



NPO No 001-283

3 January 2020

Dear fellow Lions of Multiple District 410

The Management Committee of Lions Brightsight would like to take this opportunity to wish the Lions of Multiple District 410 everything of the best for 2020 and assure you of our commitment to you all for the year ahead.

The Committee have this past year put in a lot of effort to make improvements in operations to offer a more stable and efficient service to you, our customers. In this regard the following changes have been made:

OPERATIONS

1. We have upgraded the facility, removing unnecessary and unwanted items from the premises. We have painted the internal walls and doors and replaced damaged ceilings. An air conditioner has been installed and the electronic security gate has been repaired.
2. An equipment survey was completed resulting in the purchase and instalment of a new phoropter and the service of our projector and auto refractor. We are most grateful to the management and staff of **MedEquip**, a medical equipment supply company for their assistance in this regard.
3. We have secured and implemented “Sage” an online financial package and are at this stage preparing to launch the use of this package early in the new year.
4. We have developed and launched our new website which includes new email addresses for Lions Brightsight and an online script submission which we hope everyone will use from January 2020.
5. With the help of one of our committee members, we have submitted all missing narrative reports and our NPO number has been reactivated.
6. We have been in negotiations with **Focus Laboratories** and have agreed to a new pricing structure which will be launched early in the new year. The new pricing structure will standardise pricing which eradicates uncertainty for all our Clubs.
7. We have negotiated courier service deliveries which will standardise delivery of spectacles to Clubs throughout our Multiple District. We thank **Seabourne Express** for their continued support of our Lions projects. An operations procedure will be forwarded to all Clubs by the end of January 2020, once everything has been finalised.
8. We have launched an appointment system for our clinic days at our Lions Brightsight facility. This will allow patients to arrive for their vision test at the time they have been booked for thus removing unnecessary overcrowding within our facility. It will also prevent patients having to sit for long periods, waiting for their eye test.
9. Due to all the changes at Lions Brightsight, we feel it is necessary to alter the operating hours at of Clinic facility. The new operating hours will be **08h00 to 16h00**, Monday to Thursday and **08h00 to 14h00** on a Friday. The Brightsight facility will close early on a Friday to allow for banking.

Management Committee 2019-2020

PDG Pierre Theron (Chairperson), PDG Malcolm Johnston (Treasurer), DC Lindie van Wyk (Secretary)
PCC Cliff Hocking, PDG Nick Maré, L Donovan Henri, L Beaulieu Maré, L Dave McCullough, L Carmen Andrews

STAFF

1. Due to the numerous operational changes and the increased working hours, the Lions Brightsight Committee is very sad to announce that we have lost the services of PDG George and Lion Janis. The Committee would like to record their heartfelt appreciation to both PDG George and Lion Janis for their incredible service over the past years, helping Lions Brightsight to improve on all area of service, to you, Multiple District 410. Without them, we would not have been able to set course for the proposed improvements and envisaged growth that is expected during 2020.
2. The Committee is however happy to report that a new “Operations Manager” Miss Kirsty McKenzie has been appointed and she will commence her duties on Monday 06 January 2020. The Brightsight facility will re-open on **Tuesday 07 January 2020** and we ask all Clubs in Multiple District 410 to show patience with the new operation. It is understandable that Kirsty is entering a new unfamiliar position and will need time to adjust.

Kirsty is an accomplished administrator and an excellent communicator. She has had vast experience dealing with customers and customer complaints. She is methodical in her thinking and solution identification. She is a compassionate person and is involved in numerous community service activities.

We welcome Kirsty and wish her great success in her new venture with us. The committee offers Kirsty our total support and hope that the Lions of Multiple District 410 will do the same.

Yours in service

PDG Pierre Theron
Chairman Lions Brightsight Management Committee