

LETHBRIDGE SPORT COUNCIL

MEMBER SUPPORT SERVICES

We believe everyone deserves to experience quality sport. We support our members to be strong, healthy organizations with the tools and skills needed to provide quality sport experiences in our community.

As a member, you are key to the growth of sport in Lethbridge. Membership with the Lethbridge Sport Council gives you access to *Member Support Services*.

Some services are provided at no cost to the organization. If applicable, Member Support Services are on a sliding fee scale, based on an organization's ability to pay, as determined by their most recent audited annual financial statement.

If you would like to access Member Support Services, please contact us to discuss your specific needs and associated costs.

CONTACT DETAILS:

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ORGANIZATIONAL PLANNING

Need help crafting a new (or first time) mission and vision statement? Need a facilitator to assist your organization determine its strategic direction and set goals and objectives to help guide day-to-day operations and long-term planning? We can help with that!

AGM ASSISTANCE

We know Annual General Meetings can be a little scary for a new president or board of directors. We can provide advice in advance of a board meeting or AGM about best practices, and we can even attend your organization's meeting to help you out with your elections or other parts you think you need a hand with.

POLICY AND PROCEDURE PRIMER

If you know you need to document your organization's practices but don't know where to start, the Policy and Procedure Primer session is for you. Having solid policies and procedures, job descriptions and systems in place leaves your organization ready to do the fun stuff (like offering sport programming).

WEBSITE AUDIT

Our team will review your website to give you feedback about its functionality and tips to make your site more user friendly for your members and potential members. We'll look at your Google rankings, SEO, backlinks, security and more! (If you don't know what that means, that's okay, we do :-)

SOCIAL MEDIA LESSON

If you are using social media for your non-profit sport organization, but aren't sure if you are on track, we can look at what you've been doing and help you take it to the next level.

BORROWABLE ITEMS

We have a variety of equipment and supplies that we can loan to your non-profit sport organization including: National flags and poles (indoor and outdoor), physical literacy games and activities, sandwich boards, 10x10 canopy tent, and tabletop sign holders.

OTHER SERVICES

There are other things we can help your organization with, including; step-by-step support to form a not for profit, support and guidance when bidding for events, and media relations.

CUSTOM

If there is something else your organization needs help with let us know. If we can't help, we'll connect you with the services you need.

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ORGANIZATIONAL PLANNING

A customized, facilitated planning session will help your organization:

- strengthen the culture of strategic thinking in your organization;
- update your current strategic plan, or develop a new one;
- align your board of directors to a single vision;
- allocate the resources you need to achieve your organizations goals.

Your planning session could include any of the following steps, as determined by the needs of your organization;

- Craft or revise your mission statement
- Craft or revise your vision statement
- Establish core values and customize them to your organization
- Set long and short term goals for your organization
- Determine what tactics will be required to meet your organization's goals
- Develop a plan of action to ensure your organization is ready to grow and succeed

Depending on the goals of your planning session, the format could vary between a multi-day, full-day, or half-day session, evening session or other options as agreed upon.

There are 4 steps to a planning session with the Lethbridge Sport Council:

1. Prepare - We meet with you to understand your organization and your needs. We discuss your expectations, project timeline and confirm your organization's commitment.
2. Assess - To assess your current state, we may require additional information from you, including your current documents such as bylaws, AGM and/or meeting minutes, and we may ask to meet with individual members of your board.
3. Facilitation - We lead a one-day planning workshop with your team where we work with your board of directors to complete any or all of the steps noted above. (Please note a session that includes all steps will require additional time).
4. Follow-up - We provide you with a final report that summarizes your current state, desired future state, and includes a detailed summary of the planning session, with recommendations for the next steps. We also follow up with you to see how your plan is progressing and to offer advice.

AGM ASSISTANCE

The AGM is an opportunity for your organization to engage members in your cause and activities. Planning and chairing an Annual General Meeting or a Special General Meeting can be intimidating so we can help you:

- Understand the purpose of the general meeting and the role of the chair
- Find a suitable location to hold the meeting
- Prepare your notice of AGM
- Prepare your agenda and special resolutions
- Provide you with a 'day of meeting' checklist
- Facilitate your election and voting procedures
- Make the meeting valuable for members
- Present our services to your members

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POLICY AND PROCEDURE PRIMER

All non-profit sport organizations should have a current, living document for policies and procedures. It is important to know the difference between a bylaw, a policy and a procedure is and how all 3 documents serve their own purpose.

- If you already have these documents in place, but haven't been reviewing and updating them on a regular basis, or if you and/or your membership find them confusing, or outdated, we can meet with you to review your current state, then audit your current documents to find the gaps or potential areas for improvement.
- If you don't have a policy or procedure document in place, we can sit down with your board and/or executive committee to cover the basics, and provide a template to get you started.
- If you haven't reviewed your bylaws recently, we can work with you to bring amendments to your membership, and show you how to correctly file the new bylaws.

WEBSITE AUDIT

We will review your website and provide feedback about your site's functionality, and tips to make your website more user friendly for your members and potential members. To audit your site, we will look at:

- Google rankings and SEO
- Content
- Usability
- Backlinks
- Security and more!

If you don't have a website yet, we can help you get started and explore the options to get your organization online.

SOCIAL MEDIA LESSON

If you are using social media for your non-profit sport organization we can take a look at what you've been doing and teach you how to take it to the next level. Haven't jumped on the social media bandwagon yet? No problem, we can help you make the leap. Some ways we can help you up your social media game include:

- Defining your key messaging
- Picking a platform
- Making your own graphics
- Content strategies
- Google My Business
- Earned media, owned media and paid media
- How to tell a story
- Tools of the trade
- Re-purposing content
- Analytics