

DISTINGUISHED CLUB PROGRAM AND CLUB SUCCESS PLAN

How to Be a Distinguished Club





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TOASTMASTERS INTERNATIONAL

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www.toastmasters.org/members

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TOASTMASTERS INTERNATIONAL

THE MISSION OF THE TOASTMASTERS CLUB

The mission of a Toastmasters club is to provide a mutually supportive and positive learning environment in which every individual member has the opportunity to develop oral communication and leadership skills, which in turn foster self-confidence and personal growth.

Per TI policy, VI A21, Electronic Transmissions Policy, it is the responsibility of the sender to ensure the successful transmission of any information. Whenever you submit something to TI as an individual or on behalf of a club or district, please follow-up to confirm receipt.



THE DISTINGUISHED CLUB PROGRAM: A GUIDE TO SUCCESS

Ask your club members why they joined and most likely at least 95 percent of them will tell you they joined to become better speakers and leaders. Your Toastmasters club's purpose is to provide the environment in which they learn these skills. When your club provides plenty of speaking and leadership opportunities, its members receive helpful evaluations, and there are enough members to conduct the program, then all of the members' learning goals are reached. The club is serving its purpose.

The Distinguished Club Program helps your club accomplish its purpose by focusing on two areas:

- ▶ Educational awards. The number of Competent Communicator (CC), Advanced Communicator Bronze (ACB), Advanced Communicator Silver (ACS), and Advanced Communicator Gold (ACG), Competent Leader (CL), Advanced Leader Bronze (ALB), Advanced Leader Silver (ALS), and Distinguished Toastmaster (DTM) awards issued to members determines your club's success in helping its members learn not only speaking skills but leadership skills as well.
- Membership. In order to properly conduct the educational program, a club should have at least 20 members. Membership turnover is unavoidable as members move, change jobs, or encounter other situations that take them away from the club. Your club should continually strive to bring in new members to combat this natural turnover, to provide a stronger leadership base and to bring a flow of fresh, new ideas and personalities.

The Distinguished Club Program monitors and measures your club's achievements in these two critical areas.

HOW IT WORKS

The Distinguished Club Program is an annual program, running from July 1 through June 30. The program consists of 10 goals your club should strive to achieve during this time using the Club Success Plan (in the back of this manual) as a guide. World Headquarters tracks the progress of your club toward these goals throughout the year, sending quarterly progress reminders to your club president (updated reports are posted weekly on the Toastmasters International website, www.toastmasters.org/ members). At year-end, World Headquarters calculates the number of goals the club achieved and recognizes it as a Distinguished Club, Select Distinguished Club, or President's Distinguished Club based on the number of goals achieved and the number of members it has.

GOALS TO ACHIEVE

Following are the goals your club should strive to achieve during the year:

- 1. Two CCs
- 2. Two more CCs
- 3. One ACB, ACS, or ACG
- 4. One more ACB, ACS, or ACG
- 5. One CL, ALB, ALS, or DTM
- 6. One more CL, ALB, ALS, or DTM
- 7. Four new members
- 8. Four more new members
- 9. Minimum of four club officers trained during each of two training periods
- 10. One membership dues renewal report and one club officer list submitted on time

In addition, your club must meet a membership requirement. At year-end (June 30) it must have:

- ▶ at least 20 members OR
- a net growth of at least five new members.

A simple one-page summary of the program is on page 18. Your club also may purchase a wall chart (Item 1111C) for display at club meetings to track progress.

RECOGNITION

Clubs that meet the membership requirement and also do the following are eligible for Toastmasters International recognition at year-end:

	Recognition Earned
Achieve five of 10 goals	Distinguished Club
Achieve seven of 10 goals	Select Distinguished Club
Achieve nine of 10 goals	President's Distinguished Club

RECOGNITION RECEIVED

If the club earns recognition as a Distinguished, Select Distinguished, or President's Distinguished Club, World Headquarters will send the president an attractive ribbon for display on the club banner and a congratulatory letter. The ribbon and letter will be included with the year-end report.

