

# LIONS ROARING NEWS



**DISTRICT 35-O  
DECEMBER 2012**



## *A Note from District Governor Norma Callahan*

**WELCOME WELCOME WELCOME** to the Hernando Lions Club who were chartered on November 20, 2012 with PID Neil Spencer presiding. It was a great celebration and welcome to District 35-O. They worked long and hard and overcame obstacles to become new Lions. We look forward to working with you in doing Lions' service.

We also want to welcome a new Branch club, Ridge Manor under the sponsorship of the High Point Lions. They are in the process of changing names so stay tuned for the update. We expect they will charter after the first of the year. Along with the good news comes some bad - we are losing Cocoa Lions Club which has been inactive for a long time.

I want to thank everyone who supported me and helped me during my move into my new home and my weeks of illness. Jim and I couldn't have done it without your help. I really appreciate 1<sup>st</sup> VDG AI and GLT Larry standing in for me when I couldn't attend. I'm sorry I had to postpone some visits but the clubs were so kind and very understanding. If



your visit has not been rescheduled, please contact Cabinet Secretary Carol and she will help you. I am much better now and am looking forward to moving ahead with my fellow Lions.

Holiday time is a time to look at what you have done this year and planning for the direction your club will take next year. 1<sup>st</sup> VDG AI will be starting his DGE training for next year. Please support Lions AI and Jo during this very busy and important time. Remember to stop and smell the roses and be kind to each other.

**HAPPY HOLIDAYS!!**

**In a World of Service, as a District, We Serve!!!  
Governor Norma**

*Editor's Note: DG Norma is recovering from a severe bout of bronchitis. Get well soon!!*

## *Greetings from 1st Vice District Governor Al Becker*

As the holiday season gets into full swing let us not forget those less fortunate. I know many clubs have fundraisers and projects to help the homeless and those in need during the holidays. If your club is one who does not have a project, this would be a good time to start one or work with a club close by.

Many clubs have already started the Reading Program and distributed books in their community. This is one of President Madden's themes this year. If your club is involved in this project make sure you include it in your club's activity report.

All PDGS - if you have ambitions of running for Council Chair please submit the necessary info to the 1VDGs by Dec 28<sup>th</sup>, 2012 to be considered and interviewed at our next COG in January.

As I mentioned at our last advisory meeting I am busy filling positions for District Chairs for next year. If you would like to serve as chairperson please email me. Also zone chairs please consider serving next year as well.

Finally I want to congratulate the Hernando Lions on chartering and become our newest club.

Lion Jo and I want to wish everyone a Merry Christmas and Happy New Year. Be safe and I look forward to serving you.



### **ANNOUNCEMENTS & NOTABLE ITEMS**

#### **Third 2012-2013 DISTRICT MEETING – January 19th** (a.k.a. Cabinet Meeting) [FLYER](#)

The Volusia County Lions Club will host the meeting on Saturday, January 19th at the First Presbyterian Church at 724 North Woodland Blvd, DeLand, FL 32720.

The Deadline to request being put on the Agenda is January 7 – contact [DG Norma Callahan](#) or [Lion Carol](#). The Deadline for submitting handouts to be included in the club packets is January 10<sup>th</sup>. There will be no handouts allowed on the table and there will be no oral club/zone reports. Send your handouts to [DG Norma Callahan](#). The agenda is as follows:

8:30 AM – 9:15 AM	Special Advisory Committee Meeting
9:15 AM	PDG Meeting
10:00 AM	District Meeting Starts
11:30 AM – 12:15 PM	Lunch and Fun
12:15 PM – 2:00 PM	Resume District Meeting

Our Key note speaker is Dr. Lipsett, who is a research specialist on low vision. Lunch will be made with all Organic Ingredients! Menu is Vegetable Beef Soup & Garden Salad, Homemade Corn Bread & assorted rolls and Country Apple Pie (regular and sugar-free).

Lunch is \$13 each. RSVP by January 5th with payment to: Volusia County Lions, c/o Lion Dr. Lynn Hawkins, 2369 S Oak Park Dr, DeLand, FL 32724. With your RSVP, please include your club name, the names of those attending, the # of meals, and the # attending who will not be ordering lunch.

