

A ROAD MAP

CREATING A VIRTUAL SERVICE PROGRAM

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OVERVIEW

As Alpha Phi Omega chapters look forward to the upcoming school year, it is apparent that many will face the continuing challenge of having to revamp service programming to fit a virtual or socially distant environment. Now more than ever, it is vital that APO chapters strengthen their commitment to the Cardinal Principles of Leadership, Friendship and Service. It is critical in a time of isolation and confusion that we share the message of Leadership, Friendship, and Service to inspire our peers to maintain or regain optimism. The stage is set for brothers of Alpha Phi Omega to make incredible, long-lasting change.

The Service Committee challenges brothers to think outside the box and discover new ways to fulfill and meet your community needs under these unique circumstances. APO chapters' focus for this school year should be to do service to meet the needs of the community, not just for the sake of achieving the chapter service requirement. Where is your community struggling and how can you be part of the solution?

The purpose of this resource is to guide chapters in developing a service program that continues to build leadership skills while implementing a virtual service program to best meet the needs of your community. Included is a roadmap for creating service projects, instructions, a service event information worksheet and examples of projects.

This guide should be shared with all members of the chapter so everyone has a clear understanding of the purpose, requirements and expectations for all service projects.

The Service Committee acknowledges some universities are not permitting student activity with distance learning in place. Be sure each brother has a complete understanding of the university's expectations. Those policies supersede anything else for the best interest of your chapter and your safety.

Yours in Leadership, Friendship and Service,

David Amelotti
National Service Program Chair



SERVICE PROGRAM PLANNING ROAD MAP

WHO WILL LEAD THE DEVELOPMENT OF THIS YEAR'S SERVICE PROGRAM?



WHAT CHALLENGES AND OPPORTUNITIES MAY THE CHAPTER FACE?



HOW MANY EVENTS WILL MAKE UP THE SERVICE PROGRAM?



WHAT ARE AT LEAST TWO SMART GOALS FOR THE SERVICE PROGRAM?



This section will help create an effective service program for all brothers in the chapter. Set a goal to execute at least two (2) service events per week and ask brothers to attend a given number of these opportunities to fulfill their commitment to APO's Cardinal Principle of Service.

WHAT ARE THE NEEDS OF THE SERVICE PROGRAM?

HOW WILL THE PROGRAM SERVE THE NEEDS OF THE RANGE OF MEMBERS?

NEW MEMBER _____

NEWER ACTIVE MEMBERS _____

VETERAN ACTIVE MEMBERS _____

WHO WILL PLAN THESE EVENTS?

PLANNING OUTLINE

Now that the program goals and requirements have been set, officers and committee members can use this outline to determine the details of each service event. Complete one outline for each service event within the service program.

JUMP START WITH BRAINSTORMING

- What is the event? _____
- Who will participate? _____
- When will the event take place? _____

ESTABLISH A PURPOSE

- What type of service will be the focus of the event? _____
- What will attendees learn? Are there learning objectives? _____

- How will the event serve the Fraternity's and chapter's mission and vision? _____

- How will success be measured? How will comprehension be measured? _____

SETTING THE SCENE

- Where will the event take place? Virtual? In-person? _____
- What supplies or resources are needed to have a successful event? _____

- How many service hours will the event be worth? _____
- What are the requirements for participants? _____

DEVELOP THE LOGISTICS

- Build a list of tasks and people needed to carry out those tasks.
 - Task: _____ • Who: _____
 - Task: _____ • Who: _____
 - Task: _____ • Who: _____
- Set a date, time and place for the event and add it to the chapter calendar.
- How will the event be promoted to chapter members? _____

MAKE IT HAPPEN

- Provide direction to participants:
 - Before event: _____
 - During event: _____
 - After event: _____

HOW DID IT GO?

- Evaluate and debrief. If the event is one the chapter would recommend to other chapters, be sure to save the answers and collect photos and quotes from participants. Email these items to the National Office at chapter_services@apo.org

EVENT INFORMATION WORKSHEET

Using the answers to the questions from the outline, fill in the worksheet below with the final event details. Share the complete sheet with brothers before the event to set expectations.

