – the ability to use your knowledge and experience to see how things can be improved.
3. **Motivation and Inspiration** – the determination to move forward and the ability to communicate and influence others to follow the same path.

This handbook was written to help you begin your journey as a leader. *It is not meant to be a complete manual* (an entire book could be written about any one subject contained herein), but it will add a general background of fraternal knowledge.

Great leaders surround themselves with other leaders. The other elected officers on your Board will also add to their knowledge by reading every page. The committee chairmen you appoint should read the section on "Committees and Activities" as well as the text that appears under the title of their particular committee. You may wish to order extra handbooks or copy the specific areas pertinent to each officer or committeeman.

Being elected President of your Lodge was an expression of confidence, by the membership, in your ability to lead. Others "voted" to follow you. Whether you reach the fullest measure of your leadership potential will depend on your willingness to re-earn those "votes" every time you preside at a meeting, attend a Lodge function, or just simply visit with members in the Social Quarters. Continually increase your knowledge, develop your vision, and inspire others to follow you to improve the fraternal programs within your Lodge.

Have a successful and satisfying journey!

FRATERNAL OPERATIONS

Mission of the Moose

The mission of our organization is to strive for excellence in four areas:

1. To promote a fraternal program and community service opportunities within our Lodge system;
2. To provide a family environment and education for children in need and in residence at Mooseheart, Illinois;
3. To provide for the needs of senior members at Moosehaven, in Orange Park, Florida.
4. To promote membership growth and financially strengthen our fraternity.

The Lodge

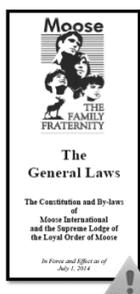
The Charter grants each Lodge permission to operate as a unit of The Moose. As such, every member has taken an obligation (oath) to be bound together in fraternal service to each other and the organization, and to abide by The General Laws – The Constitution and bylaws of Moose International and The Moose, as well as the bylaws of the Lodge of which they are a member.

Incorporation

The General Laws require that each Lodge of The Moose, with the exception of Moose Service Centers, incorporate in compliance with our fraternal regulations and the regulations of the State or Province where the Lodge is located. A copy of the Articles of Incorporation should be maintained in the Lodge's files and no changes shall be made to them without prior approval of the General Counsel. Lodges should, at least yearly, verify their corporate status with their Secretary of State or their Provincial governing body.

As a corporation, each Lodge is a legal entity, with a Board of Directors with certain legal obligations in addition to the fraternal obligations accepted by its members. The Lodge Board of Officers also serves as the Board of Directors of the corporation.

THE BOARD OF OFFICERS



The Board of Officers of a Moose Lodge is composed of nine Officers: the Junior Past President and eight elected members. The eight are, by title: President, Vice President, Chaplain, Administrator, Treasurer, and the three Trustees. Each officer has one vote.

At the 2014 Annual Meeting of the Supreme Lodge, it was approved that a Lodge may elect to eliminate two of the trustees for a total of seven officers on the Board. The Chief Compliance Office should be contacted for information on the process to transition to seven officers and obtain the required dispensation for such a transition.

Officers are required to be installed and take an additional obligation before assuming office. The installation ceremony recites the key responsibilities and duties of each officer, elected and appointed. The General Laws enumerate the specific duties of each office, which are further described in sections of this handbook.

General Responsibilities of the Officers

The responsibilities of leadership rest upon all of the officers. They must recognize that their duties and responsibilities go far beyond merely occupying a chair in the Lodge room and performing the duties, which are described in this book and the General Laws. All officers must accept the responsibility to devote their best efforts to improve the financial security of the Lodge, to retain the present membership, and to secure an increase in new members – in short, to do everything consistent with the welfare of the Lodge.

Compensation of Officers

The General Laws of The Moose strictly prohibit the compensation of any elected officer, except the Administrator. The Junior Past President may be compensated for service provided to the Social Quarters or Lodge, but not for any activity in fulfillment of his duties as Junior Past President. Compensation includes tips, gratuities, free drinks, free meals, etc. This regulation should be observed both to the letter and spirit of the law.

An Administrator is entitled to compensation as determined by the Board of Officers and Lodge membership. Additionally, if they are employed as the Social Quarters Manager, they may also be paid a salary as fixed by the Board of Officers, and paid from Social Quarters funds. All payments are subject to required tax withholdings.

Legal Operation and Taxes

It is the responsibility of the officers to protect the interests and property of the Lodge and to abide at all times by the laws of the community, state, provincial, and federal governments. As officers, the Board holds the assets of the Lodge/corporation “in trust” for the fraternity. This concept is called “fiduciary” responsibility. Lodge assets belong to the corporation and are not the property of the individual members.

The Internal Revenue Service (IRS) under Section 501(c) (8), Fraternal Beneficial Societies and Associations, classifies Moose International as a not-for-profit organization. As a chartered unit of Moose International, United States Lodges enjoy the benefits of Moose International’s IRS designation. This classification provides benefits of exemption from federal income taxes, within certain limitations and rules. However, the Lodge is still subject to IRS reporting, and state and local taxation. Therefore, the subject of taxes should receive the periodic attention of the officers.

Some of the taxes and tax reports that most Lodge officers should be concerned with are: Social Security, Withholding Taxes, Real Estate Taxes, Personal Property Taxes, Sales Tax, and Unemployment Taxes, along with the appropriate version of IRS Form 990 which is an informational return, not a “tax return.” Instructions are available on the Moose International website at www.mooseintl.org.

Individual states, local governments and Canada may have additional and/or different tax reporting and remittance requirements. It is the responsibility of the officers to familiarize themselves, and ensure the Lodge remains in compliance, with all applicable taxes, permitting and licensing requirements in their locale.

Insurance

The Risk Management Department at Moose International, Inc. administers the Risk Pool Program. Pursuant to Section 46.9 of the General Laws, the program has been established to provide indemnity for losses of various Lodges, Chapters and other units of the Fraternity. This is commonly referred to as the "Risk Pool". The Risk Pool provides General Liability Coverage and Liquor Liability Coverage for all Fraternal Units. Directors and Officers Coverage for all Fraternal Units also is provided through the Risk Pool.

Pursuant to Section 46.9 of the General Laws, all Lodges, Chapters, and other Fraternal Units shall maintain insurance coverage as listed below.

- Employee Theft Coverage (also known as Fidelity Bond) is required of all Fraternal Units.
- Property/Fire Insurance (Building and Contents) is required of all Lodges having a Moose Home.
- Workers' Compensation is required of all Lodges having employees.

**Please note: Volunteers may be seen as employees in some states; please review state laws.*

The Employee Theft coverage, the Property/Fire Insurance and the Workers' Compensation may be purchased from any insurance company rated A- or better by Best's (unless there is a state or provincial mandated Workers' Compensation fund in the Lodge's state or province through which the coverage must be purchased.)

Hall Rental Insurance must be purchased when renting your Lodge hall, property, or facilities either for a fixed amount or gratis (no fee) at which alcohol is being served, sold, given away or consumed during such rental. The Hall Rental Insurance must be purchased from an insurance company designated by the Risk Management Department.

The Risk Management Department can provide specific information and guidance on these insurance requirements, including Certificates of Insurance. They may be reached at 630-859-6615.

.

Real Estate Transactions



All transactions involving real estate, including leasing, remodeling, purchasing, sale, or building of a Lodge home require a dispensation from the Chief Compliance Office before they may be legally undertaken. The action desired by the Board of Officers must be stated in a resolution and submitted to the members of the Lodge at a special meeting.

The special meeting requires seven days advance written notice to the members, excluding the day of the mailing and the day of the meeting. In accordance with the General Laws of The Moose, this communication may be an electronic communication. Upon adoption of the resolution, a completed and signed copy is sent to the Chief Compliance Office, along with complete details as to the proposal under consideration. (The fax number is 630-966-2208.) A copy of the resolution will be returned for the Lodge's permanent files. Under no circumstances should any definite or binding commitments be made before the Chief Compliance Officer's permission is received in writing.

Reading Publications and Correspondence



The Moose Leader, electronically sent on a quarterly basis, is an official publication intended for the fraternal education of the leaders of our fraternity, including Lodge officers. It is one way Board members have of learning more about their particular jobs and keeping abreast of changes in our organization. Each officer and committeeman should carefully study *Moose Leader* publications. Pertinent information should be read at Board and Lodge meetings, along with bulletins, quarterly mailings and correspondence sent to the Lodge or individual Board members. Please make sure all Board members have a current email address in their "My Membership Record" via Moose International's Website, www.mooseintl.org.

Moose International's Website, www.mooseintl.org is an important line of communication between headquarters and every Lodge. This is where information from headquarters will appear first, and some important information may *only* appear there. We feel it is becoming imperative for at least one member, and preferably more, of the Board of Officers to review the Website on at least a weekly basis. In the future this may be the primary, if not the *only* means of communication between Moose International and the Fraternal Units. Make www.mooseintl.org a habit!

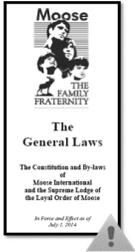
Officers and committeemen should also read *Moose Magazine*, currently mailed to every member's home six times per year. *Moose Magazine* On-line can also be viewed by going to www.mooseintl.org.

Attending Meetings



As with all corporations, the Board is required to hold meetings and keep accurate minutes of those meetings. The General Laws of The Moose specify requirements for meetings of the Board of Officers and the Lodge. See Chapter 42 of the General Laws.

Meetings provide an opportunity to discuss and approve the objectives and actions that the Lodge members choose to pursue. Meetings are also needed to accomplish the routine business of the Lodge. At least two Board of Officers' meetings and two regular Lodge meetings of the general membership must be held each month.



It is important that all nine voting officers attend and participate in the required meetings. Any elected officer missing any combination of three meetings of the Lodge (regular meetings, special meetings, Board of Officers, or Lodge Enrollment Ceremonies) without being excused by the presiding officer may have his office declared vacant.

At Board meetings, officers make regular reports on the specific duties assigned to them. Reports, especially those on the financial activity and welfare of the Lodge, must be thoroughly reviewed and discussed. The Board will also consider and vote on recommendations for activities and expenditures that will be placed before the general membership, for approval, at a regular Lodge meeting.

Meeting Rules

Although any presiding officer should have a fair understanding of the basic principles and rules of Parliamentary Procedure, typically the President of a Moose Lodge is rarely called upon for more than the routine and commonly understood parliamentary decisions. The basic purpose of parliamentary rules is to facilitate group action, not to obstruct it. Here are a few fundamental principles of parliamentary law:

- Justice and courtesy for all;
- The majority rules;
- The minority is entitled to be heard;
- Every proposition, in its proper order, is entitled to full and free debate.

The first rule of Parliamentary Procedure that the presiding officer should learn is to do only one thing at a time. A group can do something only in the form of procedure known as a "motion." Making and disposing of a motion is a fixed procedure:

- A member rises, addresses the presiding officer (usually the President), and is recognized;
 - Only after such recognition may a member propose a motion;
 - The next step is the seconding of a motion. If, after a reasonable length of time, a motion remains un-seconded, the presiding officer declares the motion "dead," and proceeds with the meeting; and asks if there is any discussion.
- If there is a second to the motion, the presiding officer states the motion in full;
 - The members debate or discuss the motion, concluding by "calling for the question;"
 - The presiding officer "puts" the motion to a vote, and then announces the result of that vote. The President, or other officer presiding, never makes or seconds a motion while they are the presiding officer.

Smoking and consumption of alcoholic beverages are prohibited at any official Lodge meeting (Board of Officers, regular membership, enrollment, etc.), hearings, or Commissioner trial.

Electronic recording devices are prohibited at any meeting, hearing, or other fraternal gathering unless allowed by law *and* approved in writing by the Chief Compliance Officer.

The Officers' Meeting

Meetings of the Board of Officers shall be held at least twice each month, and at such other times as, in their judgment, the business of the Lodge requires. If the regular officers' meeting is held in any other place, or at any other time than on the regular meeting night, the President shall notify the Lodge in an open meeting. Any Lodge member may attend the officers' meeting if the board approves, or if invited by the presiding officer.

A majority of the Lodge's officers constitutes a quorum, and may conduct business, including making recommendations for Lodge approval. The President is the presiding officer. The President may (1) vote with the body, (2) cast the deciding vote in the case of a tie or (3) vote creating a tie, thus defeating the motion. The Administrator serves as secretary to the Board and is the Corporate Secretary.



The Administrator shall carefully keep minutes of all officers meetings.

All recommendations of the Board of Officers are subject to approval by the Lodge. The method of submitting the recommendations of the officers for Lodge approval is to read the minutes of the officers meeting under the Order of Business in the Lodge meeting called "Reports of Officers." A simple motion to approve the minutes of the officers meeting and concur in their action, when carried in the Lodge meeting, is sufficient, except actions requiring a separate vote (i.e. an election or the adoption of a resolution, election of Administrator).

Order of Business

The following is a recommended Order of Business for a Board of Officers meeting; subject of course to such adjustments as may be dictated by local or temporary circumstances:

1. Call to Order
2. Roll Call of Officers
3. Executive Session (Recess Officers for executive session {for decorum/disciplinary considerations} if needed)
4. Call Officers' Meeting to Order
5. Minutes of Previous Meeting
6. Report of Sickness and Distress
7. Applications for Membership (Recommend to floor only – no vote needed)
8. Report of Finances
9. Examination of Bills (Recommend to Lodge floor for payment)
10. Analysis of Sales Volume and Costs
11. Inspections
12. Old and New Business
13. Executive Session (Recess Officers' meeting for executive session if needed)
14. Adjournment

Roll Call

Only the President, or presiding officer, may excuse another officer from attendance. An elected officer with three unexcused absences may have their office declared vacant.

Executive Session

The presiding officer shall recess for executive sessions, as needed. Only elected officers and the Jr. Past President shall participate. Executive sessions held at this point in the Board meeting are used to address issues that are specific to disciplinary matters of employees and members. Minutes should be kept separate of the officers' meeting in the strictest of confidence by the Administrator.

Officers' Meeting Call to Order

The presiding officer calls the officers' meeting to order and declares the meeting open for business.

Minutes of Previous Meeting

The Administrator reads the minutes of the previous meeting. This does not include minutes of executive sessions, but it can be stated if one was held at the previous meeting. A call for any additions or corrections is given, followed by a motion to accept.

Reports of Sickness and Distress

The Chaplain visits the sick, disabled and distressed, and coordinates the Service of Tribute for departed members. They shall make a full report of these activities at each Lodge meeting.

Applications for Membership

The Application Review Committee should never vote on an application unless the appropriate fees have been received and properly receipted by the Administrator. The Application Review Committee reports its recommendation (favorable or unfavorable) to the Board of Officers. At least two members of the committee must sign the back of each application. The Board receives the report and makes proper notations in the officers meeting minutes. The Board of Officers does not vote on the application. Applications, which are not found to be "favorable," are not presented on the floor of the Lodge.

When an application is not found to be "favorable," the Board should follow the discreet policy of simply having the Administrator advise the rejected applicant by letter that their application was not approved at this time, but that they may be re-proposed for membership in six months. Their dues and fees should be refunded by check, with no other explanation, as the letter should be brief and to the point. The applicant should never be informed why they were rejected.

Finances

The responsibility for the financial welfare of the Lodge rests squarely upon the shoulders of the officers. The General Laws of The Moose give the officers sufficient controlling power to discharge this responsibility. Occasionally a Lodge may maintain a separate Finance



Committee, but this does not relieve the Board of Officers of the responsibility for the financial well-being of the Lodge. In other words, a Finance Committee would serve only in an advisory capacity.

Each individual officer should approach this task as if they were operating their own business. The quickest method of accurately determining the financial trend in your Lodge is to check the financial reports and observe the trend of the figure that appears on the Balance Sheet's "Total Equity" line. If this figure is decreasing each report period, the Lodge is going backwards financially. If it is growing each report period, the Lodge is going forward financially.

Examination of Bills

While this task is essentially the responsibility of the three Trustees, it is frequently performed by the entire Board of Officers who are collectively charged with the financial well-being of the Lodge. The bills should be carefully examined, and evidence received that the goods or services were delivered. If the bill is found to be in order in all respects, it should be recommended for payment and initialed by the three Trustees. Except for recurrent overhead items, the Lodge ***must*** approve all bills.