**All ATTENDEES MUST MAKE A RESERVATION, even if you are not planning to eat!!!**

FOR MORE INFO contact Lion Dr. Lynn Hawkins, email: [drlynnhawkins@aol.com](mailto:drlynnhawkins@aol.com) ; 386-736-6811

#### **GRAB A BITE FOR SIGHT AT THE RIVER GRILLE – December 2nd**

The 5th Annual Seafood Buffet to benefit FL Lions Conklin Center for the Blind will be held Sunday, December 2<sup>nd</sup> from 1 to 5 pm at the River Grille on the Tomoka, 950 N US Hwy 1, Ormond Beach. For just \$8.99 you'll enjoy an 'All You Can Eat' buffet that includes coffee or tea. Plus there will be drawings for door prizes! The River Grille donates a generous portion of each diner's bill to the Center to support its programs that help children and adults who are blind fully develop their abilities and participate in community life. For more information call Denise Harlow 386-258-3441 or visit [www.conklincenter.org](http://www.conklincenter.org).



## **LCI DECEMBER NEWSWIRE**

Subjects covered in this LCI website link above are: Lions Day with the UN, Reading Action Program partners, the International President's Award and more. Read on for the latest Lions Clubs International news and information. CURRENT and past issues are available [online](#).

### **PEACE POSTER CONTEST DISTRICT WINNERS**

By Lion Kevin Jarvis, District Chairperson Email: [kpjar77@aol.com](mailto:kpjar77@aol.com) Phone: (321) 635-8416

The judging competition was conducted by members of the Strawbridge Art League (President – Dr. Katherine McElhinny, Ms. Kelli Coats, Ms. Sara Kett) during the week of 19 Nov. There were 12 submissions this year from the following clubs: Cocoa Beach Seaside, Lake Sumter, New Smyrna Beach, Orange Blossom Gardens, Ormond Beach, Ormond By the Sea, Palm Coast (2 posters), Rockledge (3 posters) and Viera.

As was the case last year, this year's competition really tested the judges, but they were unanimous in their decision for 1st, 2nd and 3rd places. 1st place was awarded to the New Smyrna Beach submission (Jaki Redmond), 2nd place was awarded to the Palm Coast – Sister Elizabeth submission (Andrea White) and 3rd place was awarded to the Viera submission (Holly Jordan).

Comments from the judges when describing the winning poster included – good movement; carried the eye's attention around the poster; very balanced presentation; eye drawn to look at everything; clear symbolism of world piece; skillfully captures the Imagine Peace theme.



1st Place Winner sponsored by New Smyrna Beach Lions



2nd Place Winner sponsored by Palm Coast Lions

### **DISTRICT 35-O PEACE POSTER CONTEST WINNERS**



3rd Place Winner  
sponsored by Viera Lions

I want to thank all of the participating clubs; their submissions were received in a very timely fashion and all complied with the established rules and submission criterion. I enjoyed supporting this year's peace poster competition as your District Chairperson. (Larger pictures are posted on the [district website](#).)

### **YESTF SCHOLARSHIP UPDATE**

By Lion Anne B. Greer, PDG [LionAnne@cfl.rr.com](mailto:LionAnne@cfl.rr.com)

The scholarship committee received 91 applications for the Lions Youth Exchange Scholarship.

Selections for the scholarships will be made in January 2013 and given to recipients in April 2013.

### **DISTRICT ACTIVE CLUB AWARD CONTEST CHANGES [New Form](#)**

By Lion Joe Hauser, Chairperson, 321-452-0376, email: [josephhauser@bellsouth.net](mailto:josephhauser@bellsouth.net)

DG Norma and I met and reviewed and revised our Active Club Report as we felt that we needed to place more emphasis on fund raising and community service and less weighted in meeting attendance. Forms are provided in Excel and PDF. We will start using the revised version for the November report. For those that may have already sent in a report for November, I will make the corrections. Please contact me for the excel form or if you have any questions.

## HERNANDO LIONS CHARTER NIGHT CELEBRATION

By Lion Linda Sojka, Secretary/Treasurer, Hernando Lions Club, [hernandolions@tampabay.rr.com](mailto:hernandolions@tampabay.rr.com)

After working so hard for almost 3 years the Hernando Branch Club is finally a chartered club and the club members celebrated in a big way on November 20th at Armante's Restaurant in Hernando. Being Thanksgiving week it was only appropriate to use "Giving Thanks" as the theme for the celebration. Students from Hernando Elementary School came and performed an entertaining little skit about turkeys trying to get Congress to enact a ban on eating turkey for Thanksgiving. Lion Dan Fox, Zone 2



Chair and president of Homosassa Lions, the sponsoring club, presented the newly chartered club with their club banner. Then to the surprise of all the club members, Foster Amell, the president of the Crystal River Lions presented the club with a second banner that had belonged to the original Hernando Lions previously chartered and sponsored by Crystal River. GLT District Coordinator Larry Feldhusen helped

out as kind of a "Master of Ceremonies" and former Citrus County Commissioner Winn Webb was on hand to congratulate the club for their achievement. Immediate Past International Director Neil

