

Service Toolkit



CONTENTS

Introduction	. 2
Why do service?	. 2
IDEA: Four steps of a high-impact service project	. 3
How to use the Service Toolkit	. 3

Identify the Need	6
Get prepared	6
Brainstorm it!	7
Do community asset and need mapping	8
Conduct interviews	10
Choose a community need	11

Develop the Understanding	12
Get prepared	12
Investigate!	14
Identify service providers and partners	14
Learn from a guest speaker	15

Execute the Plan	16
Get prepared	
Identify the service project	
Set project goals	
Create a project timeline	
Create a budget and supply list	
Communicate the cause	
Raise donations and funds	
Do the project	

Aim for Impact	22
Get prepared	22
Demonstrate and celebrate your service	23
Assess service project impact	23
Report results	24



INTRODUCTION

Why do service?

People do service for all kinds of reasons — because they were asked to help, good feelings from contributing to others' lives, seeing that action really makes a difference and responding when a disaster strikes.

Yes, service improves lives, communities and our world. But it also benefits the person doing the serving! Service gives people a sense of purpose, reduces stress, builds skills and creates relationships with other people.

By joining Builders Club, you've committed to become a service leader! You and your club members will work to make your community healthier with caring acts, advocacy, giving and service. It's a key part of the Builders Club experience *and* the mission of Kiwanis International — making a difference one service project at a time.

Life is for service.

- Fred (Mister) Rogers, educator and television host

IDEA: Four steps of a high-impact service project

Each student who belongs to Builders Club plays an important role in its service and leadership activities. **Officers** organize and lead meetings, get to know and support each member, keep records and notes of club work, keep track of progress on all plans, and create and maintain the club budget. **Committee chairs** lead **members** who are focused on specific areas of work, such as recruiting and organizing projects. Members take on responsibility for certain tasks and, together, plan and carry out service projects. Your advisor is the club's guide and mentor.

This *Service Toolkit* was created to help the club's officers lead the club through each step of IDEA — Builders Club's four-step process for creating a high-impact service project:

- Step 1: Identify the Need
- Step 2: Develop the Understanding
- Step 3: Execute the Plan
- Step 4: Aim for Impact

So what does "high-impact" service mean?

- 1. The service addresses an **authentic need** identified by local or global community members.
- 2. Members learn about **resources** that help them understand a local or global need and organizations or agencies that can be service partners.
- 3. Members learn more about themselves and gain skills from the service process.
- 4. Members understand and are able to explain the service project planning process.
- 5. The club evaluates and measures the impact of the experience on members and the school, organization or place receiving the service.

How to use the Service Toolkit

Make sure to use the *Service Toolkit!* It explains each of the four IDEA steps and has summaries and goals for each activity. To read full step-by-step instructions for each activity, visit buildersclub.org/meeting-kits to view and download the Service Meeting Kit with that activity name.

To get started for each IDEA step, officers and advisors should do the "Getting Started" exercise at the beginning of each section. Your job as an officer is to (1) review the service activities, (2) decide with your advisor which activities your club will do, and (3) lead the club through the activities this year. Remember, every Builders Club is different so it's up to you to decide how to use the toolkit. If your club meets often, do all the activities! If you meet less often, choose the ones that will be most meaningful to members. Check out the first two activities in the Identify the Need section to see what the step-by-step instructions look like! For the instructions to all other activities, visit the Service Meeting Kit on our resources webpage at buildersclub.org/meeting-kits.

Whether doing all or some activities, make sure your members meet four goals:

- 1. Explore local or global needs and members' interests to decide what service projects your club will engage in this year.
- 2. Through research and investigation, learn more about particular needs your club will address with service.
- 3. Create a service plan to effectively carry out a high-impact service project that includes important tasks such as goal setting, budgeting, marketing and fundraising.
- 4. Evaluate the impact of your service on members and the community.

As the advisor and officers work together to create a timeline for service activities for the year, make time to review the important activities found in the *Member and Officer Toolkit* and figure out where to fit them in. These activities help members better understand themselves and build skills and habits for success (such as understanding their talents and interests and setting SMART personal goals for the year). Reviewing that toolkit also provides officers and committee chairs with lists of responsibilities and tips about their duties.

Good luck! We can't wait to see and hear about all the great work your club accomplishes this year by using the *Service Toolkit*!

We want to hear about your service projects! Email us at buildersclub@kiwanis.org or use the official #BuildersClub hashtag in your social media posts.