EVENT DETAILS

1. Activity Name:
2. Number of Service Hours:
3. Date/Time:
4. Location

LEARNING OBJECTIVES

PLANNING TEAM

Committee Members

Contact Information

PURPOSE STATEMENT

REQUIREMENTS

1. Before Event:
2. During Event:
3. After Event:

GOALS

How will success be measured?

VIRTUAL EVENT DETAILS OR SOCIAL DISTANCING GUIDELINES

ADAPTING FOR **VIRTUAL SERVICE**

PURPOSE OF SERVICE

Service is central to Alpha Phi Omega. Through service, the bonds of brotherhood are strengthened and it is one avenue through which members grow in leadership. By giving back to chapters, campuses, communities and country, we have the opportunity to learn more about the needs of these groups and to connect in ways that are meaningful and impactful. The history of the Fraternity is full of connections like these and of members using their strengths to make the world a better place.

As Alpha Phi Omega strives to become the premier service-based leadership development organization on campuses, we work to practice servant leadership in all interactions. We have the opportunity to help members develop as leaders by sharing time and talents as individuals in service programs. We can organize projects centered on what we are passionate about in order to ignite the spark of service in others.

Service is one of the best introductions to the brotherhood and campus communities. Through working with new service partners, we can gain new experiences and skills, as well as network with like-minded individuals. Service projects can introduce you to new places in your community and provide a sense of fulfillment and belonging. There are many ways to be of service and just as many opportunities to make it meaningful for everyone.

ADAPTING FOR VIRTUAL SERVICE

TYPES OF SERVICE HOURS

A service hour, as defined by Alpha Phi Omega, is volunteer time without compensation to benefit someone in the chapter, campus, community, country and/or world.

- **Internal:** Chapter approved projects. This includes the planning, traveling, execution, and wrap-up of the event. This could be hosted by another group but Alpha Phi Omega is participating (i.e. Relay for Life).
- **External:** Service brothers do on their own time outside of Alpha Phi Omega.

For any service project, the hours it takes to plan, organize, and execute should be counted for the brother and chapter in the total of hours served. This would include planning meetings, shopping for supplies, travel, assembling items for donation, etc.

To keep it really simple, anytime you invest in a service project/event, count it.

To ensure members have the opportunity for enough service hours/projects, consider offering at least double the opportunities that members need to make their requirements. For example, if the chapter requires 16 hours and that's the equivalent of one hour per week in the semester, make sure to offer at least two hours per week. Include a variety of service areas!

TYPES OF SERVICE IN A VIRTUAL WORLD

REMOTE SERVICE: Service that takes place in the Alpha Phi Omega brother's local community. Example: A student who attends Lafayette College in Easton, PA is from Baltimore, MD. They could perform remote service in and around the Baltimore area if doing their semester away from campus.

ONLINE SERVICE: Service that is performed via the computer anywhere in the world. Examples could include virtual tutoring, thank you emails, or translation services.

SERVICE LOGISTICS

HOW TO HOLD MEETINGS ONLINE

- If you do not have the current availability of members that will participate in your service call, send out a poll to select a time that works for the majority of members (i.e. Doodle Poll, Google Survey, etc.)
- Select a time to meet. The goal should be to keep that meeting to an hour at most. Some of the best meetings take 20-40 minutes because everyone comes prepared. The meeting host should be available at least 15 minutes before to set up the meeting.
- Choose a meeting platform (Zoom, Google Meet, Skype, Join.Me, etc.) and send the meeting link, as well as any agenda items that need to be discussed, to brothers and any special guests. This will make the meeting more productive as attendees will know what will be discussed and will have an order to follow rather than jumping around.
- The day of the meeting, make sure to check connections and microphones. It is best for the meeting host to be using a computer (as opposed to a smart phone or tablet). The host should log on at least 15 minutes before the meeting to check all connections. If using a video call, have the meeting agenda ready to pull up. The meeting host should be directing the flow of the meeting and leading the discussion, so it is best to arrange for another attendee to take minutes of the discussion items.
- During the meeting, stick to the agenda. Anything not on the agenda should wait until the end. If you do not have enough information about an item to appropriately discuss, it is okay to table the item until the next meeting or send a follow-up email with the details when available.
 - If there are items that require action, assign a specific person to complete the item. Additionally, include a deadline for the action.
 - Set a date and time for a follow-up meeting or schedule the next meeting.
- After the meeting, send out the minutes of what was discussed within 48 hours while it is fresh in everyone's mind.
- Start taking action on any items that require action between meetings (emails, phone calls, etc.). Spread out the responsibility so that more chapter members are involved and can accomplish more.