DETERMINING YOUR CLUB'S MEMBERSHIP BASE (JULY 1)

Your club's membership base is calculated at the beginning of the DCP year (July 1). It is determined by adding the number of paid members on the previous April's membership renewal report plus any new members added between April and June 30. (New members include all dual and reinstated members; transfer members are not counted.) It will be adjusted upward for members who pay their April dues late. For example, in April your club submits a membership renewal report and dues for 17 members. In June it submits two new member applications and dues to World Headquarters. This brings your club's total membership to 19 on June 30 and your club then begins the new DCP year with 19 members. In August, your club submits dues for three members for the April-September dues period. These people had been members for several years, but simply did not pay their dues on time. Your club's membership base will be adjusted for these late-paying members. The three additional members raise the membership base to 22.

MEMBERSHIP AT YEAR-END (JUNE 30)

Your club's membership at the end of the DCP year (June 30) is based on the number of paid members on the current DCP year's April membership renewal report, plus any new (not transfer), dual, and reinstated members added between April and June 30 of the current DCP year.

Following are some examples illustrating how a club's accomplishments and membership affect the club's eligibility for recognition:

Example 1: A club had 14 members on July 1, three CCs, two ACs, five new members, four officers trained each period, had submitted two membership renewal reports on time but no officer list on time and had 19 members on June 30. It achieved Goals 1, 3, 4, 7 and 9 – a total of five goals. Since it also had 19 members on June 30 (a net increase of five members), it is recognized as a Distinguished Club.

Example 2: A club had 24 members on July 1, four CCs, one AC, one CL, eight new members, four club officers trained each period, submitted one membership renewal report and one club officer list on time and had 18 members on June 30. It achieved Goals 1, 2, 3, 5, 7, 8, 9 and 10 – a total of eight goals. However, since it did not have 20 members at year-end or a net increase of five new members, it is not eligible for any recognition.

Example 3: A club had 19 members on July 1, had one AC, one CL, five new members, submitted one membership renewal report and one officer list on time and had 23 members on June 30. It achieved Goals 3, 5, 7 and 10 – a total of four goals. Even though it had more than 20 members at year-end, the club did not achieve enough goals to earn recognition.

RULES FOR PARTICIPATION

- 1. Only clubs with 20 or more members OR which have a net increase of five members at the end of the program year are eligible for Toastmasters International recognition. Members transferring into your club are not included in your club's membership total until they have paid dues through your club and the dues are received by World Headquarters.
- 2. Clubs achieve Goal 1 when two members receive CC awards during the year and achieve Goal 2 when an additional two or more members receive CCs.

Clubs achieve Goal 3 when one member receives an AC award during the year and achieve Goal 4 when an additional one or more members receive AC awards.

Clubs achieve Goal 5 when one member receives a CL, AL, or DTM award during the year and achieve Goal 6 when an additional one or more members receive CL, AL, or DTM awards.

Applications must be sufficiently completed and able to be processed by World Headquarters. Only members in good standing are eligible for awards. Members in good standing are those whose dues for the current period have been received at World Headquarters and whose names appear on the club membership roster.

Clubs receive credit for only one type of educational award per member per year. For example, Bill Smith receives a CC award in July. His club receives credit toward a goal. Later in the year, he earns ACB, ACS, and/or ACG awards. His club receives credit toward goals for these, too. But if he also earns a second CC, ACB, ACS, and/or ACG award during the program year, his club will not receive credit toward goals for them. This encourages all members to progress in the educational program, not just a few. Credit for an award may be given to only one club. Members who belong to more than one club must choose which one club will receive credit for an award.

For clubs to be credited for educational awards for the current DCP year, all award applications must be received at World Headquarters no later than June 30. See (9) for information about fax, email, and online submissions.

- 3. Clubs achieve Goal 7 when four new members join the club during the year and achieve Goal 8 when an additional four or more members join during the year. Clubs must submit together to World Headquarters a membership application (Item 400) and appropriate dues for each new member joining during the program year. New, dual, and reinstated members qualify; transfer and charter members do not. Membership applications must be received at World Headquarters no later than June 30 for your club to receive credit for the current DCP year. See (9) for information about fax, email, and online submissions.
- 4. Clubs achieve Goal 9 when at least four of their club officers (president, vice president education, vice president membership, vice president public relations, secretary, treasurer, and sergeant at arms) are trained in their responsibilities. (Of course, all club officers should strive to attend training.) Officers must attend and fully participate in two district-sponsored training sessions as described below. Credit is not given for non-officers attending in place of elected officers, and credit is given only for one person per office. Officers must be trained for the position to which they were elected.