INTRODUCTION

1

IDENTIFY THE NEED

Get prepared

There are needs that challenge all schools, communities and even countries. From hunger to educational access, from pollution to bullying — so many needs can be addressed by youth who want to take action through service. But how do you know what to do?

Well, the first step in creating a service project is to identify a real need that you will address. In this step, members *investigate* school and community needs to determine how the club can help. Members also conduct research to ensure that the need is *authentic* by learning about the issue, finding relevant data and understanding it from the perspective of those who work in that area.

Goals

The goals of this step are for members to:

- Consider community needs that interest them.
- Explore possible needs in the school, community or world through activities such as gathering data and learning the perspectives of others who know about particular needs.
- Present ideas for service and then work together to decide what the club needs to address with a project.

Getting started

Officers and advisor should:

- 1. Read the Identify the Need section and review its activities in the online Service Meeting Kit at buildersclub.org/meeting-kits.
- 2. Answer these questions:
 - Which Identify the Need activities will be done during meetings?
 - Are there parts that members can do at home?
- 3. Successfully identify a need that helps members feel connected to the project you ultimately carry out.
- 4. Encourage members to be curious during this exploration and have fun!

TIP: At the start of the year, lead members through the "Be a service leader" and "Know your talents and strengths!" activities from the *Member and Officer Toolkit*. They'll see how each of them can uniquely contribute!

Brainstorm it!

In this activity:

Members have personal experiences, observations and knowledge about the school, community and world. That's a great place to start! Lead a brainstorming session as members work together to create a list of needs that can be addressed through service.

This activity allows members to:

- Share needs with each other that they observed and have heard about in the school, community and world.
- Develop a good list as a starting point for learning about what needs are authentic and pressing.
- Engage with fellow members.
- Increase their confidence and use of their voice.

Materials needed:

- White board or open wall space.
- Sticky notes.
- Broad-tip markers (a variety of darker colors).

How to lead this activity:

- 1. Pair up members at desks or tables. Ask them to clear the tops as you distribute sticky notes and markers.
- 2. Direct members to take five minutes to share and discuss needs or causes they have observed or know about in the school, community, country and world.
- 3. Now ask them to take 10 minutes to write a word, phrase or sentence that captures each need separately on a note. For instance, one note might read: "kids come to school hungry" and another: "unequal pay for women." Have them create as many notes as possible.
- 4. Have a few members place their notes on the whiteboard or wall.
- 5. Ask them to group the notes that have similar needs, leaving room for more notes to surround each grouping.
- 6. Give remaining members turns to put up their notes in groupings with similar topics, creating new groupings for needs not yet present.
- 7. Facilitate a brief discussion:
 - Notice which groupings have the most notes. Why do they think this is the case?
 - Is the importance of a need related to how aware of it people are?
 - Are some needs addressed more often than others?
 - Which are the greatest needs in your school? In your local community? In the world?
- 8. Let members know that this discussion will be a first step to determining a service project for the club.
- 9. Take pictures of the note groupings. Save them for future investigating!

Do community asset and need mapping

In this activity:

Members will learn how to do basic research online and through phone calls, helping the club identify which needs they find in the local community. They will use the information to create a community map that features local assets (organizations, government agencies, businesses and people) that address the needs they are interested in exploring.

This activity will allow members to:

- Identify community assets that can teach them about needs and/or serve as partners for club service initiatives.
- Share their ideas and observations with other members.
- Engage with fellow members.
- Increase their confidence and use of their voice.

Materials needed:

- Flipchart paper (if not available, a whiteboard and dry erase marker).
- Markers (a variety of darker colors).
- Computers or smart devices.

How to lead this activity:

Now that the club has brainstormed needs that can be addressed through service, it's time to ask:

- 1. What specific places or programs in the school and community currently address needs?
- 2. Where are they?
- 3. What are the services or goods (things) they offer for those needs?

PRIOR TO THE MEETING:

- 1. Write the "Need category" list in one column on a sheet of flipchart paper or a side of the whiteboard. You can find the list in the full "Choosing a community need" activity found at buildersclub.org/meeting-kits.
- 2. Turn the list into a map legend by pairing each need with a symbol and/or color placed next to it. For example, a red circle after "Education & literacy," a blue circle after "Bullying prevention."
- 3. Hang two pieces of flipchart paper connected to each other on a wall or whiteboard where it will be visible to members. Hang the legend paper to the side.