SERVICE LOGISTICS

HOW TO DO SIGN-UPS FOR PROJECTS/EVENTS

- Each event needs a sign-up to accurately keep track of who is attending. This is especially important for events that have a limited number of participants or require a pre-registration.
- What to include in sign-ups:
 - Details about the event
 - Shifts and any required materials/dress code
 - Site or event contact
- Sign-Up Sites
 - Google Docs/Sheets/Forms
 - TimetoSignUp
 - Cognito Forms
 - Sign-up Genius
 - Orgsync
 - Other chapter management systems (Greek Track, etc.)
- What to collect from members:
 - Name
 - Phone number
 - Email
 - Shift choices (if applicable)
 - Agreement/signing of waivers

HOW TO RECORD MEMBERS' SERVICE HOURS

- Use the current chapter system for records (Google Sheets, Paper Log, Online System).
 - If the chapter does not currently have a recordkeeping system, look into either free or paid options.
- Keep a running count of hours completed by all members. Track internal (APO hours) and external (outside APO). If the chapter does not count external hours towards chapter requirements, allow members to self-report.
- For proof of completion of service hours, especially those being done independently or remotely, ask members to:
 - Upload/email a certificate of completion
 - Ask the site organizer to email or write a sign-off note
 - Use a standard form to collect information
 - Example: <https://drive.google.com/file/d/10haXUgjhUss2aPgC173YfMmoB5SxWRCZ/view?usp=sharing>

SERVICE LOGISTICS

ACCOMODATIONS

- Appropriate accommodations are essential when doing remote service or limited in-person service. Members may not be able to physically go out into the community due to health, work, or personal reasons. It is important that chapter leadership looks at appropriate accommodations for membership. Members who are unable to perform the service at the level or way the chapter has designated should not be counted against them.
- Important considerations:
 - Be flexible
 - Allow members to submit service hours/projects they'd like to complete for approval
 - Consider reducing, waiving or substituting requirements on a case-by-case basis (i.e. someone may not be able to meet the campus service requirement if living at home three hours away)
 - Allow members who are not on the service committee to submit ideas for service projects that the chapter can participate in

NATIONAL SERVICE WEEK

NATIONAL SERVICE WEEK

- Even though this year may look different, it's still important to remember that Alpha Phi Omega members serve during the first week of November. Even with many students doing virtual learning, we can make this semester Alpha Phi Omega's biggest in terms of others seeing the Fraternity's service!
- Theme: Diabetes Awareness in the Community
- Ideas for remote service:
 - November is Diabetes Awareness Month, check out ideas from the Juvenile Diabetes Research Fund or the American Diabetes Association
 - Educate others by giving a presentation or posting on social media to help dispel misinformation
 - Hold a fundraiser and donate the funds to a diabetes awareness organization



NATIONAL SERVICE GUIDE

4 FIELDS OF SERVICE IDEAS (REMOTELY)

- Chapter
 - Create a newsletter to highlight member activities and share with members and alumni
 - Create/update chapter website
 - Send out a mailer to collect up-to-date alumni information for your chapter (seek out support from alumni office on campus)
 - Create a chapter history digital timeline
- Campus
 - Help create videos to encourage potential students to apply to your school
 - Collect/make and send thank you notes to faculty and staff
- Community
 - Collect cans and dried goods for the local food pantry
 - Make/collect scarves and gloves for local homeless shelters, domestic violence shelters, or low income programs
 - Deliver meals for Meals on Wheels
 - Clean up a local park or trail
 - Shop and deliver supplies to the elderly
 - Create sidewalk messages, organize a teddy bear hunt for kids, or leave painted rocks in the community (check out Hershey Rocks for painted rock ideas)
- Nation/World
 - Be My Eyes: help the blind and those with low vision access the world better by “being their eyes”
 - Help transcribe historical documents for the Smithsonian
 - Speak a second language? Serve as a translator for Translators Without Borders
 - Read books aloud to make Audiobooks with LibriVox