At least four club officers must attend the first training session between June 1 and August 31, and districts must submit training information for this session to World Headquarters online no later than September 30. At least four club officers must attend the second training session between December 1 and February 28 (or February 29 in leap years), and districts must submit training information online no later than March 31. See (9) for information about fax, email, and online submissions.

Officers must be trained by authorized district representatives in a live training session. While audiovisual aids may be used to enhance training, they may not be the sole method of training. For example, club officers who simply view a video that describes their responsibilities are not considered trained, even if the video was provided by a district officer. Training information submitted directly to World Headquarters by clubs will not be accepted. Club officers attending a training session are responsible for giving the person conducting the training session their names, offices, and club numbers.

5. Clubs achieve Goal 10 when at least one membership renewal report AND one club officer list are submitted on time. The club's October-March membership renewal report must be received at World Headquarters on or before October 10, or its April-September membership renewal report must be received at World Headquarters on or before April 10. (Of course, your club should strive to submit both reports before the deadlines.) Reports must be sufficiently completed and able to be processed by World Headquarters. See (9) for information about fax, email, and online submissions.

For clubs electing annually to receive credit, their lists must be received at World Headquarters by June 30 of the previous DCP year. This means that clubs whose officer lists are submitted by the June 30 deadline receive credit in the upcoming year's Distinguished Club Program, not for the one just ending.

For clubs electing semiannually, lists must be received at World Headquarters by June 30 of the previous DCP year and/or received at World Headquarters by December 31 of the current DCP year. See (9) for information about online, fax, and email submissions. Officer lists must be sufficiently completed and able to be processed by World Headquarters.

Toastmasters' Club Constitution and Bylaws states that clubs meeting weekly may elect annually or semiannually. Clubs meeting less frequently than weekly must elect annually. Annual terms are from July 1 through June 30. Semiannual terms run from July 1 through December 31 and January 1 through June 30. Clubs that elect officers contrary to this schedule are operating contrary to the Club Constitution and are not eligible for credit for submitting their club officer lists.

- 6. Clubs that charter during the program year receive credit only for those achievements obtained after the club officially charters.
- 7. Some Toastmasters clubs do not belong to districts. Undistricted clubs may qualify for recognition by one goal less than those designated.
- 8. No exceptions will be made to the requirements and to the deadline dates. World Headquarters is not responsible for late or inaccurate information submitted on documents. No changes will be made after documents are received at World Headquarters.
- 9. **Online, Fax, and Email Submissions.** It is the responsibility of the sender to ensure the successful transmission via fax of any document. World Headquarters is not responsible for any illegible or incomplete documents received via fax, for fax machine malfunctions or failures, and for "busy signals." World Headquarters strongly recommends that members, clubs, and districts use online services available or an express delivery service to avoid the risks involved in submitting documents via fax machine to fulfill deadline requirements.

Documents must be received by the specified deadline. Email or online submission through the Toastmasters International website must be completed by the day of the deadline. Documents sent by fax machine must be received at World Headquarters by midnight, Pacific Time, on the deadline date. Should the deadline fall on a weekend or holiday, documents sent via fax shall be received at World Headquarters by midnight, Pacific Time, on the last deadline date.

World Headquarters will also accept information from members via email for items such as member address changes, club and district officer changes, general correspondence, and information sent from the Toastmasters International website for which a template is provided, including club officer lists and educational award applications. For security reasons, it is highly recommended that email not be used when submitting items that include credit card information. It is the responsibility of the sender to ensure the successful transmission of any information. World Headquarters is not responsible for any illegible or incomplete information received via email, for hardware/software incompatibility or malfunctions, or delayed transmission because of server problems. Submissions must be received by the specified deadline in a readable format.

PROGRESS REPORTS

Regular feedback is an important part of any recognition program. When you are working toward goals, you need to know how you are progressing.

In October, January, and April your club president will receive an email reminder to check your club's progress online (see sample below). The report will show your club's membership base, current membership, and progress toward the 10 goals. Following the June 30 close date, and after all data received has been processed, your club president will be sent a final, year-end report showing how the club did and any recognition it earned.

In addition to the quarterly reminders your club president will receive, updates are available weekly on the Toastmasters International website: www.toastmasters.org.

Below is a sample report with explanations of the various information shown. Use this as a guide when reviewing your club's report.