AT THE MEETING:

- 1. Read the ACTIVITY GOAL for members: For the club to work together to create a community map based on their observations and some basic research.
- 2. Ask members to gather around and sit near the posted flipchart paper and to bring a computer or smart device.
- 3. Ask what boundaries should be used as the north, south, east and west borders of the map. Ask an officer to draw the agreed-upon boundaries, and label their direction.
- 4. Ask the officer to locate and label the school building on the map (making it small so lots of other places across the community will fit).

Different kinds of institutions exist for different purposes:

- Nonprofit organizations are driven by a mission to serve a social good. Some of these missions
 include caring for the environment, animals, and the hungry; advocating for equality and
 wellness; doing medical research; and providing education. Museums, zoos, Habitat for Humanity,
 Sierra Club, Kiwanis, NAACP, Dartmouth, and Ford Foundation are examples of nonprofits.
- **Government agencies** provide public services that meet the needs of most citizens. Examples include public schools, parks, streets, police, military, Social Security and more.
- **Businesses** exist to provide basic and luxury goods and services for consumers and they must earn a profit. Restaurants, clothing companies and stores, auto manufacturers and dealerships, farms and orchards, Apple, Nike, Delta, and Domino's are examples of businesses.
- 5. Tell members to imagine that they are flying over the community. Ask them to name what important local places they would see that are *assets* in your community (nonprofit organizations, government agencies, businesses). Also, don't forget key people such as the mayor! Members can use computers and smart devices to help identify where these places are located, with the officer adding them to the map. Potential assets to include:
 - Schools.
 - Elected officials.
 - Civic groups and councils.
 - Police and fire stations.
 - Parks and playgrounds.
 - Waterways.
 - Animal habitats.
 - Animal shelters.
 - Hospitals.
 - Homeless shelters.
 - Youth organizations and youth centers.
 - Churches, synagogues, mosques and other places of faith.
 - Foundations.
 - United Way.
 - Assisted living facilities.
 - Grocery stores.
 - Small and large businesses that give back to the community.
 - Major companies and corporations with giving programs.
 - Places unique to your community.

Ask members to volunteer to identify nonprofit organizations and groups that may serve causes that you know exist in your community but are not on this list or on your map.

- 6. After the club members are satisfied that the map represents places serving the community, turn to the map legend's list of need categories. Discuss and come to agreement on how each place would be categorized; meanwhile, the officer at the map will draw the corresponding color/symbol next to the place.
- 7. Refer to the map and ask the following questions as the club secretary or a member takes notes:
 - What makes our community great for most people?
 - What places seem to be the greatest assets to improving our community? Why?
 - What things could make the community a better place for all people? Why?
 - Do you see anything missing from the map that our community or people need?
- 8. Thank the members for thoughtfully mapping the community!
- 9. Ask the club secretary to take pictures of the map and legend to use for the "How to conduct interviews" activity and other meetings. Ask the advisor to save the flipcharts of the map and legend.

Conduct interviews

In this activity:

We can learn a lot from people who work or volunteer in organizations, agencies and other places that exist to meet certain needs. During this activity, members will learn more about community issues from these experts and their institutions. Members will also learn tips for conducting brief interviews and practice with their club mates. Then they will commit to doing an interview after the club meeting, using their Service Project Interview Guide.

This activity allows members to:

- Use the community map created by the club and learn more about places listed on it.
- Gather information from community members and staff of organizations and government agencies about local needs that club members identified as possible service interests.
- Practice and build "hard" skills (for example, learning how to do an interview) and "soft" skills (such as, communication).

IDENTIFY THE NEED

Choose a community need

In this activity:

All that research your club has done is about to pay off! Members will share what they have learned about a need and "pitch" support for their cause — and they'll listen as teammates do the same. Then it's time to vote! Lead members through this active experience as the club chooses a need for your next service project to address with action.

This activity allows members to:

- Reflect on which needs interest them most.
- Practice presentation/pitch delivery skills.
- Practice active listening and respect for teammates.
- Reach consensus.
- Develop a list of ranked needs to use now and in the future.

For step-by-step instructions on how officers can lead the activity and what materials it requires, visit buildersclub.org/meeting-kits.

The greatness of a community is most accurately measured by the compassionate actions of its members.