Every Lodge *should* have a budget. However, if the Lodge is going backwards financially, or if it is barely holding its own, the necessity of a budget is imperative. Prepare a budget -- then stick to it!

The challenge of building Lodge finances is twofold: (1) curtailing expenses to the lowest possible point; and, (2) developing income to the highest possible point. Consequently, a major responsibility of the officers is to devise and develop new sources of revenue, as well as expanding existing revenue sources to the fullest.

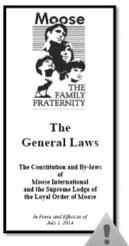
The Board of Officers should make a complete financial analysis of the Lodge at least once each month. Great care should be exercised in incurring financial obligations. No obligation should ever be undertaken unless funds are available. In determining whether or not funds are available, do not merely ask the Administrator "How much money do we have in the bank?" The Lodge may have a rather healthy balance, but the funds comprising that balance may represent trust funds, which cannot be used for operating purposes. (Examples: Government taxes withheld, Endowment Fund collections, and funds for unpaid bills.)

With approval of the Chief Compliance Officer, surplus funds may be invested in insured savings such as savings accounts, Certificates of Deposit or Government Bonds, or in the same manner and under the same regulation and restriction that applies to the investment of funds of The Moose.

Analysis of Sales Volume and Costs

Just as they would in their own businesses, the Board of Officers should be constantly "sales-conscious" and "cost-conscious." Sales trends should be noted and the Board should always be on the alert for ways of stimulating business volume. Operating costs should be surveyed frequently with a view to keeping them at an absolute minimum.

The Board of Officers should watch the slow sales periods during the week. In some instances, volume may drop so low as to make it economically impossible to pay salaries to keep the operation open during such periods. Many large Social Quarters do not open until after noon, whereas others find it profitable to be open for business only on certain nights or



days during the week. In each case, the Board is responsible for being fully aware of the sales trends, and for establishing guidelines to cope with those trends.

Credit may never be extended in the Social Quarters; however, credit cards are considered the same as cash. (*Running a “tab” is legal, as long as the tab is paid on the same day.*)

The matter of cashing worthless checks should be constantly watched by the Board of Officers. The Board should take prompt and effective action – not only to recover losses, but also to see that they do not reoccur. A member’s social privileges may be suspended pending full payment of the check and reasonably assessed fees.

The Board of Officers should always be conscious that full responsibility for the financial operation of the Social Quarters rests squarely upon its shoulders. *Lodge funds shall not be used to operate a Social Quarters.*

Inspections

At least once per month, the Trustees should make a careful first-hand inspection of the quarters, furniture, fixtures, and employees. The objective of the inspection is to ensure that the highest possible state of cleanliness and repair is maintained. Employees should be immaculate about their persons, with particular attention to hands, fingernails, clothing, and uniforms.

Old and New Business

Under this order of business, the officers should consider any unfinished business which may be left over from their previous meetings, or which may have been referred to them at the last Lodge meeting. The President, acting under the General Laws, shall refer to the attention of the Board of Officers any matter of new business brought up at a Lodge meeting. The officers should remember that they must carefully examine the merits of that matter, and report back to the Lodge.

The Administrator should read all official correspondence, including e-mail (especially that from the The Moose) and pertinent articles from publications, including *Moose Leader*. The status of taxes, and other required expenditures, may also be discussed at this time.

Executive Session

Again, if needed, the presiding officer shall recess for executive sessions. Executive sessions called at this point in the meeting are used to address issues that are privileged, private, confidential or sensitive, such as: succession planning, legal issues, litigation, third-party contracts, investigating financial irregularities, adopting or amending employee policies, and hiring and firing employees. Minutes should be kept separate of the officers’ meeting in the strictest of confidence by the Administrator.

Reports of Committees

The Board should regularly hear reports from the standing and special committees. The President may assign certain committee chairmen to report at each Board meeting on a rotating basis, so that all important and current committee business is reviewed at least once a month.



The Lodge Meeting

Responsibility for regularly holding and properly conducting Lodge meetings is primarily that of the President; however, the other officers also share this responsibility, to a certain extent. Lodge meetings must always be started promptly at the scheduled hour. Prior to the Lodge meeting the Sergeant-at-Arms will properly set up the Lodge room, placing chairs, tables, and flag in their proper locations. Paraphernalia will be maintained in a clean and attractive condition. If it is dirty, it should be cleaned. If the paraphernalia is old and tattered, it should be replaced.

Seven members constitute a quorum for a Lodge meeting, provided that a Past President in good standing, the President, Vice President or Chaplain is present to preside. Regular Lodge meetings ***must*** be held as stated in the Lodge's bylaws. If a meeting falls on a major holiday, or on the date of an international or association convention or conference, the Lodge may hold the meeting on an alternative night provided the membership has been given thirty days written advance notice of the meeting change. The meeting ***must*** be held if a presiding officer is present and a quorum exists.

If seven members are present at the appointed hour, or as soon after the scheduled time as seven members are present, the President, or other officer present and entitled to preside, is duty-bound to promptly call a scheduled meeting to order. Under no circumstances may a President or other presiding officer refuse to call a scheduled meeting to order when a quorum is present.

The President should strive to make each meeting as interesting and lively as possible. At the same time, the Order of Business should be expedited. A motion to adjourn, except in cases of emergency, is never in order during a Moose meeting. Political, racial and religious discussions are always out of order in a Moose meeting.



The President's gavel is the emblem of authority in a Lodge meeting. It should be used firmly, but only when necessary and completely without personal prejudice or bias.

The President should ensure that members give their close attention to the business at hand at all times during the meeting. Courteous conduct is required at all times, and members ruled out of order are never to be permitted to continue discussion. Furthermore, a member is never allowed to address the body on any subject without first addressing the chair and being recognized. In rare cases, the presiding officer may exercise their authority to issue a fine for misconduct occurring during the meeting.

Order of Business

The Moose Lodge Handbook – Meetings, Ceremonies and Services of The Moose prescribes a specific order by which business is to be considered and must, unless there are special circumstances, be adhered to by the President or other presiding officer. Discussions on any particular subject should be allowed only under the Order of Business provided for that subject. The President must be especially alert to all matters of new business. Social Quarters' business cannot be discussed at a Lodge meeting.

New business, particularly that involving the expenditure of money, shall be referred directly to the Board of Officers when it is brought up on the floor, and there shall be no further debate or discussion on that subject until the Board has made its investigation and reported to the Lodge. If a member presents an item of new business and concludes their

presentation with a motion on the subject, the President shall declare the motion out of order and refer the item of new business to the attention of the Board of Officers.

The Lodge Meeting shall be conducted as detailed in the handbook. It is each Officer's responsibility to have the Opening and Closing Ceremonies memorized, and the Order of Business must be followed as listed in the Ritual. A meeting that does not incorporate the Enrollment Ceremony or some other special feature should not ordinarily exceed one hour. The Nine O'clock Ceremony must be observed. The Mooseheart/Moosehaven Endowment Fund collection should be taken at all meetings, and following enrollments, the "cradle" should be available for those who wish to contribute.

Following the Opening Ceremony, the Order of Business for regular Lodge meetings is as follows: (Please see *The Moose Lodge Handbook* for specifics.)

1. Reading of minutes of the previous meeting.
2. Communications and notices.
3. Reports of sickness and distress.
4. Ordering of payment for approved bills.
5. Applications for membership.
6. Reports of Standing and Special Committees.
7. Report of Officers meeting.
8. Unfinished business.
9. New business. (For referral to officers.)
10. (Report of Nominating Committee when necessary.)
(Election or Installation of Officers when necessary.)
11. Good of the Order (including remarks of visiting dignitaries or guests when appropriate).
12. Receipts.
13. Nine O'clock Ceremony.

(Special note: Elections, when held at a Lodge meeting, are always the first order of business.)

Special Meetings

The President may, at their discretion, call a special meeting of the Lodge at any time. At special meetings no business shall be transacted except as specifically stated in the call notice sent to the membership.

Special meetings may be called for the purpose of Enrollments, Installation of Officers, changing the day and/or time of regular meetings, transactions involving the Lodge's real estate, proposed changes in dues, etc.

The Administrator shall prepare and mail all notices for a special meeting to all active members of the Lodge at least seven (7) days prior to the special meeting, which shall not count the day of mailing or the day of the special meeting. The notice shall state the special business to be considered and voted on. The notice may be contained in the Lodge Newsletter provided the notice is separate and prominently displayed.

SPECIFIC DUTIES OF THE OFFICERS

Voting Officers

President

The primary objective of the President is to promote the fraternal operation of the Lodge. (Refer to Section 35 in the General Laws.) The President is the President of the corporation. Duties of the President also include:

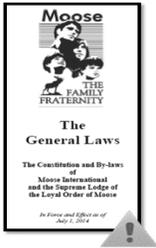
1. Preside at officers', regular, and special Lodge meetings and to maintain order therein;
2. Appoint certain designated officers and the chairmen of all the standing and special committees, except as otherwise provided for by the General Laws, by selecting the best qualified member for the position. Also, to ensure the continuing activity of the committees by appointing such replacements as may be necessary from time to time;
3. Memorize their part of the Opening and Closing ceremonies of The Moose Ritual;
4. Sign authorized checks, but never when blank;
5. Ensure that financial reports are submitted promptly for each required reporting period to Moose International, that the appropriate IRS Form 990 is filed annually (United States Lodges only), and that all tax reports and remittances are mailed to authorities as required by state, provincial, and federal laws;
6. Become familiar with, follow explicitly, and enforce the General Laws of The Moose;
7. Promptly answer correspondence directed to them;
8. Become familiar with *Section 35.10*, as the President may excuse other officers from a Lodge or Board of Officers meeting and they may declare such offices vacant in the event of three absences. In the absence of the President, the presiding officer may excuse other officers;
9. Is prepared to represent the Lodge (on short notice) at functions and before other organizations to make an authoritative and convincing address about The Moose, Mooseheart, Moosehaven, Moose Community Service, and the advantages of Moose membership;
10. Become familiar with parliamentary procedure, and *Robert's Rules of Order*;
11. Carefully read each issue of *Moose Magazine* and the *Moose Leader*; visit the Moose International Website weekly and refer pertinent articles to the Board of Officers or appropriate committees;
12. Strengthen the "team" concept, remembering that they are the presiding and appointing officer, and their leadership nurtures harmony and goodwill;
13. Strive to achieve a gain in membership and financial strength, and qualify for the Premier Lodge Award;
14. Recognize new talent, particularly from among newly enrolled members who may be developed for future leadership;
15. Sign the minutes of all meetings after approval (*Section 36.10*);
16. Serve with the Treasurer and Administrator as custodians of the securities and valuable papers of the Lodge

17. Serve as the representative to The Moose, and as a delegate to State, Territory, or Provincial Association meetings and conventions. All representatives or delegates must attend all sessions and submit a full written report to the Lodge at the first regular meeting following the convention, conference or meeting. (See *Section 46.5* of the General Laws.)

Vice President

The Vice President is the Vice-President of the corporation. Duties of the Vice President include the following:

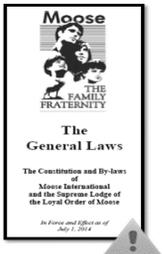
1. Attend Lodge, Board of Officers' meetings, and Executive Sessions, and memorize their part in the Opening Ceremony;
2. Assist in preserving order and decorum in Lodge meetings;
3. Preside at meetings in the absence of the President, and to serve as Acting President, pending an election or appointment, in the event of a vacancy in the Office of President;
4. Assist the President in counting votes when applicable;
5. Remain alert to the responsibilities of the President in preparation for ascending through the chairs.



Chaplain

The duties of the Chaplain include the following:

1. Attend Lodge, Board of Officers meetings, and Executive Sessions, and memorize their part in the Opening Ceremony;
2. Preside in the absence of the President and Vice President;
3. Remain alert to the responsibilities of the President and Vice President in preparation for ascending through the chairs;
4. Serve on the Financial Review Committee, but not as chairman;
5. Visit the sick, disabled, and distressed and make a full report at each Lodge meeting. The Chaplain is responsible for ensuring, upon request of a departed member's family, that a Tribute of Service is conducted. Ideally there will be four or more participants with speaking parts and as many other members as possible present. When requested, the Service of Tribute **must** be conducted even if just one Moose member reads all of the parts.



Junior Past President

The duties of the Junior Past President include the following:

1. Attend Lodge, Board of Officers meetings, Executive Sessions, and memorize their part in the opening ceremony;
2. Assist in completing projects begun in the preceding year, during their term as President;
3. Preside at meetings in the absence of the President, Vice President, and Chaplain;
4. Serve as the Installing Officer;

In the event the Junior Past President declines or is unable to serve, the next available Past President, in the order of juniority (by service), shall serve. The President has authority to remove a Jr. Past President for missing meetings. (General Laws 35.10) For any other reasons, the Board of Officers must contact the Chief Compliance Officer.

Administrator



The Administrator is the Secretary of the corporation and of the Board of Officers. The duties of the Administrator are so many and varied that a separate booklet has been prepared for them. Most of these duties will be found in the General Laws of The Moose and in the *Official Administrator's Manual for Moose Lodges*.

The procedure for electing an Administrator is different than that of the other elected officers. The Board of Officers should carefully study the membership rolls and seek a qualified member, and may consult the Territory/Regional Manager for input.

The Administrator is nominated by the Board of Officers and elected by a majority vote of the membership at a regular Lodge meeting. The vote shall be by separate action and shall not be conducted by simply approving minutes of the Board of Officers meeting at which the nomination was made. If requested by any member, the election shall be conducted by paper ballot.

An Administrator may be certified upon meeting the requirements established by Moose International.

The Administrator serves for a term of satisfactory service as determined by the Board of Officers and membership. If it becomes apparent that the Administrator is not satisfactorily performing their duties, the Board of Officers should take action promptly.

Immediately upon a vacancy in the office of Administrator, the Board may appoint an Acting Administrator, but not for a term exceeding six months. Once appointed, or elected, they immediately become a voting member of the Board of Officers. The Treasurer performs the duties of the office of Administrator while a search for a proper candidate is conducted. The Treasurer does *not* become the Acting Administrator but remains in their elected office of Treasurer. They merely perform the duties of the office of Administrator for a period not exceeding six months and may receive the compensation allocated to the Administrator for the period of their actual service.

The duties of the Administrator include the following:

1. Attend, record and maintain the minutes of all Lodge, Board of Officers, Executive Sessions, and other meetings and hearings;
2. Sign and file the minutes when properly approved at a succeeding meeting;
3. Draw and sign all checks as necessary, which also must be countersigned by the President or Treasurer;
4. Collect funds from all sources, including committees, and issue receipts for all funds received;
5. Deposit funds as needed, but at least weekly;
6. Keep an accurate accounting of all income and expenditures on computers as required by Moose International;
7. Retain and file all original source documents;
8. Compile all required reports, remit membership reports, financial reports, etc.;
9. Maintain all required records of membership;
10. Serves as representative to The Moose, and as a delegate to State or Provincial Association meetings and conventions;
11. Along with the President and Treasurer as custodians, they shall be responsible for the securities and valuable papers of the Lodge and keep them in a safe place
12. Complete all required forms and data entries in a timely manner
13. Timely file all corporate, state or federal forms/reports

Changes in Administrator

Moose International does not routinely examine Lodge records upon each change in Administrator. It is, however, important for the Lodge to sufficiently document at what point the prior Administrator ceases to be responsible for the functions of the office.

Below is a template paragraph to be included in the minutes of the next Lodge Meeting, under New Business, following an Administrator's departure from office. Items in italics and parentheses require appropriate entries to be inserted in the paragraph. Once completed, the information in this paragraph will allow for anyone examining the Lodge's books and records to determine who was responsible for which entries.