TOASTMASTERS INTERNATIONAL

Distinguished Club Program

Toastmasters International Distinguished Club Program

You are viewing Weekly - December 2011 - Updated January 03, 2012 Report

Export to Excel Club No. 0000 Program Year 2011-2012 ■ Month December ■ Update Weekly 03-Jan 12 ■ Go

Clubs with at least 20 members OR with net growth of at least five members at June 30 which also do the following are eligible for TI recognition at year-end

GOAL RECOGNITION

Achieve any five of 10 goals Achieve any seven of 10 goals Achieve any nine of 10 goals Distinguished Club Select Distinguished Club President's Distinguished Club

Club 0000- "Toastmasters Club" District: 00 Division: * Area: *

Membership Base: 12 Membership to Date: 17

		GOAL	ACTUAL	ACHIEVED
(1)	CCs	2	1	
(2)	Additional CCs	2	0	
(3)	ACs	1	0	
(4)	Additional ACs	1	0	
(5)	CL, AL or DTM	1	0	
(6)	Additional CLs, ALs, or DTMs	1	0	
(7)	New Members	4	4	*
(8)	Additional New Members	4	4	*
(9)	Officers Trained (both required)			
	June – August	4	5	
	and December – February	4	6	*
(10)	Submitted on time(both required)			
	October or April Renewal	1	1	
	and Officer List	1	0	
		Total Goals Ach	ieved To Date:	3

- ▶ The **heading** at the top of the page indicates the report period, and the date last updated. Immediately following is an explanation of the requirements for recognition.
- ***Goal achieved** means that if an asterisk appears in the "Achieved" column, the club has met that particular goal.
- ▶ **Membership Base** is the number of members your club had at the beginning of the program year (July 1), as described on page four.
- Membership to Date is the total membership of your club at the end of the report period, as described on page four.
- ▶ The **Goal** column heading shows the number of accomplishments the club must achieve.
- The **Actual** column heading shows the number of accomplishments the club has actually had in the report period.
- ▶ The **Achieved** column heading shows with an asterisk (*) the goals the club has already met.
- ltems (1) through (10) are the goals the club must achieve. In the sample shown, to achieve the first goal, "CCs," the club must have two CCs during the year, as shown under the Goal column heading to the right. The club already has one CC, as shown under the Actual column heading. Since this goal has not been met, there is no asterisk under the Achieved column heading. For items (9) and (10), both parts of each goal must be met for the goal to be achieved. In the sample shown, in item 9 five club officers were trained for the June-August period, so the goal of four was achieved. Six officers were trained for the December-February period, so the goal of four was achieved for this period. Since both parts of the goal were met, an asterisk appears in the "Achieved" column. However, in item (10), although the club's October membership renewal report was received on time, its officer list for July-June was not. Since only one part of the goal was achieved, no asterisk appears in the "Achieved" column.
- ▶ **Total Goals Achieved To Date** indicates how many goals the club has already achieved. In the sample, the club has achieved three goals.

THE CLUB SUCCESS PLAN

Think of a successful business or organization. What made it successful? The answer is simple: planning. Its leaders set goals and developed plans to achieve those goals. They established strategies to use in their efforts and monitored progress as they employed these strategies in their day-to-day work. They altered plans and strategies as necessary to assure accomplishment of their goals. And they were successful.

Your club can succeed and earn recognition also, if it begins work immediately and implements the Club Success Plan. The plan has several features your club will find helpful. It:

- ▶ Helps your club to determine how it is going to meet the 10 established goals.
- ▶ Allows it to establish additional goals of its own.
- ▶ Outlines strategies for achieving the goals.
- ▶ Identifies resources your club may use in its efforts.
- ▶ Has space for you to write in assignments, develop a timetable and track accomplishments.

See an example of what a completed page of the plan may look like on the next page. A blank page with headlines also is included so you can develop a plan for achieving other goals your club may set for itself.

Steps to Success

To achieve its goal to be a Distinguished Club your club's officers should do the following:

- Meet immediately after they are elected to study and use the Club Success Plan to set goals for their term of office and to assign responsibilities to specific individuals.
- ▶ Form committees to help them accomplish goals.
- ▶ Periodically review the goals and timetables to ensure the plan is being followed according to schedule.
- Compare the club's accomplishments to those shown on the online progress reports. If there are any discrepancies, the club should investigate.
- Note the club's accomplishments at year-end in the appropriate column and review the plan for accuracy, then give the entire plan and any comments or suggestions for improvement to incoming club officers. The plan serves as an administrative record of the club for the year and as a guide for officers in the coming year.