- Coretta Scott King, civil rights activist

DEVELOP THE UNDERSTANDING

Get prepared

Great job on leading your club to make an informed decision about a service need! The next step is called Develop the Understanding because it's time to help members learn about the need and develop their interest in creating a service project that focuses on it and makes a real impact.

The following activities will guide members through learning about the need and the institutions and people working to address it.

Goals

The goals of this step are for members to:

- Practice and build their skills in active listening, communication, research, organization and teamwork.
- Conduct research (online and in the community) about the need and learn why it exists in the community.
- Communicate with experts.
- Gather service project ideas related to the need.

Getting started

Officers and advisor should:

- 1. Read the Develop the Understanding section and review its activities in the online Service Meeting Kit at buildersclub.org/meeting-kits.
- 2. Work together to answer these questions:
 - Which Develop the Understanding activities will be done during meetings?
 - Are there parts that members will do at home?

TIP: Investigation and research provide a great opportunity to invite your Kiwanis advisor to participate in club activities! They can be very helpful in developing members' understanding about local community needs and making connections for the club with potential service partners.

Investigate!

In this activity:

Now that your club has determined what need it will work to serve through your next service project, it's time to learn more about it! It is vital to do research to understand the issue, learn what organizations and agencies are doing to address it and brainstorm ideas for possible club service projects. You will lead members as they work in groups to investigate the need! They will find good articles and information and share what they learned through brief presentations. Go teams!

These activities will allow members to:

- Learn how their chosen need impacts the community.
- Learn about related organizations in the community.
- Practice working collaboratively in groups.
- Reflect on the information they gathered about the need.

For step-by-step instructions on how officers can lead the activity and what materials it requires, visit buildersclub.org/meeting-kits.

Identify service providers and partners

In this activity:

Members will build on the research they completed during their investigation activity to decide which people, organizations, agencies and places they will contact to explore where and how the club can carry out its service project. Guide members through creating a community contact list — and then have each member commit to connecting with one person or place that may help with the club's service planning.

This activity allows members to:

- Prepare to make connections in the school and community.
- Practice the important skill of note-taking.
- Practice effective teamwork.

Learn from a guest speaker

In this activity:

Members will see that a great way to learn about the needs and issues of the local community (or the world) is to hear from experts who know a lot about them. After members have reached out to people on the club's community contact list, some of those people may be willing to speak at a club meeting. Whether they visit in person or through a video call, make the most of the time with an expert by preparing members to listen actively, take notes and ask questions.

This activity allows members to:

- Connect with community or school leaders.
- Learn how organizations and other institutions or the school work to address a service need.
- Use their curiosity and ability to ask big questions.
- Gather ideas about potential service projects for the club.
- Show gratitude and say thank you to people that visit.

For step-by-step instructions on how officers can lead the activity and what materials it requires, visit buildersclub.org/meeting-kits.

The future of every community lies in capturing the passion, imagination, and resources of its people.

- Ernesto Sirolli, author and economic development expert

EXECUTE THE PLAN

Get prepared

The central step in creating a service project is to Execute the Plan. Your club now has a need you want to address — and lots of information about how others are making an impact on this need. Now it's time to work on the goals that make up service project planning.

Goals:

The goals of this step are for members to:

- Choose a service project for the club to plan and execute.
- Raise awareness about the need (especially in the school) and invite other students and adults to join the club's efforts.
- Set goals and reflect on their progress.
- Learn about budgeting, fundraising and basic marketing.
- Coordinate event details.
- Collaborate for a successful service project.

Getting started

Officers and advisor should:

- 1. Read the Execute the Plan section and review its activities in the online Service Meeting Kit at buildersclub.org/ meeting-kits.
- 2. Determine the roles of committees and how officers will support chairs as they and their committees work to accomplish planning tasks.
- 3. Work together to answer these questions:
 - Which Execute the Plan activities will be done during meetings?
 - Are there parts that members will do at home?
- 4. Encourage members to be service leaders and use their unique skills during planning and carrying out the project!

TIP: Lead members through the "Discover your inner leader," "Care for others with respect and empathy" and "Set personal goals" activities from the *Member and Officer Toolkit*. Help them learn more about themselves and work well with fellow club members!

Identify the service project

In this activity:

Members will get out of their seats for active service project idea sharing! Facilitate the process for all members to share their thoughts about (1) an organization/institution to help or partner with, (2) a person who can be the club's main contact, and (3) an idea for a service project to meet the need selected by the club. Then it's time to vote! Lead your members toward discovering the service project idea that gets them most excited to make a difference!