“Administrator (*insert Prior Administrator's Name*), (*insert reason for departure – resigned, passed away, was suspended or removed from office*) effective (*mm-dd-yyyy*). An inspection of their records indicates the last entry in QuickBooks Online was on (*mm-dd-yyyy*). The last application entered in LCL.Web was for (*insert Applicant Name*), with an entry date of (*mm-dd-yyyy*). The last monthly financial reports were remitted to Moose International on (*mm-dd-yyyy*). Meeting minutes, as recorded in the appropriate meeting minute books, were entered through the meeting of (*mm-dd-yyyy*) for General Membership Meetings, (*mm-dd-yyyy*) for Officers' Meetings and through (*mm-dd-yyyy*) for Executive Sessions. The last deposit to the Lodge Checking Account was on (*mm-dd-yyyy*) in the amount of (\$*XXX.XX*). The next unwritten check number is (*XXXX*). (*Insert Member Name*) will be assuming the duties of the Administrator in their capacity as (*Acting Administrator or Treasurer*).”

Upon any change in the Lodge's Administrator or President, the Territory/Regional Manager should be notified immediately. Additionally, it is important to enter the ending date of the outgoing officer(s), and all information for the incoming officer(s) in LCL.Web. Your Territory/Regional Manager or the Member Services Department at Moose International can guide you through the procedure to make these changes should you require assistance.

It is also imperative that a new Administrator promptly receives the required training and support to ensure that essential functions are performed properly and efficiently. The Territory Manager can coordinate immediate assistance from both local and international resources if necessary. They will also be able to advise when upcoming education and training sessions will occur so the Administrator can receive formal detailed training in the performance of their duties. This training will range from explaining the role they play in the Lodge, to identifying potential challenges they may face utilizing the software programs essential to their success and satisfaction. In many cases, a well-trained and responsible Administrator has helped guide their Lodge to years of prosperity and success.

Treasurer

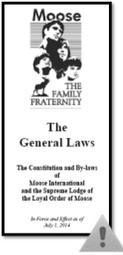


The Treasurer of the Lodge is the Treasurer of the corporation. The duties of the Treasurer include the following:

1. Attend Lodge, Board of Officers' meetings, and Executive Sessions;
2. Ensure that the Administrator deposits all funds as often as possible but not less than once per week;
3. Receive (from the Administrator) duplicate deposit slips showing the weekly deposits made by the Administrator to the Lodge, Social Quarters, and other authorized accounts, AND initial the duplicate deposit slips that will be retained by the Administrator as a receipt;
4. Be the custodian of all securities along with the Administrator and President;
5. Perform all other duties required of them by the General Laws of The Moose;
6. Sign authorized checks, but never when blank;
7. Conduct a weekly inspection of all Lodge and Social Quarters financial records to verify that all accounting entries are current, and such entries are consistent with all receipts and expenditures;
8. Perform the duties of the Administrator, whenever a vacancy occurs, until an Administrator is appointed or elected, as provided by our General Laws, *Sections 36.1 and 38.1.*

Trustee(s)

The duties of the Trustees are to:



1. Attend Lodge, Board of Officers' meetings, and Executive Sessions;
2. Take inventory of all furniture, fixtures, paraphernalia, and other Lodge property at least annually;
3. Take the Social Quarters merchandise inventory monthly;
4. Examine and approve all bills, except recurring overhead items, weekly;
5. Inspect the physical properties of the Lodge monthly. The inspection should give particular attention to the state of repair and cleanliness of the Lodge Home and Social Quarters and its furnishings and equipment;
6. The one-year Trustee shall serve as the Chairman of the Loss Prevention Committee.

Appointed Officers (Non-Voting)

Sergeant-at-Arms



The Sergeant-at-Arms shall introduce all guests and visitors invited by the presiding officer and guide them to seats within the Lodge. They shall have charge of all properties and paraphernalia of the Lodge, not otherwise provided for, and perform all other duties required by the President as well as the General Laws of The Moose. If the Lodge does not have an Inner Guard and/or Outer Guard, they shall be in charge of the inner door and/or the outer door and anteroom (respectively).

Inner Guard

If the Lodge has an Inner Guard, they shall have charge of the inner door of the Lodge room, and perform all other duties required by the Presiding Officer and the General Laws of The Moose.

Outer Guard

If the Lodge has an Outer Guard, they shall have charge of the outer door and the anteroom, and perform all other duties required of them by the Presiding Officer and the General Laws of The Moose.

COMMITTEES AND ACTIVITIES

If the members can be described as the "body" of an organization and the officers as its "head," then it would seem proper to describe the committees as the "muscles" of the organization. A Moose Lodge without healthy committees (muscles) is one that is usually weak and unable to move forward.

The President must appoint all chairmen, except those specified in the General Laws. This is a lot of authority, but it carries with it a corresponding amount of responsibility. A committee that is simply appointed but does nothing is of no value to the Lodge. The President must see that all committees function from the beginning through their entire term.

To help the President meet this important responsibility, they are an *ex officio* member of all committees, unless they are otherwise disqualified (e.g., they must be an active Moose Legionnaire to participate in the Moose Legion Committee, hold the Fellowship Degree to be a member of the Fellowship Committee, and they cannot serve on the Financial Review Committee). They need not attend every meeting of every committee, but they may attend anytime at their pleasure. They have authority to appoint replacements if appointees fail to function. They may also require reports from all committees (except the Fellowship Committee) at their pleasure.

GENERAL RESPONSIBILITIES OF THE CHAIRMEN

The President and the Board of Officers should clearly communicate the specific goals and objectives they have set for the Lodge and the committees for the year. If they haven't, each committee chairman should seek out such direction.

All committees are to develop a plan for carrying out their assigned task, gain approval of the plan from the officers and Lodge, and implement that plan. A committee's authority is restricted to that which has been specifically granted to it by the General Laws, and/or the Board of Officers and the Lodge membership.

Finances

Some committees, such as the Financial Review Committee, never have occasion to raise funds or make expenditures. Others, such as the Sports Committee, must be self-sustaining by raising sufficient funds through approved fund-raising projects to finance whatever expenses they are permitted to incur. Still others, such as the Bingo Committee, have raising money as their principle objective. Finally, there are some committees, such as the Membership Committee, which may require a small appropriation from the Lodge. Such an appropriation should never be transferred to the committee, but should simply be allocated for such authorized usage as their approved plans provide.

No committee, or any Lodge unit, may establish its own fund or bank account unless specifically approved by the Chief Compliance Officer. Committee, unit, or activity group funds, if authorized by the Chief Compliance Officer, may be deposited in a savings account. The Administrator of the Lodge must handle all financial transactions of a committee, with income being deposited to the Lodge account, and expenditures made by official Lodge check drawn by the Administrator. (See *Section 43.3* of the General Laws for specific procedures.) It is a good idea for the Administrator to maintain, in a supplementary record, an individual accounting of the income and expenses of each committee.

Committee Meetings

Committee meetings are a must. The General Laws specify requirements for some committees. For others, Standing Committees in particular, each committee must determine the frequency of these meetings for itself, but usually at least monthly.

It is the chairman's responsibility to conduct orderly and productive meetings. It is also important that committee meetings are as open and democratic as possible, giving the members an opportunity to contribute. Members accept the invitation to join a committee with the expectation that they will have a chance to participate.

Each committee must make regular reports to the Board of Officers and the Lodge. It is the President's responsibility to keep track of each committee and see that the chairman submits a report. It is a good practice for each committee chairman to meet occasionally with the full Board of Officers, in order to create mutual communication and understanding. Furthermore, it is prudent that each committee chairman be prepared to give a report at each Lodge meeting.

Standing Committees

As required by the General Laws, at the first regular Lodge meeting following their installation, the President must appoint the chairmen of standing committees and the chairmen of all other necessary committees, (except those named by the General Laws).

Robert's Rules of Order defines standing committees as those which are "constituted to perform a continuing function, and remain in existence for the life" of the authority that appoints them. Thus, a new group of committee chairmen is often appointed at the beginning of each administration. However, the President should not automatically consider appointing new chairmen for every committee. If a committee's chairman has been effectively leading their team, and agrees to serve the new President, they can provide continuity and continued success to the new Board.

Because they perform a "continuing function," standing committees usually need to meet regularly; at least once per month.

There are eleven committees vital to the ongoing success of any Lodge. These standing committees are specifically designated as such in *Section 35.5* of the General Laws:

- Membership
- Application Review
- Financial Review
- Moose Charities
- Activities
- Heart of the Community
- Communications
- Moose Legion
- Loss Prevention
- Government Relations
- Ritual

Membership Committee

The Membership Committee plays a significant role in maintaining the vitality of your Moose Center. A fully functioning Membership Committee requires a chairman with excellent organizational and interpersonal skills to oversee the diverse range of activities in which the committee is involved. Additionally, this committee provides many opportunities for members to become involved while performing tasks within their own areas of personal interest. Individual members of the successful Membership Committee should focus their respective efforts and abilities in four distinct areas:

1. Recruitment of New and Former Members
2. Reception (Including Orientation and Enrollment)
3. Recognition of Member Sponsors
4. Retention of Existing Members

It should be obvious that one person cannot accomplish all of this alone. It may take 10 or more people to fully develop and realize the potential of the Membership Committee. The number will vary depending upon the size of your Lodge and the membership goals established by the Lodge officers in conjunction with the Membership Committee.

Those committee members assigned to the Recruitment team focus on membership production. This team uses promotional (marketing) skills to maintain awareness throughout the Lodge of the importance of membership growth, and to generate interest in sponsoring members. The Recruitment team should develop local membership campaigns that will assist in reaching membership production goals, as well as promoting International and State/Provincial Association membership programs.

The Reception team has two primary responsibilities: to ensure that each candidate for membership has a positive orientation and enrollment experience, and to greet and welcome members as they enter the Lodge home for meetings or activities. This team should do everything in its power to create a welcoming atmosphere and extend the hand of friendship to fellow members at every opportunity.

The Recognition team should capitalize on every opportunity to recognize individuals for their efforts to build the membership of the Lodge and the fraternity. As members earn sponsor awards during membership campaigns, achieve membership in the Moose 25 Club, attain higher levels of the Moose 25 Club or qualify for the Chief Executive Officer's Sponsors of Distinction by sponsoring 25 members during one fiscal year, the Recognition team handles the responsibility of making sure these members receive the congratulations they deserve for meeting their obligation to strengthen the membership of The Moose.

Membership growth cannot be sustained solely through the enrollment of new and former members. The Retention team's job is most important, as the members of this team are asked to focus on increasing the active membership of the Lodge. Team members should personally contact delinquent members to encourage them to renew their membership dues. Through these conversations, Retention team members may learn reasons why members have not renewed and present this information to the committee and Board of Officers so that measures can be taken to prevent other members from dropping in the future for the same reasons. A well-functioning Retention team will convince members that the Moose means as much to them as the member means to the Moose.

The Membership Committee may be able to develop a broad range of programs to meet the needs of their Lodge entirely from the talents and resources of their own membership. When needed, additional support can be obtained from resources outside of their own Lodge. The Membership Committee Chairman may want to contact neighboring Lodges, the District, or the State/Provincial Association to provide additional perspectives and alternative ideas. Your Territory/Regional Manager can also answer questions, share ideas and provide other support to ensure the success of the committee's endeavors.

Moose International has materials available that can aid Membership Committees in increasing and retaining members. Some of these items include orientation videos, informational pamphlets, new-member programs and promotional support materials. Ready-to-use short-term campaigns, which include sponsor awards and colorful promotional charts, can also be obtained from Moose International. Additional items to support the committee's efforts may be available from the Catalog Sales Department.

Application Review Committee

The thorough and impartial investigation and selection of applicants for membership is a fundamental requirement to preserve our Constitutional rights of privacy and association.

The committee serves an extremely important role and has exclusive power to reject an applicant for membership. Therefore, the President must give careful thought toward selecting Application Review Committee members. Those who are considered fair and impartial, along with the ability to maintain confidentiality, should be chosen.

The questions are: What should the committee investigate; and, how does the committee go about investigating applicants?

Information provided by the applicant, as part of the application form, is a good place to start. The Application Review Committee must determine if this information is accurate. The home address of the applicant is on the form. Their sponsor or a member living in the applicant's neighborhood could provide background information, and the member who endorses the application presumably has knowledge of the individual and their family. The applicant's co-workers may be known to the committee, the sponsor, or the endorser, and therefore could provide additional information.

However, one of the most effective means is inviting the applicant and their family (in coordination with the Membership Committee) to attend an orientation program prior to the vote. This is the best way to meet and become acquainted with them in order to determine if the Application Review Committee should report favorably to the Lodge.

Police records, although not always available, may be a source of information. Criminal records are sometimes available online. States are required to maintain a public list of child sex offenders.

The Application Review Committee must carry out its function without prejudice as to race or religious preference. The applicant must profess a belief in a Supreme Being.

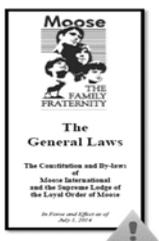
If the applicant is rejected by a majority vote of the committee, a letter should merely advise them that their application was not approved at this time, but that they may be proposed again for

membership in six months. Their dues and fees should be refunded by check, with no other explanation, as the letter should be brief and to the point.

When approved, the applicant becomes a candidate for enrollment. However, they are not yet a member and cannot be allowed access to the Lodge and Social Quarters until they are enrolled (unless they qualify under Section 50.2 as a guest). An applicant for enrollment **cannot** enter on their receipt or make purchases until enrolled.

(Important Note: Review all of Section 28 of the General Laws regarding any membership information, including qualifications for membership. Moose International will provide details as the new procedures are developed. It is recommended that all Fraternal Units check the Moose International Website periodically. This information is also found on page 59 of the manual)

Financial Review Committee



The Financial Review Committee consists of three members. The President shall appoint two members of the Lodge (one of whom shall be the Chairman) to serve with the Chaplain on the Financial Review Committee. The following officers shall not serve on the Financial Review Committee: President, Vice President, Administrator, Treasurer, or any Trustee.

The three members of the committee serve for one year. Their task is to fully review each of the financial reports. In this case, the committee does not cease to exist upon the completion of any individual financial review, they simply adjourn to meet at the “call of the chair” when the next review is due. The committee should also ensure that officers are performing their financial duties, such as Trustees initialing bills, the Treasurer receiving duplicate deposit slips and all checks bear two signatures. Additionally, the Financial Review Committee should periodically verify that appropriate tax filings and remittances are occurring in a timely manner and that the Lodge is protected from loss by currently in-force insurance coverage on the Lodge home.

The President shall request and receive, from the officers or members of the Lodge, all stocks, bonds, notes, accounts, records, and documents necessary to enable the Financial Review Committee to conduct a financial review and make a full and correct report. These documents are to be promptly provided to ensure the committee has adequate time to complete their report prior to the lodge’s first monthly membership meeting.

It shall be the duty of the Financial Review Committee to review the membership and financial records of the Lodge, Social Quarters, and all other authorized funds, as indicated in the Financial Review Committee Guidelines book. While performing their duties, the books and records of the Lodge and Social Quarters shall not be removed from the Lodge home. Questions raised by the Financial Review Committee shall be submitted with the financial report to the Chief Compliance Officer.

Whenever, in the opinion of the Board of Officers it is deemed to be necessary, the Financial Review Committee shall make a special review of the books and records of the Administrator. The Administrator shall deliver to the Financial Review Committee the necessary records to prepare the special review. The Chairman then, upon the order of the President, shall call a meeting of the committee for the purpose of the special review.

If the Administrator refuses to comply with the instructions of the Board of Officers, the President shall suspend the Administrator from their duties, and the Treasurer shall perform the duties of the Administrator until an investigation is made. Upon suspending the Administrator from their duties, the President must immediately contact the Chief Compliance Officer.

Upon its final financial review report, the committee disbands and the newly elected President's appointed committee assumes the duties. (The newly elected President may choose to re-appoint one or both of the committee members; the third shall be the Chaplain.)

Moose Charities Committee

The purpose of the Moose Charities Committee is to coordinate and promote the fundraising efforts of Moose Charities to help offset the operating expenses of Mooseheart and Moosehaven as well as the Endowment Fund, Capital Projects, Scholarship Fund, and other programs as introduced.

Member awareness, understanding and financial support of Moose Charities and its programs are essential to securing the current and future operations of Mooseheart and Moosehaven. In addition, Moose Charities has programs that recognize and honor individual donations. The programs need to be communicated to the membership.

There are various fundraising opportunities that need to be communicated to the membership: tribute gifts, planned giving, workplace giving, matching gifts, and corporate school support programs.