Twice each year the area governor will be visiting your club. During these visits he or she may ask to review your club's plan. Be prepared to show and discuss the plan and your club's progress in it. The area governor may be able to assist with any problems the club may be having or have valuable tips for achieving goals.

The Advanced Leader Bronze Award

The Advanced Leader Bronze award recognizes members for their leadership activities within the club. One of the requirements for this award is that the member serve as a club officer (president, vice president education, vice president membership, vice president public relations, secretary, treasurer, or sergeant at arms) and participate in the preparation of the Club Success Plan while serving as this officer. By preparing and completing the plan your club's officers will be earning credit toward this award. Please make sure officers are aware of this.

ACTUAL COMPLETION				
TIMETABLE START COMPLETE				
ASSIGNMENT	Vice president edu- cation is responsible for encouraging, tracking, and recog- nizing educational achievements.	Same as above	Same as above	Same as above
RESOURCES	Member Achievement Record (Item 1328), Education Achievement Wall Chart set, Member Badge, CC Pin	Same as above	Member Achievement Record (Item 1328), Member Achievement Wall Chart set, AC application, Member Badge, ACB, ACS, ACG ber Badge, ACB, ACS, ACG badge attachments, AC pin	Same as above
STRATEGY	Determine which members are in a position to achieve CC status during the year. Encourage new members to complete manual projects, chart members' progress, recognize achievements. Make sure club meets weekly so members have more speaking opportunities.	Same as above	Determine which member is in a position to achieve AC status during the year and list below. Provide any assistance necessary. Chart progress, recognize achievements.	Same as above
GOAL	7	2 or more	-	1 or more
ACTIVITY	(1) CC (Competent Communicator)	(2) Additional CCs	(3) ACs (AC Bronze, AC Silver, AC Gold)	(4) Additional ACs (AC Bronze, AC Silver, AC Gold)

ACTUAL COMPLETION		
TIMETABLE START COMPLETE		
ASSIGNMENT	Same as above	Same as above
RESOURCES	Member Achievement Record (Item 1328), Leader- ship Award application, CL, ALB and ALS badge attach- ments, DTM badge, CL, ALB and ALS pin tags, DTM pins, DTM medallions	Same as above
STRATEGY	Determine which member is in a position to achieve one of these awards during the year and list below. Provide any assistance necessary. Chart progress, recognize achievements.	Same as above
GOAL	_	1 or more
ACTIVITY	(5) CL, AL, or DTM (Competent Leader, Advanced Leader Bronze, Advanced Leader Silver, Distinguished Toastmaster)	(6) Additional CL, AL, or DTM (Competent Leader, Advanced Leader Bronze, Advanced Leader Silver, Distinguished Toastmaster)

ACTUAL COMPLETION		
TIMETABLE ART COMPLETE		
TIN		
ASSIGNMENT	Vice president membership and membership com- mittee to spearhead campaign; all mem- bers should recruit new members. Vice president public re- lations should work to promote the club.	Same as above
RESOURCES	Toastmasters International's and the district's membership-building contests; consult Toastmasters' Online Store for an extensive list of promotional material available.	Same as above
STRATEGY	Your club needs at least 20 members at all times to conduct the Toastmasters educational program. What does the club currently do to recruit new members? Clubs must have an active membershipbuilding campaign, making use of the promotional material available from Toastmasters International. Promote the club and the Toastmasters International organization through: • newspaper and magazine articles organization through: • newspaper and magazine articles and announcements • radio/TV appearances and announcements • radio/TV appearances and announcements • a club speakers bureau • Communication Achievement Awards given to community members • a club speakers bureau • Communication Achievement Awards given to communication programs conducted for nonmembers Make guests feel welcome and ask them to join the club. Assign each new member a mentor and orient them to Toastmasters.	Same as above
GOAL	4	4 or more
ACTIVITY	(7) New members	(8) Additional new members