This activity allows members to:

- Use their voice and share their ideas.
- Practice collaborating successfully.
- Determine a ranked list of service project ideas with a #1 choice for the next project.

For step-by-step instructions on how officers can lead the activity and what materials it requires, visit buildersclub.org/meeting-kits.

Set project goals

In this activity:

You will lead members through creating these guiding goals with the use of a Project Goal Setting worksheet. A successful service project must have goals that guide decisions — and that help members know, in the end, whether it accomplished what members intended and agreed to achieve. Since one of the main responsibilities of the club secretary is to maintain all club records, they will listen and take notes as members share their thoughts and discuss possible goals. The members' work will help the secretary gather the good thinking needed to finalize official project goals!

This activity allows members to:

- Set goals to guide project planning.
- Think about problems that might arise and how the club can work together to avoid pitfalls.
- Practice good discussion and listening skills.

Create a project timeline

In this activity:

You will lead the members as they figure out the details of service project planning — what must be accomplished and by whom, each step of the way, each week leading up to the project's completion. Together the club will create a Service Project Timeline. The club secretary will keep good notes. Afterward, the secretary will meet with other officers and the advisor to finalize an official timeline and post it in the club meeting room. This timeline is a big accomplishment and important tool for keeping service planning on track!

This activity allows members to:

- Set deadlines.
- Collaborate.
- Use active listening and communicate their ideas.
- Help create a vital timeline to keep the project on track for successful completion.

For step-by-step instructions on how officers can lead the activity and what materials it requires, visit buildersclub.org/meeting-kits.

Create a budget and supply list

In this activity:

You will lead members as they brainstorm and determine what supplies are needed for all project activities and as they research costs for supplies. They'll also brainstorm ways to get the supplies donated. This work is important for helping the club treasurer develop the budget. Since the budget is the main responsibility of the club treasurer, they will offer advice throughout the process and record members' findings.

This activity allows members to:

- Use critical thinking and problem-solving skills to determine resources needed for the project.
- Collaborate with teammates.
- Learn how to research costs.
- Learn how to create a budget.

Communicate the cause

In this activity:

You will figure out one of the most important factors in your success: how to communicate about your project. Most service projects require volunteers, participants and/or donations. This means that people in your school or community need to know the purpose and details about your club's project and understand the importance of the need before they decide to support it.

Marketing promotes something to inspire the receiver to act in some way (for example, to buy, to participate, to advocate, to give, to learn). Before launching the project, lead your club through brainstorming and practicing how to communicate what the service project is about. This will help members talk about the project and help the Marketing and Communications Committee do its work!

This activity allows members to:

- Practice and improve communication skills.
- Increase confidence with interpersonal communications.
- Raise awareness in your school about the community need and how the Builders Club will make a difference.
- Prepare talking points for the Marketing and Communications Committee and officers to communicate with the school and Kiwanis club.

For step-by-step instructions on how officers can lead the activity and what materials it requires, visit buildersclub.org/meeting-kits.

Kiwanis has you covered.

Your club has financial protection if some things don't go as planned. Check out the Forms and policies section of the *Advisor Toolkit* to learn more about club liability insurance coverage or visit kiwanis.org/liability.

Raise donations and funds

In this activity:

You will lead members to decisions about what items or supplies your club will need and any fundraising you might need to complete the service project. Resources are so important to getting things done! For many service projects, your members' volunteer time is a key resource for success. To do the project, you may also need resources such as money (to buy supplies), donations of things to give to an organization and a place to hold an event. Members will also plan how to raise or gather what's needed before going out and doing it. Since the budget is important to this task, the club treasurer should play a key leadership role in the process.

This activity allows members to:

- Determine whether fundraising is needed.
- Determine what items/supplies can be secured by donations.
- Determine from who and where to raise funds and gather donations.
- Practice communication and teamwork skills.
- Increase confidence and leadership skills.

For step-by-step instructions on how officers can lead the activity and what materials it requires, visit buildersclub.org/meeting-kits.

Do the project

In this activity:

You will lead members as you discuss everyone's responsibilities and the project's details and capture it on the Day-Of Plan worksheet. This plan will keep you all organized as you go out and do service. Good luck — and don't forget to use all the tools you have completed for this step. Go out there confidently and do your Builders Club service project as a team!

This activity allows members to:

- Evaluate the service project progress.
- Assign responsibilities to each member for the day of the project.
- Think about what will be needed for the day of the project.
- Collaborate as a club.