The committee should consider making personal contact with the members (via telephone and e-mails) regarding upcoming events and donation opportunities. Committee members are encouraged to check the Moose Charities website, www.moosecharities.org, for continuing education and knowledge of fundraising success stories and recognition of members. Networking with other Lodge Moose Charities Committees and with the District Moose Charities Chairmen will also enable shared information on successful fundraisers.

The success of the Moose Charities Committee is essential to the continued operations of Mooseheart and Moosehaven.

Activities Committee

Service on the Activities Committee is one of the more pleasant assignments, but it is also one that requires a great deal of ingenuity and planning in order to be successful. A strong Activities Committee benefits from having members from a wide variety of ages and interests in order to ensure that the activities offered are diverse. The committee's duty is to plan and implement activities for the Lodge, including sporting events, youth programs and travel opportunities. Specific sub-committees, appointed for each individual activity, arrange and supervise the events. These activities fall into two categories:

1. Activities which are primarily for the purpose of serving as social or recreational enjoyment for members and their families; and,
2. Activities with the primary objective of raising funds for the Lodge treasury or another specified purpose.

Several Lodge committees, as well as the Women of the Moose, sponsor activities. Therefore, the Activities Committee should coordinate planning with other committees appropriately. Each activity should have clear objectives established before any plans are made to ensure that the activities benefit the Lodge and Chapter by building and retaining membership, as well as improving financial strength.

The committee should hold regular meetings and the Chairman should meet with the Board of Officers at least once a month to report on the suggestions, feasibility and timing of various events. The Chairman should also attend all Lodge meetings to report the approved plans of the Activities Committee and the results of any prior events to the membership.

Planning

To have successful activities, the Activities Committee must meet regularly so the activities can be planned well in advance of the actual event(s). Activity schedules should consist of events for small children, teenagers, young adults, middle aged and senior members, and most importantly, activities for the entire family. To ensure an overall program of activities that will be well balanced and economically feasible, it is wise for the committee to plan their calendar for the entire year in advance, at least on a tentative basis. Of course, detailed plans for each particular function must be submitted to the Board of Officers, and to the Lodge, for the necessary approval.

In addition to posters on the Lodge and Social Quarters bulletin boards, the committee should be certain that the activities are published in the Lodge newsletter. This should be done well in advance so the membership will always be aware of upcoming activities.

The Activities Committee should consider non-professional and other types of entertainment that can be arranged without cost. The committee is responsible for planning activities that stay within the Lodge's budget, as approved by the Board of Officers and the Lodge membership.

Suggestions for Activities



10 Steps to Success

1. Create an Idea or a Theme
 - a. Develop a plan
 - b. Estimate cost and potential profit
2. Approval of Board of Officers and Membership
 - a. Chairman of activity or event is appointed by President or Senior Regent
 - b. Keep Board of Officers updated
 - c. Acquire dispensation from Chief Compliance Officer if required
3. Chairman Forms a Committee for the Activity / Event
 - a. Committee recruits as many volunteers as necessary
 - b. Sub-committees may be formed to handle each segment
4. Promote the Activity / Event
 - a. Newsletter
 - b. Bulletin board
 - c. Posters
 - d. Meetings
 - e. District meetings
 - f. Moose Legion meetings
5. Supplies
 - a. Food and beverage
 - b. Decorations
 - c. Set of rules, brackets and release forms (sporting events)
6. Follow-up (Update every two weeks and one week before event or activity)
 - a. Board of Officers
 - b. Committee and Sub-committees
7. Hold the Activity / Event
 - a. Contact all volunteers prior, to ensure they will be present
8. Announce Results
 - a. Board of Officers
 - b. Membership
 - c. Committee and Sub-committees
9. Publish Results in Newsletter
 - a. Winners of sporting events
 - b. Article concerning activity, etc.
 - c. Recognize volunteers
10. Set Date to Repeat the Activity / Event
 - a. (e.g. weekly, bi-weekly, monthly, annually, etc.)

Moose Heart of the Community Committee

Community Service provides the avenue for Fraternal Units to show they are an asset to their own local communities. In the 1940s, then-Supreme Secretary Malcolm Giles initiated the launch of a new department called “Civic Affairs” with the firm belief that only the home, the church, and the school have the God-given right to reside in the community. Giles thought all

other businesses and organizations must prove their value by giving back to the communities that support them. Today, Moose International has a Community Service Program (initiative) that reminds every Fraternal Unit to formulate an active Moose Heart of the Community Committee to provide for those in need in their respective communities.

Lodge involvement in the surrounding community not only enhances the image of the Fraternal Unit, but also provides the Moose volunteer an avenue for improving their community. As the Officers and chairmen begin their year with immense enthusiasm and renewed spirit, they are reminded to keep the welfare of surrounding communities at the front of their many programs.

It should be noted that the number of resources available to the Moose Heart of the Community Chairman is equal to the number of active members. These resources are called Volunteers – the most integral asset in "Providing Today for a Better Tomorrow."

Moose International Heart of the Community Program



The Moose International Heart of the Community program, described below, was designed to guide the Moose Heart of the Community Committee Chairman toward a well-rounded volunteer effort. The three layers of the Moose Heart of the Community program are:

Core Initiatives:

- Mooseheart & Moosehaven
- Moose Youth Awareness Program
- Tommy Moose
- Safe Surfin' Foundation
- Moose Veteran's Program

Companion Initiatives:

- Senior Center/Children's Hospital
- D.A.R.E., Red Ribbon
- Emergency Services
- Scouting
- Youth Sports
- Salvation Army
- Special Olympics

Local Volunteer Services:

Efforts and donations to entities in the Lodge's local community or surrounding area. Some examples are:

- **Local Volunteer Programs**
 - Meals on Wheels
 - Adopt-a-Highway
 - Bloodmobiles

- **Environmental Programs**
 - Arbor Day
 - City and/or Park Beautification
 - Community Garden
 - Recycling Program
 - River, Lake, and Pond Restorations
- **Health-Related Programs**
 - Alzheimer's Disease
 - Kidney Foundations
 - Heart Associations
 - Multiple Sclerosis
 - Arthritis Foundation
 - Muscular Dystrophy
 - Cancer Societies
 - Organ Donor Programs
 - Cystic Fibrosis
- **Toys for Tots**
- **Honoring Students for Special Achievements**
- **Youth Safety Programs (Bicycle, Fire, Hunting)**
- **Honoring Safety Officers of the Year**
- **Holiday Parties for the Youth and Seniors**
- **After-prom "Drug Free" Activities**
- **Supporting Food Pantry Programs**

Moose Heart of the Community Reports

Timely filing of Moose Heart of the Community reports is one of the criteria used in determining the Premier Lodge Award. Reports are currently filed quarterly with Moose International and graded by the Membership Department. After grading, a recognition award indicating the grade for the quarter is mailed to the Lodge. The ratings are Superior, Excellent and Good.

Quarterly grades are determined by a combination of the variety of efforts that took place during the quarter, as well as the number of community service efforts that took place. Unlike the former 6-Point Community Service Program, there is no set number of community service efforts in which to participate in order to secure a specific grade. Those Lodges with a great number of efforts and great variety across the layers of the Moose Heart of the Community program will find the greatest success.

Annual Awards

During the latter part of May, the members of the Moose International Heart of the Community Committee meet to judge all Lodges who have earned four "Superior" ratings during the recently completed fiscal year. The committee will recognize the top 50-percent of all Lodges who earned four "Superior" ratings during the Lodge fiscal year. Those Lodges receive plaques of appreciation.

The Moose Heart of the Community Service recognition program is divided into three divisions. The top 20-percent will be presented the "Gold Community Service Award." The next 30-percent will be presented the "Silver Community Service Award." The final 50-percent will be presented the "Bronze Community Service Award."

Communications Committee

Now that all these great family activities, sports events and community service projects are going on in your Lodge, it's important to communicate with your members and your community.

The Communications Committee's responsibilities are twofold:

1. It communicates news and information about the Lodge to its members via a regularly published Lodge newsletter as well as through various forms of electronic and social media; and,
2. It conveys a positive image of the Lodge and the Fraternity, and communicates information about the good works of the Lodge to the outside community, through the development of a good working relationship with the appropriate editor (not the advertising staff!) at the local newspaper and/or radio station.

The Chairman of the Communications Committee is responsible for the editing, production, and distribution of the Lodge newsletter on a regular basis, preferably monthly, but at least once every two months. While the chairman may designate, with the approval of the President, any member of the Lodge as Editor, it ultimately remains the chairman's responsibility.

It is difficult to overstate the importance of producing a good Lodge publication; indeed, for the relatively inactive (but still dues-paying!) member, the Lodge publication may be the only regular connection between them and the Lodge, a connection that can spur them to renew their membership, or not.

The Communications Committee may also be designated by the President (unless they have delegated this responsibility to the Administrator) to establish and/or regularly update a Lodge/Chapter website.

The Department of Communications at Moose International can offer a wealth of information, advice and materials to help produce newsletters better and more efficiently, and to establish and help update websites. The committee Chairman and/or the Editor can obtain dozens of sample pages from excellent Moose newsletters, and a full set of the Fraternity's logos and emblems (available either for downloading or "scan ready," in the

“Communication Resources” and “Forms and Documents” portions of the Members-Only section of www.mooseintl.org) at no charge! If you are missing any of these items, contact the Department of Communications at Moose International.

It is also the Communications Committee Chairman's responsibility to see to it that the Lodge complies with *Section 46.11* of the General Laws by maintaining a valid Publications Permit. Contact the Department of Communications at Moose International for details.

Regarding media relations, the Department of Communications at Moose International can offer a step-by-step primer on how to establish and maintain a pleasant and productive relationship with editors of local newspapers and news directors of local broadcast outlets. For further details, again, contact the Department of Communications.

Lodge Moose Legion Committee

The Lodge Moose Legion Committee is comprised of all active Moose Legionnaires within a given Lodge. The committee's purpose is to provide service to the Lodge and social activities for the Moose Legionnaires and their families.

At least one official meeting per month is required, with a social activity scheduled in conjunction with this meeting. The officers are:

- Chairman – appointed by the President;
- Assistant Secretary – appointed by the Moose Legion Jurisdiction Secretary to serve the committee as its Secretary; and,
- Vice-Chairman – elected annually, in April by the committee members of the Lodge.

Planned activities, fund-raising, and fund usage are subject to the approval of the Lodge Board of Officers and Lodge membership. Activity funds are deposited into the Lodge General Fund and credited to this committee (see General Laws *Sections 36.3; 43.1; 43.3*). Endowment Fund collections conducted by the Moose Legion Committee, along with membership dues and fees, are forwarded by the Lodge to the Moose Legion Jurisdiction Secretary. A Moose Legion Committee may have a savings account in the name of the Lodge, earmarked for the committee, if approved by the Lodge and the Chief Compliance Officer.

Enrollment of new Moose Legionnaires may be done at the quarterly Moose Legion Celebrations, or at a mini-celebration at the Lodge level, in compliance with the Moose Legion Code of Rules. The goal is to have every eligible Moose member join the Degree of Service.

Contact your Moose Legion Secretary for more details on the Degree of Service.

Loss Prevention Committee

The purpose of the Loss Prevention Committee is to monitor and inspect the Lodge home and property to eliminate hazards that could cause accidents or injuries to members, guests, or employees. The committee assists the officers in inspecting the Lodge and completing the annual Lodge Safety Inspection Form that is required to be submitted to the Risk Management Department of Moose International.

Committee members should be familiar with the Continuous Accident Prevention (“CAP”) Reference Manual and conduct regular safety inspections of the Lodge home in addition to the completion of the Lodge Safety Inspection Form. When hazards are identified, the committee should settle upon a course of action to eliminate the hazard and follow through on that action.

If an accident or injury occurs on Lodge property, the committee should determine what caused the accident or injury and determine if any remedial action is necessary to avoid a similar accident or injury in the future and then follow through with such remedial action.

Government Relations Committee

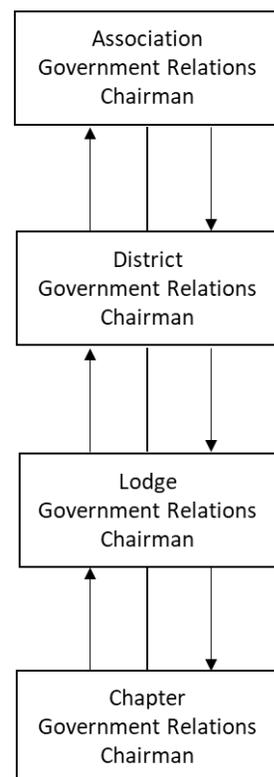
Mission and Purpose Statement

The purpose of the Moose Government Relations Committees is to assist in preserving the First Amendment freedoms of the Constitution of the United States. Our priority is to protect the rights of private assembly, freedom of association and self-government guaranteed by the First Amendment.

Organizational Structure of the Government Relations Committee

- All **Moose Associations** shall have a Government Relations Chairman appointed by the Moose Association with the advice of the Moose Association Liaison.
- Each **District or Region** within the jurisdiction of a Moose Association shall have a Government Relations Committee.
- The President of each **Lodge** shall appoint a Government Relations Chairman.

Believing it will take time to establish good government relations, all Chairmen should be chosen for the long term. A yearly turnover is highly discouraged. A Government Relations *Chairman’s Guide* is available online at www.moosintl.org, Government Relations link, All Forms & Documents, Lodge Operations, Government Relations.



Ritual Committee



Once a prospective member has been declared to be a proper candidate, the candidate *must* be enrolled in the manner and form required by the Moose International Board of Directors.

The Lodge Handbook comprises all of the ceremonies that have helped teach and instill the philosophical foundations of our Fraternity. These ceremonies are major factors that distinguish us as a fraternal organization, and not just a service club. The Ritual Committee is responsible for ensuring that there is a proper opening and closing to all general meetings.

If a Lodge chooses to enroll candidates using The Story of the Moose, the Ritual Committee should furnish a well-trained, word-perfect Ritual Staff capable of delivering a completely memorized and impressive rendering of the Enrollment Ritual. When a Ritualist adds their personal touch and feeling, it shows the new member that we in the Moose truly care about our endeavors and that we also care about them, as well as their family.

It is important that every Ritual Staff be uniformly attired. A Ritual Staff may use any form of dress, as long as it is in keeping with the dignity of the Ritual.

The other ceremonies contained within *The Lodge Handbook* such as the “Service of Tribute”, the “Special Graveside Service”, and the “Memorial Service” are our chance to pay final respects to our departed members. When performed properly these services are a beautiful way to show our respect to the deceased and the grieving family. The Ritual Committee should see that these Ceremonies are conducted properly when they become necessary.

The name and address of the chairman of the Ritual Committee should be furnished to the respective District and State or Provincial Association Ritual Chairmen, as well as reported to Moose International via LCL.Web. All three are important in the intra-fraternal communications between Moose International and your Lodge’s committee.



Printed copies of *The Lodge Handbook* are available from the Catalog Sales department.

Some Lodges maintain two Ritual Staffs, with one serving as the reserve team to be used when one or more members of the first team are unavailable. Having two teams also establishes a competitive spirit for the respective Ritual parts. Members of the Ritual Staff are also reminded of the old adage “practice makes perfect.”

Special Committees

A special committee is one that is appointed, as the need arises, to carry out a specified task, at the completion of which — that is, on presentation of its final report to the authorizing body — it automatically ceases to exist. Their task is not “continuous”; there is a limited time they are impaneled to perform it. The President must appoint certain special committees required by the General Laws, and which are restricted as to who may, or may not, qualify to serve on them.

Nominating and Election Committees

These two committees, their composition, meeting requirements and time deadlines, are described in detail in a booklet electronically published by the Chief Compliance Office and available on the Moose International website.

Clearly, these committees have specific tasks to perform, and specific times to accomplish them. Once the nominations, or the elections, have been completed, each of these committees automatically disbands upon the final report of their respective tasks.

If a vacancy for which a special election is needed, the President re-appoints a new committee.