ACTUAL COMPLETION		
TIMETABLE START COMPLETE		
ASSIGNMENT		Club treasurer should begin collecting dues in early September and early March. Club president or treasurer completes report and submits it online. Clubs also have the option of submitting the dues and membership renewal report by mail or fax.
RESOURCES	Contact area, division or district governor for sched- ule of training sessions.	Reminder emails are sent to club presidents of record.
STRATEGY	In order to be a strong, effective club which fulfills the needs and wants of its members, the club officers must be trained properly. All officers should strive to attend district-sponsored training.	Dues and membership renewal report must be received at World Headquarters by October 10 and by April 10. If sent by email or online through the Toastmasters International website, it must be sent by October 10 or April 10. The club should strive to submit both reports online and by the deadlines. Only those members who pay dues to Toastmasters International are recognized as members of the club.
GOAL	At least 4 officers trained dur- ing June- August and at least 4 of- ficers train- ed during December- February	1 member- ship renewal report and 1 club officer list sub- mitted by deadlines
ACTIVITY	(9) Club officer training	(10) Dues and membership renewal reports and club officer lists

ACTUAL COMPLETION	
TIMETABLE START COMPLETE	
ASSIGNMENT	Club president or club secretary responsible for submitting changes. After each election, submit officer list online through Toastmasters International website. Clubs also may mail or fax officer lists.
RESOURCES	
STRATEGY	Officer lists must be received at World Headquarters by June 30 (for clubs that elect annually and semiannually) and received by Dec. 31 (for those that elect semiannually). If sent by email or online through the Toastmasters International website, it must be sent by June 30 or December 31 (for those clubs electing semiannually). Toastmasters International and the district frequently send important material to the club officers of record. It is therefore important material to the club officer so frecord. It is therefore important material to the club officer of record. It is therefore important material to the club officer of record. It is therefore important material to the club officer of record. It is therefore important material to the club any clanges in meeting time, day, place or a change in the club mame. Name changes and a change in the city or town in which your club meets must be reported to World Headquarters on a resolution form since these are changes to your club's constitution.
GOAL	
ACTIVITY	

ACTUAL COMPLETION	
TIMETABLE START COMPLETE	
ASSIGNMENT	All club officers and members.
RESOURCES	Enjoyable meetings, good programming, supportive atmosphere, effective evaluations, and Toastmastersrelated goals all contribute to member satisfaction and retention. Toastmasters' online store has numerous tools to enhance your club's meetings, such as: • The Better Speaker Series • The Better Speaker Series • The Leadership Excellence Series • The Leadership Excellence Series • Success/Communication programs • Success/Leadership programs
STRATEGY	Your club needs at least 20 members at all times. Even if your club has more than 20 members, it can benefit from adding more. New faces, personalities, ideas and speeches enrich the club environment. Strive to maintain your club's membership at least 20 OR increase the total membership by 5, based on the club's beginning membership by 8. Also work to retain current members. Retention begins with your club meeting. When meetings are enjoyable, educational and well-conducted, members will want to remain active. Keep club meetings stimulating by: • Having meetings begin and end on time. • Making sure all club members have the opportunity to speak. • Maintaining program variety. Schedule: - Theme meetings - Speaker/evaluator exchanges - Joint meetings with other clubs - Speech contests
GOAL	Have at least 20 members OR a net growth of at least 5 members at year-end.
ACTIVITY	Membership Requirement

ACTUAL COMPLETION	
TIMETABLE START COMPLETE	
ASSIGNMENT	
RESOURCES	
STRATEGY	
GOAL	
ACTIVITY	

DISTINGUISHED CLUB PROGRAM GOALS

Membership Requirement: At year-end (June 30), the club must have at least 20 members OR a net growth of at least five members AND achieve the following goals:

1. Two CCs	☐ 6. One more CL, AL Bronze, AL Silver or DTM
2. Two more CCs	☐ 7. Four new members
3. One AC Bronze, Silver or Gold	☐ 8. Four more new members
4. One more AC Bronze,Silver or Gold	9. Minimum of four club officers trained during each of two training periods
☐ 5. One CL, AL Bronze, AL Silver or DTM	☐ 10. One membership dues renewal report and one club officer list submitted on time

5 goals achieved: Distinguished Club

7 goals achieved: Select Distinguished Club

9 goals achieved: President's Distinguished Club



Item 1111C

ARE MADE

Verify your progress at www.toastmasters.org/members

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