Good fortune is what happens when opportunity meets with planning.

- Thomas Edison, inventor and businessman

AIM FOR IMPACT

Get prepared

Congratulations! Your club worked really hard to plan and execute a service project! Your members did the research to find out what would benefit your school, community or world. And officers helped lead them and supported the committee chairs through the process! All of you should be so proud!

There's just one more step to complete for high-impact service: reflection and evaluation.

Take time now to help members think about and share what they learned, the specific contribution the club made through service, what worked well and what you all would do differently next time. Documenting these thoughts will help your club celebrate, tell its story of service and continue to make a greater impact in the future.

Goals:

The goals of this step are for members to:

- 1. Reflect on their accomplishments and all that they learned about themselves and their community through the process of planning the service project.
- 2. Gather feedback and data about the results of the club's service project from service partners.
- 3. Celebrate their successes and evaluate where they can improve.
- 4. Plan how they will continue to serve others in their school and community.

Getting started

Officers and advisor should:

- 1. Read the Aim for Impact section and review its activities in the online Service Meeting Kit at buildersclub.org/meeting-kits.
- 2. Work together to answer these questions:
 - Which Aim for Impact activities will be done during meetings?
 - Are there parts that members will do at home?
- 3. If this is your club's last service project of the year, review the "Your personal achievements" end-of-year activity in the *Member and Officer Toolkit*. Prepare to lead members through it and applaud their achievements!

Demonstrate and celebrate your service

In this activity:

Celebrate! Your club members have given their time and talents (and probably raised and given resources) to meet a need in your school or community. Congratulations! Now organize and lead a meeting for members to get out of their seats, enjoy spending time together and recognize what the club and individual members accomplished to benefit the community.

This activity allows members to:

- Celebrate the club's accomplishments and teamwork.
- Reflect on each member's successes and strengths.

For step-by-step instructions on how officers can lead the activity and what materials it requires, visit buildersclub.org/meeting-kits.

Assess service project impact

In this activity:

It's time to wrap up the service project process! Members will hear the results of their service from the perspective of the service partner, organization or agency that your club served. Members take time to reflect and record what worked during service, what they would do differently and what they would change in the future. This kind of assessment is the key to continued improvement for high-impact service. Members will also recognize the important skills they worked on.

This activity will allow members to:

- Measure their impact by hearing from the organization they helped.
- Practice communicating and listening to each other.
- Use critical thinking and analysis skills.
- Reflect on the service project process.
- Collaborate as a team.

Report results

In this activity:

Members will work together to create a presentation that tells the story of your club's service project journey from start to completion! Get ready to share it with your school, sponsoring Kiwanis club and others — and to give your Marketing and Communications Committee what it needs to create a press release to share far and wide. Stories about successful service are one way to inspire others and get them interested in supporting your cause!

This activity allows members to:

- Collaborate as a team.
- Create communications tools to share the results of the club service project.
- Analyze how the service project made an impact.

For step-by-step instructions on how officers can lead the activity and what materials it requires, visit buildersclub.org/meeting-kits.

Stories are memory aids, instruction manuals and moral compasses.

- Aleks Krotoski, tech and web culture journalist

Builders Club service awards and recognition

Kiwanis International is interested in learning more about the community service your club is conducting. Help us celebrate your successful year of service by sharing completed activities and projects through the Builders Club Annual Achievement Report.

It's helpful to review this online report at the beginning of the year. That way, you can determine the types of projects and activities the club can do to earn recognition. Check out the report at buildersclub.org/ club-and-member-recognition.

But don't stop with the Annual Achievement Report! Submit your club's favorite service project for consideration as a winning Builders Club Single Service Award. It's easy! Identify one service project that club members believe had a great impact in the school and the community. Maybe this project feels special because members walked away with a better understanding of an issue and felt they

made a difference.

Kiwanis

Don't forget to celebrate the club's success by applying for the Single Service Award. To prepare, gather information about the project from beginning to end. Collect photos, social media posts and minutes from committee and club meetings. Gather club members, review the contest criteria and compose a few paragraphs describing your project based on the online Single Service Award criteria. Upload your entry at buildersclub.org/club-and-member-recognition.





WE WANT TO HEAR ABOUT YOUR SERVICE PROJECTS!

Email us at buildersclub@kiwanis.org or use the official #BuildersClub hashtag in your social media posts.



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