"Moose Of The Year" Selection Committee

Every Lodge has members who volunteer their time and effort to contribute in many ways to the Lodge, and often to help serve its community. It is not uncommon to find a small group of individuals who always stand ready to help with the projects and programs the Lodge undertakes. The Moose of the Year award is an opportunity for every Lodge to recognize one member whose contributions stand out among all others.

Each year, Moose International announces (via e-mail) the dates during which nominations will be accepted. The President should ensure the Junior Past President, Chairman of the Lodge's Moose of the Year Selection Committee as designated in the By-laws, calls a meeting of all active Past Presidents of the Lodge for the purpose of selecting the most deserving member for the Lodge Moose of the Year award.

As Committee Chairman, the Junior Past President is responsible to:

- Ensure that the Lodge recipient's name is given to the Administrator, who must then complete the electronic nomination form for the Lodge's Moose of the Year (via LCL.Web);
- Ensure the Administrator has submitted the Lodge's nomination for Moose of the Year prior to the announced closing date for nominations to be received by Moose International;
- The only requirement to be nominated is the member's dues must be current. The basis for selecting the nominee is solely at the discretion of the Jr. Past President and their selection committee.

Historical Committee

Every nation, society, organization, family, and individual has a history. All have their roots somewhere in a place and time. They all have made contributions and achievements along the way that have made them unique and significant.

The Moose and its Lodges have a rich tradition and heritage in humanitarian accomplishments. Since 1888, the fraternity has stood straight and proud as a distinguished contributor to the good welfare of humankind. That is because its membership of yesterday and today continually lives up to the principle; "One for all, and all for one."

Every Moose Lodge has a part in the goals and achievements of The Moose. The history of The Moose is the history of every Moose Lodge and every member. Thus, it is important that every Moose Lodge maintain a record of its history – to show future generations the meaning of its existence.

The Lodge Historical Committee gathers information and records of significant events, including an explanation of past events.

The events, activities, and information of importance to Lodge history are:

- The date when the Lodge was chartered;
- Names of the charter members;
- Names of the Officers at the time of chartering;
- Names of prominent Lodge members;
- Names of Pilgrims and Collegians;
- A record of annual membership growth;
- Progress of the Lodge assets;
- Records of any changes in Lodge facility – improvements, additions or new building;
- Lists of important Lodge achievements (such as awards, community service contributions, sports, or of Lodge individuals);
- Information and records about the Women of the Moose Chapter;
- Lodge participation in the District or State Association;
- Special events.

It is the committee's responsibility to gather all pertinent information regarding individuals and events, as well as explanations that make up the history of the Lodge. Additionally, the committee should collect, label, and maintain important documents, photographs, and memorabilia – such as certificates, award plaques, banners, convention badges, newspaper clippings, etc.

How can the Lodge historical record be kept? The Lodge should maintain a record file in a cabinet or book. Some Lodges even display their memorabilia in display or show cases, for all members to see.

Other Special Committees



A Lodge may organize, from among its members, such activity units and other committees as are appropriate to create greater fraternalism and family activities within the Lodge. Units such as these lend much vitality to Lodge functions and activities, and are valuable assets to the Lodge. Moreover, they provide the means for greater participation by members and closer ties between their participants and the Lodge. Organizing a Special Committee begins by the President's appointment of an appropriate chairman.

Examples of other special committees a Lodge may have include:

- Memorial Day Committee
- Lodge Anniversary Committee
- Ways and Means Committee
- Housing Committee
- Bingo Committee
- Special Dance Committees (e.g. Valentine's Day)
- Mother's Day Committee
- Flag Day Committee

Special Committees are always subject to the same limitations as all other committees. Their objectives are the planning, arrangement, and supervision of the project assigned to them. Their authority shall never exceed that which has been specifically granted by the Board of Officers and the Lodge. Frequent reports should be made to the Board of Officers and the Lodge. Additionally, the committees shall incur no obligation without advance approval.

Activity Groups

There may be organized in each Lodge, from among its active members, activity groups authorized as by the Lodge. All activity groups shall be subject to the supervision of the Lodge Board of Officers.

Examples of Activity Groups include:

- Camping
- Boating
- Moose Riders
- Rod and Gun
- Senior Citizens
- Teens

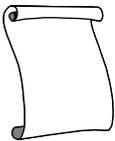
SOCIAL QUARTERS OPERATIONS

The General Laws of The Moose authorize a Lodge to operate a "Social Quarters" by securing a permit from the Chief Compliance Office. The operation is under the supervision and control of the Lodge Board of Officers, which consists of the eight elected officers, plus the Junior Past President.

Control and supervision of all aspects of the Social Quarters operation is an essential responsibility of the Board of Officers. Social Quarters' business should never be brought on the Lodge floor, except as specifically provided by the General Laws.

One exception is, the requirement that the Lodge approves Social Quarters' rules and regulations and any changes thereto.

Rules and Regulations



The Board of Officers has the authority to formulate, subject to approval of the Lodge, a set of rules and regulations for the government and operation of the Social Quarters. These rules and regulations cannot be inconsistent with the General Laws. After approval by the Lodge, the rules and regulations *must* be prominently posted in the Social Quarters. The Board of Officers shall require all members to abide by the rules and regulations. If the Board adopts a rule or regulation that is opposed by the membership, or refuses to adopt a rule or regulation desired by the membership, the membership may compel a special meeting of the Lodge to vote on the issue (See Section 48.2 of the General Laws).

Hours of Operation



The Social Quarters must open and close at certain hours designated by the Board of Officers, which cannot be in violation of local ordinances. At the hours designated for closing, all persons shall vacate the Social Quarters and it shall remain closed until the regular hour for opening. The Social Quarters may be allowed to remain open during a Lodge or Chapter meeting, provided the meeting is in a separate room, and the activities in the Social Quarters are not disruptive to the Lodge or Chapter meeting. If disruptive to a meeting, the Board of Officers shall immediately close the Social Quarters until the conclusion of the meeting. The Social Quarters may be closed for special ticketed events (i.e., New Year's Eve party, Halloween party, Preferred Members' Party, etc.), if approved by the Board of Officers and 30-day advance notice is provided to the membership of the Lodge.

Decorum and Disciplinary Actions

Maintaining a high standard of good conduct in the Social Quarters is among the important responsibilities of the Board of Officers. The Social Quarters Manager (or named person in charge) must be empowered and directed to eject from the premises anyone guilty of misconduct committed in their presence. Such individuals may be declared suspended from Social Quarters privileges until a meeting of the Board of Officers. At that time, a full report must be made, whereupon the Board of Officers should take appropriate action.

The principal instrument for disciplinary action available to the Board of Officers is absolute authority to suspend Social Quarters privileges for whatever reasonable period of time it deems justifiable. The Board cannot levy fines, but may order restitution. In every instance, the Board of Officers must give the Lodge member an opportunity to be heard. A member refusing to appear before the Board of Officers remains suspended until he/she appears before the Board.



Upon receiving a report of seriously improper conduct, the Board of Officers usually instructs the Administrator to send a letter to the accused, in accordance with *Section 48.8* of the General Laws. This letter requests that the member make an appearance at a hearing of the Board of Officers to explain the alleged actions, and, if so ordered by the Board of Officers, further informs them that Social Quarters privileges are suspended pending their appearance. Final disposition of the matter is then made following such appearance, after the Lodge member has been given an opportunity to be heard.

Firearms are absolutely prohibited on any Moose Lodge property. This prohibition does not apply to legal weapons which at all times remain in locked vehicles and are not in violation of any law. Exceptions apply for approved sporting events, gun raffles, or other activities for which a dispensation has been obtained from the Chief Compliance Officer. Law enforcement officers on duty are also permitted to have a firearm. A violation of this law requires expulsion from the Fraternity unless the Chief Compliance Officer grants a dispensation. (See *Section 46.20*)

Board of Officers Meetings

Executive Sessions - The Board of Officers is required to hold at least two meetings every month. Both meeting agendas must list an executive session as an item twice. (See the Order of Business on p. 13) Executive sessions are to be held only for discussion of issues that are privileged, private, confidential or sensitive. There *must* be a clear distinction between the Board of Officers meeting and an executive session; therefore, the presiding officer shall recess the Board meeting when an executive session is warranted. Only the elected officers and the Jr. Past President shall attend.

The Administrator, as Secretary of the Board, is required to keep minutes of all executive sessions in a separate book from all other Board meetings. Executive session minutes must be read and approved at the following Board of Officers meeting. Since executive session minutes are confidential, they are *not* read or otherwise disclosed to the Lodge.

Members desiring to bring Social Quarters business to the floor at a Lodge meeting should be immediately ruled out of order by the President, and invited to present their remarks at the next regular executive session.

Provide and Enforce Rules – Smoking Policy

The Board of Officers shall enforce *Section 48.2* of the General Laws, stating that the use of any tobacco product or smoking device (including e-cigarettes) is strictly prohibited at any time in the social quarters or Lodge home. The use of any tobacco product or smoking device (including e-cigarettes) is allowed on Lodge property in lawful outdoor areas or areas for which the Chief Compliance Officer has provided a dispensation. The use of all cannabis products is absolutely prohibited at any time in the social quarters, home, on Lodge property or during a Moose sponsored activity.

Social Quarters Weekly Envelopes



The image shows two sample forms for Social Quarters Receipts. The top form is titled 'SOCIAL QUARTERS RECEIPT' and includes fields for 'DATE', 'TIME', 'INITIALS', and 'SIGNATURE'. The bottom form is a 'DEPOSIT SLIP' with fields for 'DATE', 'TIME', 'INITIALS', and 'SIGNATURE'. Both forms have a grid for recording transactions.

Accurately verifying the weekly receipts and cash pay outs in the Social Quarters is one of the most important functions of the Board of Officers.

After cash register readings have been taken and cleared, register tapes should be removed and filed in the weekly envelope, along with cash payment slips. Register cash (including petty cash) must be checked against the reading, in the presence of more than one member of the Board of Officers. The Administrator shall issue an official Social Quarters Receipt to the Social Quarters Manager for the amount of sales received from the sale of merchandise.

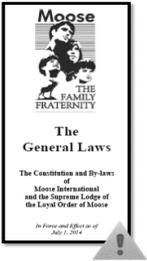
If more than one bartender is employed, cash register facilities should provide for each ringing his/her own sales, keeping his/her own funds, and maintaining his/her own petty cash. In these instances, the Social Quarters Manager issues an official Social Quarters Receipt to each, after the account and funds of each have been carefully checked.

Other sources of Social Quarters income must also be verified. Automatic vending machine coin-boxes should be unlocked and their contents counted in the presence of another bonded officer. Similarly, any other repository for Lodge funds, including ATM machines, petty cash boxes and safes must be verified on a regular basis. The person who witnesses the counting signs the triplicate Official Social Quarters receipts. The Administrator issues the original receipt for such income to the witness who retains the original for reviewing in the event that copy three, which remains in the Official Social Quarters Receipt Book, becomes lost or destroyed. The second copy is filed in the weekly Social Quarters Weekly Envelope. The Administrator is required to issue an Official Social Quarters Receipt for all funds that are placed in his hands for deposit to the credit of the Social Quarters. The Treasurer shall receive, from the Administrator, a signed duplicate deposit slip verifying that the week's receipts have been deposited.

Approving Payment of Bills

All Social Quarters bills require approval of the Board of Officers before they may be paid. The Trustees should carefully examine all bills and ensure that the merchandise or services represented were actually received in full. The Board of Officers must be very diligent to avoid authorizing payment of bills for merchandise or services that were never received by the Social Quarters.

Monthly Social Quarters Report



A Social Quarters that is being improperly operated, from a financial standpoint, has at least one-of-two common weaknesses. The Board of Officers is not getting the proper gross receipts that should be produced by the sale of the merchandise purchased, and/or the costs of selling the merchandise is higher than the gross sales. Either of these weaknesses, if allowed to continue, means financial loss.

A Monthly Social Quarters Report or a printed QuickBooks Profit & Loss Statement (P&L) for the month must be submitted to the Lodge at its first regular meeting each month. The Board of Officers should carefully study the P&L each month. This report is the ‘traffic light’ for a Social Quarters operation. If it indicates that a fair profit is being made from operations, the traffic light is green and all is well. If it indicates that the Social Quarters is barely breaking even, the traffic light is amber – caution and close attention from the Board of Officers is necessary. If it indicates that the operation is losing money, the traffic light is red, warning the Board of Officers that trouble is ahead and that a halt must be called to those practices that are responsible for the loss.

Careful consideration must also be given to income from legal gaming to ensure those monies are NOT relied upon to subsidize Social Quarters operations. Given the frequency at which state and local gaming laws change, it is not a good business plan to rely upon that income to keep the Social Quarters operational.

With careful supervision and sound business administration, every Social Quarters operation can be made profitable, though some can produce more profit than others. There is no excuse, however, for a Social Quarters to lose money. *The General Laws require that all Social Quarters operate profitably. This is a condition of the permit issued from the Chief Compliance Officer.*

Analysis of Sales Volume and Costs



Just as they would in their own businesses, the Board of Officers should be constantly "sales-conscious" and "cost-conscious." Sales trends should be noted and the Board should always be on the alert for ways of stimulating business volume. Operating costs should be surveyed frequently with a view to keeping them at an absolute minimum.

The Board of Officers should watch the slow sales periods during the week. In some instances volume may drop so low as to make it economically impossible to pay salaries to keep the operation open during such periods. Many large Social Quarters do not open until after noon, whereas others find it profitable to be open for business only on certain nights or days during the week. In each case, the Board is responsible for being fully aware of the sales trends, and for establishing guidelines to cope with those trends.

Credit may never be extended in the Social Quarters; however, credit cards are considered the same as cash. (*Running a "tab" is legal, as long as the tab is paid on the same day.*)

The matter of cashing worthless checks should be constantly watched by the Board of Officers. They should take prompt and effective action – not only to recover losses, but also to see that they do not reoccur. A member's social privileges may be suspended pending full payment of the check and reasonably assessed fees. In addition, a Lodge member may be dropped from the membership subject to compliance with the procedures set out in the General Laws.

The Board of Officers should always be conscious that full responsibility for the financial operation of the Social Quarters rests squarely upon its shoulders. Lodge funds shall not be used to operate a Social Quarters.

Food Service and Non-Alcoholic Beverages



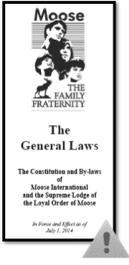
While food service and the restaurant business is a highly specialized field, serving food is almost a necessity. However, the hours of service and the variety of menu should be closely scrutinized. A food service operation requires a tremendous amount of work and extremely close supervision. A Board of Officers involved in food service must maintain a very close watch over that operation, segregating food income and food costs so that the exact net profit of the operation will be known at all times, and the operation condensed or terminated if it cannot be made profitable.

While there are other contributing factors, driving-while-intoxicated laws head the list of reasons for decreasing liquor sales across the North American continent. According to a survey of independent and chain restaurant operators, "many have recognized changes in the alcoholic beverage market and are making the necessary adjustments to save their business." In our case, the time has arrived for the Board of Officers to change their thinking, if necessary, and develop new strategies in planning Moose Social Quarters alternatives.

For example, low alcohol and non-alcoholic beers and wines, along with a large variety of soft drinks, should be available. Lodges relying too heavily on liquor and beer sales to meet their recurring overhead expenditures must shift their emphasis to food sales, with special dining attractions.

The financial survival of Social Quarters will be determined by their ability to adjust to our changing times, including the determination to arrange functions in tune with the Moose Family Center concept.

Inventory and Cost Control



If the Monthly Social Quarters Report indicates that the operation is losing money, the Board of Officers must take prompt and effective action. An inventory is required in order to complete each Monthly Social Quarters Report. It must be emphasized that an accurate picture of operations is absolutely impossible without an accurate inventory. If there is any question in the minds of the members of the Board about the financial operations, an inventory should be taken weekly, and a Profit and Loss Statement compiled each week as well. By doing so, the Board of Officers will be more able to monitor exactly what is happening. A monthly profit & loss statement must be submitted to the Lodge even if the profit & loss statements are done weekly.

Expenses must be managed through the process of "Inventory and Cost Control." Consider the use of a Point of Sales (POS) system to aid efforts.