GUIDE TO VIRTUAL SERVICE

- For more information about virtual service, check out the Virtual Service Guide.

SERVICE OPPORTUNITIES



ALEX'S
LEMONADE STAND



AMERICAN CHEMICAL
SOCIETY



AMERICAN
DIABETES ASSOCIATION



AMERICAN HEART
ASSOCIATION



AMERICAN LUNG
ASSOCIATION



AMERICAN
RED CROSS



ARTHRITIS
FOUNDATION



BOYS AND GIRLS CLUB
OF AMERICA



BOY SCOUTS
OF AMERICA



CATCHAFIRE



CHRISTMAS CARDS FOR
UNITED SOLDIERS AND SAILORS
OF AMERICA



CYSTIC FIBROSIS
FOUNDATION

SERVICE OPPORTUNITIES



HABITAT FOR HUMANITY



JUVENILE DIABETES RESEARCH FOUNDATION



LEUKEMIA & LYMPHOMA SOCIETY



MAKE-A-WISH FOUNDATION



MARCH OF DIMES



MUSCULAR DYSTROPHY ASSOCIATION



NATIONAL KIDNEY FOUNDATION



OXFAM AMERICA



RONALD MCDONALD HOUSE CHARITIES



SPECIAL OLYMPICS



ST. JUDE CHILDRENS RESEARCH HOSPITAL



YOUTH SERVICE AMERICA



4H

SERVICE BINGO!

B	I	N	G	O
WRITE A LETTER TO A SOLDIER	USE OFFICER PORTAL TO SUBMIT ALL SERVICE HOURS FOR THE PAST SEMESTER	RECORD AND SHARE A VIDEO OF YOUR TESTIMONY ON SOCIAL MEDIA	PLAY WITH CATS AT AN AREA ANIMAL SHELTER	READ A BOOK TO A CHILD
RECORD AND SHARE A VIDEO OF YOUR TESTIMONY ON SOCIAL MEDIA	HOST A BOTTLE AND/OR CAN DRIVE	COLLECT THREE (3) ITEMS TO DONATE TO FOOD PANTRY	MAKE PLACEMATS FOR MEALS ON WHEELS	TUTOR A MIDDLE SCHOOL OR HIGH SCHOOL STUDENT
ASK FOR DONATIONS ON YOUR BIRTHDAY	HAVE A SANITIZER DRIVE		RECORD AND SHARE A VIDEO OF YOUR TESTIMONY ON SOCIAL MEDIA	SHOVEL SNOW OR RAKE LEAVES FOR FAMILY IN NEED
CALL A COMMUNITY ORGANIZATION TO LEARN HOW YOU CAN VOLUNTEER	RECORD AND SHARE A VIDEO OF YOUR TESTIMONY ON SOCIAL MEDIA	USE OFFICER PORTAL TO SUBMIT ALL SERVICE HOURS FOR THE PAST SEMESTER	SET A SMART GOAL FOR YOUR SERVICE PROGRAM	COLLECT FOOD FOR A FOOD DRIVE
USE OFFICER PORTAL TO SUBMIT ALL SERVICE HOURS FOR THE PAST SEMESTER	DETERMINE YOUR COMMUNITY'S NEEDS AND HOW YOUR SERVICE MAKES A DIFFERENCE	FIND A NEW GROUP OR ORGANIZATION TO VOLUNTEER WITH	READ TO SOMEONE AT A NURSING HOME	RECORD AND SHARE A VIDEO OF YOUR TESTIMONY ON SOCIAL MEDIA