Inventory Control means:

- Knowing exactly how much of each kind of merchandise is on hand at the beginning of any given period;
- Knowing exactly how much of each kind of merchandise is purchased during that given period;
- Knowing exactly how much of each kind of merchandise is on hand at the end of that period;
- Accounting for the difference (of the items listed above).



If a Board of Officers (or Social Quarters Manager) knows these things, it is possible to compute the amount of money that should be rung up through the cash register.

To illustrate: Suppose the Social Quarters handles only one category of merchandise that sells for \$1 per bottle. At the inventory last week, 127 bottles were on hand; during the week, 480 bottles were purchased. The inventory at the end of the week shows that 201 bottles are on hand. Adding the beginning inventory (127 bottles) to the purchases (480 bottles) equals the total units available for sale for the week (607 bottles). Subtracting the ending inventory (201 bottles) shows that the bartenders would be accountable for the 406 bottles used. When translated into cash, the bartenders are accountable for \$406. This amount should have been rung-up on the cash register. Of course, if the bartenders broke any bottles, the breakage must be taken into account.

Here are a few tips on Inventory Control. A perpetual or running inventory is preferred and easy to keep. It is a common practice of good business managers. Inventories must be taken as accurately as possible. Guessing is completely useless. Bottled goods may be computed on the basis of 33 one-ounce units per liter (the industry standard is 30 units per liter) or 38 units if a 7/8-ths ounce "shot" is used. A 750-ml bottle contains 28 one-ounce shots (the industry is 25 one-ounce shots).

Bartenders should be clearly and specifically informed that an exact count of merchandise is maintained and that they are expected to account for the full retail price of every unit of merchandise dispensed.

Merchandise reserves should be fully protected in a locked storeroom to which only one or two persons, usually the Social Quarters Manager or Head Bartender has keys. Merchandise should be checked-out as needs require. Only one person should be permitted to place orders for merchandise, and every delivery of merchandise should be carefully checked upon receipt to ensure that the full order is received.

Cost Control means careful supervision of all costs connected with the Social Quarters operation. The Board of Officers must ensure that all merchandise is purchased at the most economical price available, and then be sure that the mark-up on that merchandise is sufficient to produce a fair profit. Moose International suggests that no more than 30% of gross Social Quarters sales be utilized towards the purchase of product to be resold. This figure should ideally be closer to industry standards of 25% for food costs and 20% for beverage pour costs. Container deposits, if applicable, should not be overlooked, since they may represent a substantial sum over a period of time.

Operating Costs are another important aspect of Cost Control. Two areas of operating costs that can easily and quickly get out of line are Wages/Salaries and Entertainment.

The Board of Officers allocates funds for wages and salaries. The Social Quarters Manager hires, supervises and fires employees. Wage rates should be fair, but never beyond the ability of the Board to pay. Help should be employed and scheduled only when absolutely necessary. It is very important to remember that the budget for wages and salaries **must** include an allocation for the payroll taxes that the Lodge will be required to pay.

Entertainment costs are a bit more difficult to control, because members who want to be entertained occasionally subject the Board of Officers to pressure. In such cases, the Board of Officers must be strong enough to say "no" or to charge admission fees where both practical and legal. Extravagant and costly entertainment should generally be avoided.

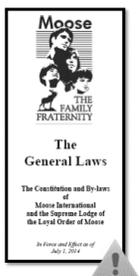
An ingenious Board can often devise entertainment programs involving little or no cost, which nevertheless serve to attract patronage. Entertainment expenditures are limited by profits.

Other operating expenses usually require only cursory surveillance by the Board of Officers, at least until such time as one or more particular items become excessive. Careful study of each Monthly Profit and Loss Statement will warn the committee of any such items.

Inspections

At least once per month, the Trustees should make a careful first-hand inspection of the quarters, furniture, fixtures, and employees. The objective of the inspection is to ensure that the highest possible state of cleanliness and repair is maintained. Employees should be immaculate about their persons, with particular attention to hands, fingernails, clothing, and uniforms.

Glassware and utensils must be spotlessly clean and adequately sterilized. Merchandise must be kept clean and dust-free, displayed attractively and orderly. Lampshades, draperies, and carpeting should be cleaned regularly. An adequate supply of linens must be available, and changes made as frequently as necessary. Floors should be swept several times a day, and polished or waxed regularly. Furniture and fixtures should be dusted regularly, and thoroughly cleaned at necessary intervals. Furniture and equipment in disrepair should be repaired promptly, or removed to avoid any possibility of personal injury.



Social Quarters Manager



The Board of Officers may employ a Social Quarters Manager who may be a member or non-member. Except as may be otherwise provided by majority action of the Board of Officers, the Social Quarters Manager shall be the business representative of the Board. The Board may employ the Administrator as the Social Quarters Manager, as allowed by our Fraternity's Constitution and By-laws. However, no other member of the Board of Officers may be the Social Quarters Manager (volunteer or employed), or otherwise be employed by the Board.

The Social Quarters Manager is accountable to the Board of Officers for all aspects of the Social Quarters operations. The Social Quarters Manager enforces all regulations and policies, approved by the Board. The Board officers are the governing body of the Social Quarters, with responsibilities of overseeing the operation, and not the day-to-day managing of the Social Quarters. Officers should not attempt to exercise authority while in the Social Quarters. The Social Quarters Manager or their authorized employee should address questions or problems.

The Board of Officers sets the salary of the named manager, initially and subsequently. The Social Quarters Manager employs help as necessary to operate the Social Quarters, according to policies established by the Board. Total wages or salaries paid to employees shall not exceed funds allocated by the Board of Officers for wages or salaries. Funds for wages and salaries shall be allocated quarterly or annually. In general, the total expenditures for wages, taxes and benefits of Social Quarters employees should not exceed 30% of gross Social Quarters food and beverage sales.

Employee Supervision

All employees of the Social Quarters are under the direct supervision of the Social Quarters Manager. As the business representative of the Board of Officers, it is their responsibility to carry out the formal decisions of the Board. This is particularly applicable, but not limited to, relations between the Board of Officers and its employees. Confusion and conflict results when officers of the Board attempt to give orders to employees. A Board officer's authority is effective *only* when serving at a regularly convened Board of Officers meeting or as specifically authorized by the Board.

The Social Quarters Manager must follow any legal and reasonable employment policies established by the Board of Officers, including hiring and termination procedures. Neither the Board nor the Social Quarters Manager shall enter into any employment contract with an employee. Unless prohibited by law, all employees (including the Social Quarters Manager) shall be employed "at will."

The Social Quarters Employees



The manner in which each employee performs their job is vital to the success of the Moose Lodge. Employees should be provided a written job description for their position. This job description is merely a list of all duties required of the employee. It is the responsibility of the Social Quarters Manager to see that each employee is properly trained. A properly trained employee becomes an asset to the Lodge and ensures an efficiently run operation.

Social Quarters employees and volunteers shall not drink any alcoholic beverage while on duty. All merchandise for resale consumed by the employee is to be purchased. If an employee is not a member, they cannot make purchases in the Lodge. Participation in social activities by employees while on duty (unless approved by the Social Quarters Manager) is prohibited.

When an employee has a question regarding their job responsibilities, the Social Quarters Manager is to be consulted.

Employee Appearance

The Board of Officers should establish a dress code for all employees. The Moose Lodge is for the entire family; therefore, the established dress code should reflect that concept. For employees working in areas that cause their clothing to be soiled, aprons should be provided. When an employee is out among dinner patrons, the soiled apron should be removed. A well-groomed and clean-appearing employee is essential in projecting a professional image for your Moose Lodge.

Courtesy

Extending personal courtesy to customers at all times is an essential attribute for employees in the food and beverage business. A friendly "hello," "good afternoon" or "good evening" – along with a warm smile – makes the customer feel welcome. Words like, "may I serve you," "thank you," or "good-bye, please come back soon," should be a part of every employee's vocabulary. These words and phrases are what bring customers back for another visit to the Lodge.

Greeting the customer by name is a good way to make them feel welcome. Addressing a customer as "Brother," and other titles such as "Mr.," "Mrs.," or "Miss," is also acceptable. Make eye contact with customers when they first enter the work area. If actively serving another customer, the employee should acknowledge the new arrival's presence by saying, "I'll be right with you." Never ignore or leave a customer waiting to be served.

Engaging a customer in "small talk" is desirable as long as other customers are not ignored or kept waiting for service. Never gossip or use derogatory comments about anyone. Avoid controversial subjects such as politics and religion.

Answer the telephone by saying "Good evening" (or the appropriate time of the day), along with "Lodge name," followed by identifying yourself, i.e. "this is (use your name)," "May I help you?" If the Lodge has attained the designation of Moose Family Center, include "Moose Family Center" following the Lodge name. Using this simple formula in answering the telephone will portray a professional image for the Lodge to the caller.

The telephone numbers of the police, emergency, fire department and taxi service should be on display near the telephone for all employees to use if needed.

Service

In the Social Quarters of a Moose Lodge, Servers have most of the actual contact with customers, but all employees must focus on customer service. The Board of Officers should strive to instill this concept in all employees.

All employees are required to verify that every person making a purchase is an active member. Service starts with a friendly greeting when the customer first enters the establishment right through to when you say good-bye. The manner in which an employee greets a member, presents information, answers their concerns, and exhibits an appreciation for the member's business has a great impact on how much money the member will spend, and how often they will return. Proper service given to a member while attending a Social Quarters function ensures repeat business.

Every bad experience can cause the loss of an untold amount of future revenue. For example, if a member frequents the Social Quarters as little as once a week, and spends an average of \$20 each time for food and drinks, that equates to over \$1,000 a year in potential lost revenue. Even more concerning, are the unknown number of customers who just disappear without letting you know why. Some studies have shown that only one-in-nine dissatisfied customers take the time to complain. The rest simply stop patronizing the establishment. Worse yet, a dissatisfied customer is more likely to express their complaint to 8 - 10 of their friends and acquaintances, who are likely to visit less frequently, or not at all.

Cleanliness



Making sure the facility is tidy and clean when the customer arrives is another key area of employee responsibility. All employees should be consciously aware of the cleanliness of the Social Quarters, ensuring the area is always neat and clean, including the floors, counter tops and cabinets, and also the equipment. Dirty lines in the beer tap or residue left in the glasses all contribute to spoilage and poor quality in the product being dispensed. Unsanitary kitchen equipment can result in the loss of your health permit to operate. Everything the customer comes in contact with should be as clean as possible. From the table and the chair a customer sits in, to the glass and dishes, right down to the restrooms, all are areas that cannot be overlooked when providing the customers a clean environment in which to socialize.

Merchandise on display should never become dusty or in disarray. All visible merchandise should be neatly arranged and properly lit. A good employee will make use of their slow time by keeping their area clean and tidy.

To reduce the risk of fire, in designated smoking areas, care should be taken when disposing of residue from ashtrays. Never dump an ashtray into a trashcan. Ashtrays should be emptied into a container that has no combustible contents.

Handling Cash and Merchandise



Proper handling of cash and merchandise is necessary for the success of the business. From the moment merchandise is delivered by the vendor—to ringing out the cash register—diligence must be exercised to ensure optimum profit potential.

Someone from the management team should be present when merchandise is received. This person must physically count every item delivered and compare those quantities against the invoice quantities. Bottle returns and back-ordered items should be carefully noted as well. All discrepancies must be documented to ensure proper billing.

Consumable products must always be handled using the FIFO (First In, First Out) system. Inventory stock must be rotated to reduce spoilage, and ensure the oldest items are used first. Rotating stock should be done both in the central storage area and at remote locations, such as the coolers behind the bar, and the refrigerator in the kitchen.

All storerooms are to be locked. Only members of the management team, who have a valid need, are to be issued keys. The honesty and integrity of all employees is another area of concern. Reasonable care should be exercised to avoid spillage, breakage, and pilferage.

A policy regarding free merchandise should be established by the Board of Officers, and must be strictly enforced. Employees are not to dispense "free drinks" or give any merchandise away without collecting money. Only the Social Quarters Manager can authorize giving away merchandise in accordance with policy established by the Board. Some jurisdictions prohibit giving away free drinks. Elected officers are prohibited from receiving compensation, which includes free drinks, food, etc. Merchandise and free drinks are corporate assets that should not be misappropriated. All food or beverage provided free of charge must be carefully tracked. At the close of each week the total amount of complimentary food and beverage must be reimbursed, at retail price, from the Lodge to the Social Quarters.



Every employee must be trained in the proper handling of cash. The employee is fully responsible for all cash in their possession—from the time the till (cash bank) is issued to them, until it is returned at the end of their shift.

All sales are to be rung up in the cash register at the time of sale. Employees are not permitted to accumulate sales for ring-up later, except in the case where the customer pays by credit card before departing.

On occasion, an employee may be required to make a cash payout from the cash register. When this occurs, the employee will retain the receipt and attach a note stating the purpose of the cash purchase. An entry is also made in the Social Quarters Cash Purchase Journal that is kept at the cash register. The receipt and note is to be kept in the cash register drawer, and turned in to the Social Quarters Manager. Cash payouts are accumulated for the week, and a reimbursement check is issued each week to replenish petty cash.

The Social Quarters Manager should use the "Read Key" to monitor the business for the day. A schedule should be maintained to take a reading at several intervals during an employee's shift and then again at the end of each shift.

Proper safeguards should be in place for the safe keeping of cash left in the building overnight. Every employee responsible for closing each day must be trained to ensure the building and all assets are secure. If the cash receipts for the day's business are to be kept in the building, a drop safe should be provided. Cash removed from the premises each night is to be immediately deposited in the night deposit at the bank. Employees should never leave the building alone when carrying cash to the bank. If another employee or an officer of the Board is not available to accompany the employee to the bank, then a police escort should be arranged through the local police department.

Dues and Fees Collections

All membership dues payments must be processed through the lock box established by Moose International. As a service to our members, the Administrator, or their designee, can accept a check for dues and forward the payment to the lock box. Cash payments received must be properly receipted and immediately exchanged into a check or credit card payment for remittance to the lock box for credit of the member.

New membership applications, accompanied by the appropriate fees and dues, can be received by any active member and must be turned over to the Administrator or their designee. It is the responsibility of the Administrator or their designee to properly receipt the funds, remit the applicant information to International Headquarters, and provide the membership application to the Application Review Committee.

Upon a member being reported to Moose International as enrolled, an official membership card will be mailed to them. New membership cards typically arrive within two weeks.

Decorum and Serving Alcohol



One of an employee's most serious responsibilities is to maintain the highest standard of decorum in the Social Quarters at all times. This responsibility needs to be handled with diplomacy.

Bartenders carry a definitive responsibility to maintain good conduct in the Social Quarters. A Bartender must be authorized to refuse service to any member at their own discretion; however, a Bartender is answerable to the Social Quarters Manager for any abuse of this authority. With this authority goes a corresponding responsibility on the part of the Bartender to see that they may never be charged with becoming an accessory to a member's misconduct.

It is the employee's responsibility and legal obligation to refuse the sale of alcohol to any person who is visibly intoxicated or is in danger of becoming a potential intoxicated driver. Never accuse the customer of being intoxicated or having too much. Never scold them or cast blame. Be firm when refusing to serve a customer. Tell them they will not be served anymore on this visit. Give them a reason, by saying, "You will need to drive home; if I serve you any more you will not be in any condition to drive." Never bargain with a customer, or allow them to negotiate "just one more drink." Suggest a non-alcoholic beverage or something to eat; do not serve more alcohol. If it appears the customer may resist or cause trouble, immediately get help from the Social Quarters Manager or another employee. Even if the customer accepts the "no sale" decision, always make at least one other employee on duty aware of the situation.

A Social Quarters Incident Report Log Book, available from Moose International, should be maintained to document important details of all incidents. The log should include the date, who was involved, what occurred, and how it was handled, along with name(s) of those witnessing the event.

The Bartender in Charge should also have the authority (in the absence of the Social Quarters Manager) to immediately eject from the premises anyone involved in any form of misconduct - including officers of the Board. Each incident involving an ejection must be fully documented in the incident log kept behind the bar.

Any member ejected from the Social Quarters shall be immediately placed on suspension until the next Board of Officers meeting. All incidents in the Social Quarters Incident Report Log Book are discussed at the executive session of the next Board of Officers meeting, including the necessary discipline or corrective action that should be taken.

Here are some suggestions to help avert a potential problem:

- Ensure all servers of alcohol have successfully completed “TiPS” classes (Training for Intervention Procedures), or an approved alcohol server training program in the state or province in which the Lodge operates. (**Important** –The Moose International Board of Directors has mandated that all Lodges have ***all*** of their alcohol servers trained in the serving of alcohol responsibly.) The Lodge should maintain copies of the servers’ certifications. These certifications should be maintained for a minimum of eight years after their expiration. The Social Quarters Permit of any Lodge failing to comply with this requirement may be suspended pending compliance.
- Establish and promote a designated driver program;
- Make arrangements to have an alternative available for a potentially intoxicated person (e.g. friend, family member, or cab).
- Call the police if it looks like matters will get out of hand. It is better to lose the goodwill of one intoxicated customer (for their own good) than jeopardize the safety of others in the Social Quarters or on the road.

The importance of maintaining a high standard of good conduct in the Social Quarters cannot be overemphasized. Many members consider the Moose Home to be their second home, thus the standard of conduct maintained therein should always be a credit to the fraternity. The Board of Officers should be particularly diligent about prohibiting loud or profane language.

MOOSE INTERNATIONAL



One of the principal functions of Moose International is to assist Fraternal Units and their Officers. Since the staff of Moose International is relatively small, and there are a great number of Fraternal Units in the Fraternity, services are ordinarily provided by mail, e-mail, fax, or telephone. Active and interested Lodge, Chapter and Moose Legion officers should be acquainted with the nature of these services:

Departments and Their Functions:

Department of the Chief Executive Officer

The Chief Executive Officer of Moose International has general power to direct and supervise all activities and enterprises of Moose International and The Moose.

Membership Department

The Membership Department supports all Lodge operations via its field personnel: Territory Managers, Regional Managers and their volunteer network.

- **Field Staff (Territory/Regional Managers)** - Periodically, Territory Managers, Regional Managers and/or their Assistants (or other authorized representatives) visit every Lodge, Chapter and Moose Legion in the Fraternity. The main purpose of their visits is to review the financial and fraternal progress of these Fraternal Units during the period covered.

As official representatives of Moose International, these field support resources exist to provide help and service to the Officers, and in turn, to the membership at large. Territory/Regional Managers can more readily and effectively accomplish operational objectives if the Officers give their whole-hearted cooperation during the visit. These managers may review financial records for accuracy to assure proper record keeping and determine if all payments to Moose International have been made. Each unit has much to gain from such a visit and should utilize the opportunity to seek advice and assistance to improve its operation. The goals of the Territory/Regional Manager's Lodge visit are to:

- Educate Officers (if/where needed);
 - Provide advice on Social Quarters Management;
 - Help develop Community Service, Family Activities, Government Relations and other fraternal programs.
- **Financial Review Specialists (FRS Team)** – The FRS Team members are called in to assist lodges with more serious operational or financial issues and work with the Territory Managers and Lodge Officers to identify a better path to follow.
 - **Member Services/Call Center** staff provides support to Lodges, Chapters and Moose Legions as well as individual Moose members regarding membership records and assisting in the resolution of issues between fraternal units and members. Additionally, information is provided covering a broad spectrum of Moose programs. Member Services can be contacted by phone at (630) 906-3658 or via e-mail at helpdesk@mooseintl.org.
 - **Lodge Development** staff (often Territory or Regional Managers) is available to identify, promote and oversee the chartering of our Lodges.

Marketing/Communications Department

The Marketing/Communications department constantly looks for opportunities to promote the Moose Fraternity, its Lodges, and its missions to both internal and external audiences. It oversees the *Moose* magazine, the Fraternity's website and social media pages, as well as its national visibility campaigns. Marketing/Communications is integral in managing various grant and support programs approved by the Moose International Board of Directors. The department also creates written and electronic materials for a variety of uses, and provides training programs and resources that allow our Lodges to perform at the highest level possible.

- **Communications** is responsible for all editorial/production/management functions for *Moose* Magazine; content contributions for www.moosintl.org, www.mooseheart.org, www.moosehaven.org and www.moosecharities.org; design/execution of corporate communications; guidance and assistance to fraternal-unit publications and websites; audio and visual presentations for Moose International and use by its Associations; photography; daily media relations; and the Museum of Moose History.
- **Moose Training** staff, in coordination with Territory Managers, helps to prioritize Lodge-specific training needs and training solutions. Training solutions are made available through online and/or in-person training sessions taught by volunteer Moose Field Trainers. Current Lodge curriculum includes: Lodge Leadership training, LCL and QuickBooks training, Administrator training, and Officer/Committee specific training workshops. Training staff also track training attendance; members can check their training history at any time by viewing their own member record online.

All Lodge course descriptions, schedules and key contacts for your area are located on the Moose International website at www.moosintl.org via the Moose Training link.

Activities Department

The Activities staff also encompasses Moose Heart of the Community; Family Activities; Youth Activities; Sports, and the Moose Travel Program.

- **Youth and Family Activities** deals with all matters pertaining to fraternal sports programs and related tournaments; and matters concerning youth and family activities, including the Moose Travel Program.
- **Moose Heart of the Community** deals with all matters pertaining to the comprehensive Community Service program, which includes the Moose Youth Awareness program.

A number of ideas and planning tools for activities are located in the Activities and Sports section on the Moose International website at www.moosintl.org.

Ritual & Higher Degrees Department



The Ritual & Higher Degrees Department oversees the programs, procedures and rules for the operation and governance of the various jurisdictions of the Moose Legion, the Degree of Service in North America. It develops and implements programs to promote the growth of membership including implementing campaigns and recognition programs, and working with training development staff to facilitate training needs for members and to raise funds in support of Moose Charities and the philanthropic work of The Moose. This is done in co-operation with and through the Moose Legion Council whose actions are ultimately approved by the Moose International Board of Directors.

The Department oversees matters of interpretation and compliance with the Code of Rules, and in co-operation with the Chief Compliance Officer, the General Laws of The Moose affecting the Moose Legion. It considers dispensation requests by jurisdictions and rules on approvals. The conferral ritual and competition / judging of staffs is administered through this Department.

Finance Department

Finance prepares, sends and explains monthly consolidated statements, collects and processes funds due to Moose International, obtains tax payer identification numbers for Lodges and acts as liaison with the IRS to solve identification number problems and duplications.

Office of the General Counsel

The General Counsel represents Moose International, and The Moose. In addition, he and/or his staff may assist units, degrees, Chapters, boards, and bodies of Moose International in matters involving litigation or corporate issues in an advisory capacity.

Risk Management Department

The Risk Management Department at Moose International, Inc. administers the Risk Pool Program. Pursuant to *Section 46.9* of the General Laws, the program has been established to provide indemnity for losses of various Lodges, Chapters and other units of The Moose. This is commonly referred to as the "Risk Pool." The Risk Pool provides General Liability Coverage and Liquor Liability Coverages for all Fraternal Units. Directors and Officers Coverage for all Fraternal Units also is provided through the Risk Pool.

Pursuant to *Section 46.9* of the General Laws, all Lodges, Chapters, and other Fraternal Units shall maintain insurance coverage as listed below.

- Employee Theft Coverage (also known as Fidelity Bond) is required of all Fraternal Units.
- Property/Fire Insurance (Building and Contents) is required of all Lodges that have a Moose Home.
- Workers' Compensation is required of all Lodges having employees.

**Please note: Volunteers may be seen as employees in some states; please review state laws.*

The Employee Theft coverage, the Property/Fire Insurance and the Workers' Compensation may be purchased from any insurance company rated A- or better by Best's (unless there is a state or provincial mandated Workers' Compensation fund in the Lodge's state or province through which the coverage must be purchased).

Hall Rental Insurance must be purchased when renting your Lodge hall, property, or facilities either for a fixed amount or gratis (no fee) at which alcohol is being served, sold, given away or consumed during such rental. The Hall Rental Insurance must be purchased from an insurance company designated by the Risk Management Department.

The Risk Management Department can provide specific information and guidance on these insurance requirements, including Certificates of Insurance. They may be reached at 800-544-4407.

Department of Information Systems

The Information Systems Department is responsible for the development and support of all computer systems for Moose International, Mooseheart, Moosehaven, and Moose Charities. This includes all applications and data, hardware and software support and acquisition, computer and network operations, as well as the phone system. Information Systems is also responsible for all systems, programs and processes regarding electronic transmission of data and communications within Moose International as well as the Lodges, Chapters, and Legions throughout the Moose Fraternity.

Catalog Sales

Catalog Sales handles all official supplies of The Moose and many other items of equipment, jewelry, printed material, etc., which are in general use by the Fraternal units. See the Official Supplies Catalog for any particular items of merchandise or visit the Moose International website at www.mooseintl.org. (Items with a Moose logo not sold by Catalog Sales require a dispensation from the Chief Compliance Officer.)

The Chief Compliance Office

The Chief Compliance Office deals with matters requiring dispensations, interpretations of the Laws of The Moose, and matters having to do with disciplinary charges and trials.

Dispensations are needed to:

- Acquire (by purchase or otherwise) any real estate.
- Mortgage, sell or lease real estate.
- Construct or improve a building.
- Amend by-laws to change the Lodge's name, dues or meeting nights/times.
- Encumber assets and any other transaction affecting the Lodge financial balance sheet, including the disposal of Lodge assets.
- To vote on electronic notification for Lodge mailings; if approved, special meeting notices can be sent via electronic mail.

Note: Above actions must be approved at a special meeting of the Lodge membership. Seven (7) days written notice of the special meeting must be mailed to each active member of the Lodge (see *Section 42.3.*)

The following actions require dispensations, but can be approved at a general meeting of the Lodge membership.

- Purchase or lease equipment (Purchase of property or equipment in an amount less than \$5,000 does not require a dispensation, but does require approval of the membership.)
- Acquiring a Lodge credit card.
- Off Lodge premises events, such as a trip to a ball game, family picnic, bus trips, etc. involving persons other than members and qualified guests (for insurance reasons.)
- To apply for membership or retain membership (convicted felon and registered sex offenders.)
- To open and maintain a separate or special checking account.
- The using, renting or leasing of any Lodge property by members or non-members not specifically authorized by the General Laws.
- For persons other than the Administrator or paid employees to have keys to the Lodge home, office or social quarters.
- To participate in seven (7) member Board of Officers.

(For a complete list of dispensation, please see the General Laws of The Moose.)

Social Quarters Matters

Social Quarters matters, including formal complaints and charges regarding breaches of decorum in the Lodge or at Lodge sponsored events are overseen by this office. In the case of an appeal of a Board of Officers decision, this office will determine if the Lodge has complied with the General Laws of The Moose.

Elections

The Chief Compliance Officer oversees all Lodge elections and compliance with the election process.

Women Of The Moose



The Women of the Moose also have their headquarters at Mooseheart, Illinois. Its local units are known as Chapters, and its members as co-workers.

The Women of the Moose are responsible for all aspects of Chapter operations including promoting and chartering new Chapters, membership building and retention, all Chapter honors as well as individual honors and degrees, dispensations and educational materials.

Women of the Moose Chapters have greatly contributed to the success of Mooseheart and Moosehaven through sponsorship of many projects. In addition, they have earned recognition throughout the country for their participation in service projects in the communities in which they are located.

Close cooperation between the Lodges of The Moose and the Chapters of the Women of the Moose is constructive. A harmonious and collaborative relationship between these two units can be of great mutual benefit. Each year, the Women of the Moose donate millions of dollars to Mooseheart, Moosehaven and local Lodges.

Lodge officers are reminded that the Lodge must provide the Chapter with adequate meeting space for required Chapter meetings at no expense to the Chapter.

The Women of the Moose render important services to the humanitarian projects of our Fraternity. Lodges and Chapters working together toward common goals best serve the fraternity's interests. Please refer to the current Women of the Moose General Laws with questions regarding their rules, regulations and procedures.

The Women of the Moose General Laws and its subsequent amendments, the Officers' Handbook, and Treasurer's Handbook provide valuable information for the operation of a Chapter and the responsibilities of its Officers.

When a Chapter experiences difficulty, they are to contact their local Chapter Advocate for assistance. A complete listing of Chapter Advocates can be found in the Women of the Moose portal of the Members Only area of our website.

Questions may be directed to the Women of the Moose Training Session Leaders or to Chapter Advocates.

The Annual International Moose Convention

The Moose holds its annual meeting during the Annual International Moose Convention. The International Moose Convention also includes the Annual Conference of the Women of the Moose and the Annual Conference of the International Moose Legion, including the International Moose Legion Ritual Competition.

The Annual International Convention is an opportunity to gain knowledge, inspiration, know-how, and new ideas. For these reasons, every Lodge is urged to send its President and Administrator or the Lodge's Official Representatives. Be aware that any active Lodge member selected by the Lodge may serve as alternate representative in the event a President or Administrator is unable to attend. Each Lodge may pay, out of its Lodge account, the expenses for its representatives, when approved by the Lodge membership. Expenses for per-diem should not exceed the sum permitted by governmental guidelines for each day in actual attendance, (including time necessarily used in traveling), in addition to mileage or actual transportation expense (whichever is less).

Past Presidents not attending as a delegate but who are active members and if otherwise qualified, are entitled to attend the Annual meeting of The Moose at International Moose Convention; however, they are only entitled to do so at Lodge expense if approved by the Board of Officers and membership of the Lodge in advance.

Any active member may attend the Annual International Moose Convention, but only representatives and Past Presidents are entitled to vote.

State and Provincial Associations

All Lodges must maintain affiliation with their respective State or Provincial Moose Associations. They are required to participate in the activities of the Association, particularly the Association Annual Meeting, annual Mid-Year Conference, and District meetings. Failure to do so could result in a reorganization of the Lodge's Board of Officers, or a temporary loss of the Lodge's Social Quarters permit. The organizational structure of a Moose Association typically has the same standing committees as the Lodge and The Moose. Corresponding district or region appointments are made through State or Provincial Associations.

District and State or Provincial meetings offer an excellent opportunity for the officers and chairmen to learn more about their duties and responsibilities, and to get ideas about new and better ways of doing their jobs.

ABOUT THE FRATERNITY

The Moose



The Moose was organized in 1888 in Louisville, Kentucky. The Moose was founded as a nonsectarian and nonpolitical fraternal organization. The purpose of The Moose as a fraternal organization of charitable Lodges, Chapters, and other units, is to:

- Unite in the bonds of fraternity, benevolence, and charity, all acceptable persons of good character;
- Educate and improve members and the families of members socially, morally, and intellectually;
- Assist members and their families in time of need;
- Aid and assist the aged members of Lodges and Chapters and their spouses;
- Encourage and educate members in patriotism and obedience to the laws of the country in which the Lodge, Chapter or other units exist;
- Encourage tolerance of every kind;
- Render particular service to children in need by the operation of one or more vocational and educational institutions of a type and character of the institution now called "Mooseheart," and at Mooseheart, in the State of Illinois;
- Serve aged members and/or their spouses at one or more institutions of the character and type of the place called "Moosehaven," located at Orange Park, in the State of Florida;
- To create and maintain foundations, endowment funds, trust funds, and subsidiary or related corporations, whether non-profit or for profit, for the purpose of carrying on, aiding, and assisting the charitable and philanthropic enterprises heretofore mentioned.

Lodges are located in the United States, Canada, and Great Britain.

Why the Moose?



Why was this particular animal chosen to represent a humanitarian fraternal order? The answer is fairly straightforward. The moose is a large, powerful animal, but one which is a protector not a predator. We think it was perhaps said best in an earlier version of our enrollment ceremony:

“He takes only what he needs, nothing more...yet for his great size and strength he lives in peace with other creatures. The moose uses his size and power not to dominate but to protect, not to spoil but to preserve. He is a fierce protector, a loyal companion, and a generous provider who brings comfort and security to those within his defending circle.”

It is these characteristics of the moose in the wild that the human members of The Moose fraternity have modeled for decades in the establishment and operation of Mooseheart, the organization's community and school for children and teens in need; and Moosehaven, the retirement community for Moose men and women; as well as in service to its communities.

Qualifications for Membership

Members of The Moose shall first be a member of a Lodge of The Moose.

To qualify for membership in a Lodge an applicant must:

- Be twenty-one (21) years of age or older;
- Not be a member of a terrorist group or recognized subversive organization;
- Not be a registered sex offender or convicted of a felon, unless the conviction has been expunged, the conviction has been vacated by unconditional pardon, or a dispensation waiving this requirement has been obtained from the Chief Compliance Officer;
- Be of good moral character and capable of understanding the obligation of membership;
- Profess a belief in a Supreme Being;
- Have not been expelled from any Lodge, unless a special dispensation has been granted in accordance with the laws of The Moose;
- Not currently suspended from membership in any Lodge;
- Not having had an original application for membership rejected in any Lodge. (In addition refer to *Sec 28.5* of the General laws)

To qualify for membership in a Chapter of the Women of the Moose, an applicant must:

- Be an active Lodge member;
- Be a female person;
- Be twenty-one (21) years of age or older;
- Not be a member of a terrorist group or recognized subversive organization;
- Not be a registered sex offender or convicted of a felon, unless the conviction has been expunged, the conviction has been vacated by unconditional pardon, or a dispensation waiving this requirement has been obtained from the Chief Compliance Officer;
- Be of good moral character and capable of understanding the obligation of membership;
- Profess a belief in a Supreme Being;
- Have not been expelled, suspended, or rejected for membership by any Chapter.

Each person applying for membership in a Lodge must be sponsored by an active member of The Moose. Any applicants to a Chapter must be sponsored by an active member of the Women of the Moose. Additionally, an active member of the Lodge or Chapter to which the applicant is making application must also endorse the applicant.

Degrees of The Moose

Moose Legion Degree of Service



The Moose Legion is known as the Degree of Service. Every active, male Lodge member is eligible for membership into the Moose Legion.

The purpose of this degree is to band together the loyal and devoted Moose members who desire to make further contributions to the humanitarian objectives of our Fraternity while providing fun and entertaining activities for members and their families. Additionally, it serves as the means for building a strong foundation for advancement to the Fellowship and Pilgrim Degrees. The official regalia of a Moose Legionnaire is a maroon blazer featuring the Moose Legion logo, coordinating necktie, white shirt, black trousers and accessories.

Fellowship Degree of Honor



The Fellowship Degree of Honor is an honorary Degree of The Moose conferred only upon Moose Legionnaires who are recommended by the Fellows of their Lodge and approved by the Pilgrim Council.

The selection process begins during the month of November, which has been designated by the fraternity as Fellowship Degree Honor Month. While it is a time when special activities are scheduled within each Lodge to pay tribute to these dedicated fraternalists, it is also the time when the Fellows of the Lodge gather to review the service of members of the Moose Legion within their Lodge and select a Moose Legionnaire to be recommended for elevation to the Degree of Honor. The recommendation is highly confidential and is never revealed until such time as the recommended Moose Legionnaire is selected and called by the Pilgrim Council and subsequently conferred with the Degree of Honor.

The opportunity to serve on the Lodge Fellowship Committee is one of the privileges of being a Fellow. This select group may meet as often as they like to socialize, raise funds for special projects or conduct other business beneficial to the Degree.

The official regalia of a Fellow is a French-blue blazer featuring the Fellowship logo, coordinated necktie, white shirt and black trousers. The regalia is worn in its entirety or not at all. The regalia may be worn at any function of the Fraternity and is symbolic of the character and strength that these men provide to the Moose fraternal structure.

A Fellow is also entitled to wear the Fellowship medallion, available through Moose International Catalog Sales and may be worn at any function of The Moose.

Pilgrim Degree of Merit



The Pilgrim Degree of Merit is the highest honor that can be bestowed upon a member of The Moose. This Degree is conferred only in the House of God at Mooseheart, Illinois and comes as a reward for extraordinary service to The Moose. All Pilgrims of The Moose are sent special recommendation forms annually and may recommend any member of the Fraternity, who has attained the Fellowship Degree of Honor, by submitting this form to the Office of the Chief Executive Officer. Fellows recommended will then have their record of service evaluated for merit. Once the list has been finalized, the candidates receive the call to

assemble in the House of God for the conferral. The call remains confidential until the Degree has been conferred.

Special Pilgrim Presentations are scheduled in the Lodges of new Pilgrims, or at an association event, after the conferral. This presentation is where the new Pilgrim is officially presented with his regalia and is coordinated with the Territory Manager or a Pilgrim Representative. Family, friends, community leaders, Lodge members, and other Pilgrims of the Fraternity are invited to attend this fraternal tribute.

The official regalia of a Pilgrim is a gold blazer featuring the Pilgrim logo, coordinated necktie, white shirt and black trousers. The regalia is worn in its entirety or not at all. A Pilgrim is also entitled to wear the Pilgrim medallion with gold cord. This regalia and medallion may be worn at any function of the Fraternity and is symbolic of the dedication, commitment and outstanding service that these men have provided to the Moose Fraternity.

Councils of Higher Degree



Pilgrims, Fellows and Moose Legionnaires of The Moose, together with College of Regents, Academy of Friendship and Star Recorder degree holders of the Women of the Moose are encouraged to become members of the Council of Higher Degrees.

The Councils' main assigned responsibility and goal is to aid the Lodges, Chapters and Moose Legions in the retention of active dues paying members through personal contact locally. This function, properly executed, can make a significant difference in our growth. Fraternal Units are encouraged to call on the Councils for assistance.

This group, at the Lodge and Chapter level, may meet as often as desired to socialize, raise funds for Moose Charities and help with other fraternal endeavors. One member of the group is selected as the Council Representative, and required to attend the Council of Higher Degree meetings on a regional level.

About Mooseheart



Founded in 1913, Mooseheart was established to provide a home and school for dependent children of members of The Moose. Initially, only children of Moose members who had passed away were eligible for admission to the Child City. Since Mooseheart's humble beginnings, this policy has expanded to include any child in need. No longer restricted to Moose members' children, priority is still given to the member's family when all factors are considered.

Located in the beautiful Fox River Valley approximately 40 miles west of Chicago, Illinois, the campus-like setting has approximately 90 buildings and is a completely self-contained community. Mooseheart has its own K-12 school, church, post office, recreational buildings, lake, farm and an athletic field house and stadium complex. Known throughout North America as "The Child City," Mooseheart has been home to more than 12,000 children since its founding.

Mooseheart, a home and school for children in need, serves as Illinois' largest residential childcare facility licensed by the Department of Children and Family Services. Caring for children from birth through age 21, Mooseheart utilizes the Family Teaching Model in all our residential homes to teach our children independent life skills, positive social skills with a focus on relationship building, and empowers them to make sound ethical decisions throughout life. Children reside in one of 26 large single-family homes with 8-9 children of the same sex and age range.

Every child at Mooseheart is provided a complete academic education, accredited by the North Central Association. The education of our youngsters starts at the age of three, in pre-nursery school, and continues through High School. The professional, fully staffed and accredited school provides our children with vocational training, available for students beginning in the Middle School. This vocational experience prepares all Mooseheart children with the necessary employment skills to transition into the job market. Academic and vocational scholarships are earned by over 90% of our graduates who attend 2-year and 4-year colleges around the country. Instruction in military bearing, citizenship and leadership development occurs in Mooseheart's Navy Junior Reserve Officer Training Corps, a mandatory program for all 9th – 12th grade students.

A Protestant Chaplain and Catholic Priest provide religious instruction in the faith prevailing in the child's home prior to coming to Mooseheart. Children of other faiths attend services in neighboring communities.

Health care afforded our Mooseheart children is far above the average community. While a limited medical staff is available on campus, local doctors perform most medical procedures at facilities in nearby communities.

Any Moose member of the Lodge, or any resident of your community planning a trip to the Chicago area is encouraged to take advantage of the opportunity to visit Mooseheart.

About Moosehaven



Founded in 1922, and located on the banks of the beautiful St. Johns River in the city of Orange Park, approximately 12 miles South of Jacksonville Florida, Moosehaven is known throughout the world as the "City of Contentment." Moosehaven was built through the efforts of the men and women of The Moose Fraternity to care for the needs of qualified senior members and their spouses in the latter years of life.

Today, the Moose Retirement Program offers two very different admissions plans to all qualified members regardless of their years of membership and financial status.

The Traditional Plan is available to those who are at least sixty-five years old and who have fifteen or more years of continuous membership. The qualified member along with his/her spouse can retire to Moosehaven by simply agreeing to contribute their current and future financial resources to a Moosehaven Retirement Account held in their name. This account is used to pay for their care and needs throughout the remainder of their lifetime at Moosehaven. Even if their Moosehaven Retirement Account becomes fully depleted, residents are never asked to leave Moosehaven provided they continue to abide by its rules and policies.

The Brandon Place Plan is available to those who are at least sixty-five years old and who are members for at least 6 months. This plan requires an entry fee payment that is determined by the size and location of the accommodations chosen in Brandon Place and then monthly fees based upon the size of the accommodations chosen and level of care. Applicants must undergo financial qualification to determine their ability to pay for their care throughout their expected lifetime. However, a resident will not be asked to leave Moosehaven should they outlive their resources provided they have not disposed of them inappropriately and they continue to abide by its rules and policies.

Regardless the admissions plan selected, each resident has access to all of Moosehaven's amenities, programs and services. As a Continuum of Care Retirement Community, Moosehaven offers Independent Living, Congregate Living, Assisted Living, Enhanced Living, Residential Dementia Services and Skilled Nursing Care. It is truly a self-contained community, having its own health center, community buildings, cafeteria, retail shops, and a chapel for all faiths.

Resident Halls are designed expressly for the convenience and comfort of our senior residents. Each apartment is equipped with its own sleeping and bathing accommodations and each campus hall has its own kitchen and dining facilities.

Moosehaven's Life Care Center is fully equipped and staffed and provides 24-hour nursing and enhanced living care. It also houses a pharmacy, clinic, and a physical therapy department.

Assisted living services, including residential dementia care are available and the campus nurse program provides on-call nurse services to independent and congregate living residents across the campus 24-hours a day, 7-days a week.

Moosehaven offers a full complement of activities geared to each resident's capabilities, including fishing, shuffleboard, pool, darts, swimming, exercise programs, ceramics, picnics, holiday and other special events, trips to nearby malls and attractions, and of course, bingo. Complete facilities are provided in the New York Exercise Building and the Life Care Center Activities rooms to supplement outdoor activities.

Any Moose member of the Lodge, or any resident of your community planning a trip to Florida is encouraged to take advantage of the opportunity to visit Moosehaven.

About Moose Charities



Moose Charities was incorporated in December, 1994. The corporation was put into place to be the fundraising arm for Mooseheart, Moosehaven and other fraternal programs. It is a recognized full-service public charity that receives, processes and stewards charitable contributions from Moose members, Fraternal Units, corporations, foundations and other friends to help provide the resources necessary to support the operations of Mooseheart and Moosehaven. As a public charity, it adheres to applicable charitable fundraising laws, regulations and guidelines as set forth by governmental entities as well as professional and ethical standards for charitable fundraising. Designated by the IRS as an approved 501(c)(3) charity, gifts to Moose Charities are deductible for U.S. income tax purposes.

Moose Charities receives an annual operating grant from Moose International. This means that donors can specify where they want their dollars to go and confidently know that, whether used to benefit the children or the seniors, no portion of it will be used to offset the operating costs of Moose Charities.

Moose Charities has an operating Board of Directors and staff members. Moose Charities has established a website, www.moosecharities.org, which provides information regarding donor opportunities and donor recognition programs.

Above all, Moose Charities exists because of the heartfelt interest Moose members have in our two worthy and noble charitable endeavors at Mooseheart and Moosehaven. The strength of your loyal and compassionate support has made it possible.

Answers to some Frequently Asked Questions – Chief Compliance Office

The difference between reinstatement and re-enrollment—what is it?

A member dropped from the rolls may apply for reinstatement within 24 months of their drop date and retain his years of service. They must pay all dues, those in arrears and current. Expired members who do not wish to retain their prior years of service in the Fraternity may now re-enroll into a Lodge after six months. They must complete an application, mark it as a re-enrollment and submit it with all applicable fees. Only a Lodge vote is needed to re-enroll back into their previous Lodge; while an application review and Lodge vote is needed to re-enroll into a different Lodge.

Can elected officers of the Lodge work as bartenders and receive tips?

No. No elected officer of the Lodge may receive any form of compensation, (i.e., tips, free meals, free drinks, etc.) The only officer who may receive compensation is the Jr. Past President because their office is one of service, not election.

One of our officers resigned; may we simply appoint a replacement?

Yes, if the vacancy (resignation or other) occurs on or after November 1. Any vacancy created before November 1 requires a special election. Thus, if the officer resigns in October, a special election must be conducted even if the office is still vacant in November. If the officer resigns in November, the vacancy must be filled by appointment (see Section 33.10.)

A member of our Lodge has been suspended from the social quarters. The General Laws state only “active” members are qualified to run for office. Can they run?

Yes, “active” means that dues are current and their membership (not social quarters privileges) is not in a state of suspension due to disciplinary action.

How can a member with a felony conviction retain their membership in The Moose?

In accordance with *Section 35.11*, after proper notification by the Lodge allowing the member sixty days to request a dispensation, the member (not the Lodge on their behalf) must send a letter to the Chief Compliance Officer requesting a special dispensation to retain his/her membership. The Chief Compliance Officer will send the member a letter listing the documents required to consider the request.

What does the Lodge have to do to change its dues or meeting nights? Can we change our regular Lodge meeting on a “one-time” basis, i.e. meeting falls on a holiday, many members absent, etc.)?

The Lodge must schedule a special meeting and notify all members by mail that they will vote to change the dues or meeting nights. The notice may be prominently included in the Lodge newsletter (see *Section 42.3*). Additionally, the Lodge must have an approved dispensation from the Chief Compliance Officer. The Lodge cannot change their meetings on a “one-time basis”. If the meeting date falls on a holiday or day of convention, please refer to *Section 26.7* of the General Laws.

Who is authorized to have keys to the Lodge?

Only the Administrator and authorized employees of the Social Quarters are authorized to possess keys to the Lodge home. Other persons, including the President, must receive a dispensation from the Chief Compliance Officer to retain keys.

When are minutes legal?

Lodge, Board of Officers and executive sessions minutes are legal only when properly approved and signed by both the President and Administrator.

Can the public ever be allowed into our Lodge?

Yes, for community service events and open houses approved by the Chief Compliance Officer. A fraternal unit with a dispensation may conduct fundraising activities involving the public and keep all the proceeds as long as any one type of activity is not conducted more than twice in a calendar year.

What can the Board of Officers do with bad checks received from members?

The Board of Officers may suspend the member's Social Quarters privileges subject to the procedures set out in *Section 48.8*. The Lodge may send the member a letter per *Section 35.13* of the General Laws telling them they have 30 days to pay the debt. If they have not paid in 30 days, the Lodge may request further action be taken by the Chief Compliance Office.

Can our Lodge or District have a dunk-tank at a picnic or other family celebration?

With caution, yes -- Dunk tanks can be an extremely dangerous exposure. Faulty equipment has caused numerous serious accidents throughout the fraternity resulting in substantial claims and litigation. Therefore, the equipment must be in good working condition and those participants in the tank should be in good physical condition with no medical problems. Any additional insurance offered by a rental company should be utilized.

What can be done to an officer for a breach of decorum in the social quarters or during a social activity of the Lodge?

Any offending member, including officers, can be asked to leave the Social Quarters and then brought before the Board of Officers for improper behavior in the social quarters or during a Lodge sponsored social event (*Section 48.8*).

Can we tape-record Lodge meeting?

No. Only the Administrator may tape-record meetings and they may only do so with a dispensation from the Chief Compliance Officer. Dispensations are granted with certain stipulations.

Can our Lodge have a credit card?

Yes, but only subject to the terms of a dispensation obtained from the Chief Compliance Officer.

Can a Moose Association join other Non-Profits to get legislation passed to benefit us all?

This would depend on the issue in question and what other non-profit was to be involved. It is common for non-profits to corroborate (resources and \$) on legislation.

Note: The Chief Compliance Officer's section in the **Members Only** portion of the Moose International website at www.mooseintl.org contains information and forms for your use. If you have questions, please call us at 630-966-2207.