Spencer presented the charter and inducted the charter officers assisted by Past Council Chair C. David Lloyd. Club President PDG Jack Arnold accepted the charter presentation for the club and in his acceptance speech he stated "After 40



plus years in Lionism who would have thought I would become a Charter President? This is a truly an honor." Unfortunately District Governor Norma Callahan was unable to attend as she was not feeling well and she was missed by all. The officers and members of the Hernando Lions Club wish to extend our sincere appreciation to the Homosassa Lions Club for being our sponsor and for all the support they have given us while we were in the process of building our club. We now join them and other area clubs in the task of making our communities better through the ideals and objectives of Lions Club International. We extend sincere thanks to all who joined us in our celebration and we send warm wishes to DG Norma for a speedy recovery.

## HERNANDO LIONS CLUB CONTACT INFORMATION (Directory update)

HERNANDO (Club # 118284) Chartered: November 20, 2012 Zone 2

Meetings: 1st & 3rd Tuesday at 7 pm at Armante's Restaurant, 5813 N Carl G. Rose (Hwy 200), Hernando, FL 34442 Club email: [hernandolions@tampabay.rr.com](mailto:hernandolions@tampabay.rr.com)

PRESIDENT: Jack Arnold, PDG; 1628 W Olympia St, Hernando, FL 34442

Phone: 352-527-7031 Email: [skylandsouth@atlantic.net](mailto:skylandsouth@atlantic.net)

SECRETARY/TREASURER/MEMBERSHIP: Linda Sojka, 2791 E Mary Lue St. Inverness, FL 34453

Phone: 352-860-0879; cell 352-302-1084 Email: [lsojka@tampabay.rr.com](mailto:lsojka@tampabay.rr.com)

## INTERNATIONAL LEO DAY – DECEMBER 5th

International Leo Day is celebrated on December 5th each year. Leadership. Experience. Opportunity. These are just a few of the rewards young people gain from participating in Leos. Every day, millions of children around the world miss out on the joy of childhood. Instead of playing with toys, they deal with poverty, malnutrition and disabilities. That's why Leo clubs take part in youth service activities such as international Leo projects and local community service projects to improve the lives of children. By participating in Leos, more than 150,000 young people are involved in youth service activities in their communities and schools.





## “SEEDS OF SERVICE, BLOSSOMS OF HOPE”

By *Lion Jacquie Tripp, Candidate for 2<sup>nd</sup> VDG*

Dear Lions, I am excited to announce my candidacy for second vice district governor of District 35-O! With the support of my family, club, and employer, my resolution has been approved and is now official. I am ready to listen to Lions, work in service, and plant seeds of service!

My parents brought me up to find my personal purpose in life, to give unconditionally, and to try to make the world a better place. My education has provided me with the skills I need to lead. My life lessons have prepared me for

the challenges. I am ready and determined to make District 35-O the best district ever!

## TECHNOLOGY UPDATE – REPORTS in MyLCI

By *Lion Donna Norton, Information Technology Chairperson*

All reports that are listed on MyLCI under “My Lions Club” under “Statements/Dues” & “Reports” are now working. This includes: Family Unit Report, Club Attendance Sheet, Club Roster, Lions Club Officers, Lions Club Officer Reporting Form, Club Monthly Reporting History, Monthly Membership Report Detail, Lions Club Contact List, Lions District Officer Contact List and Monthly Service Activity Report.

FIXED - CLUB ROSTER REPORTS ON MyLCI – If you used the old system there were two types of “roster” reports. One simply listed the members. The other listed members and their telephone number, address, etc. In MyLCI the first type –name & member number –is now listed as “Club Roster” under REPORTS. The second type that lists members with telephone number, address, email address, etc. has been renamed. It is now called the “Lions Club Contact List”. It is also found under REPORTS.

TAX ID CHECK: Every club needs to check Tax ID (FID#) under “Club Info” in MyLCI. International’s Legal Department is requesting a call if it is incorrect. Their phone number is in the blue box.

MEMBERSHIP CARDS: The option for printing membership cards in MyLCI is now a separate item under the “My Lions Club” tab. Note: Members are listed left to right in alphabetical order of their FIRST NAME. You may click on only the members you wish to print cards for or “Select All”. Tip: After putting business card stock in your printer and clicking “Print” set page scaling to “None” when your printer options page opens. This will ensure membership cards print correctly. Then click “Print” again.

REPORT TIPS – 1) When you click “VIEW/PRINT” this simply opens the report for viewing. If you wish to print the report you must click on “File” then “Print” or on the print icon on your computer tool bar.

TIP #2) After you open “Statements/Dues” or any of the reports use the “back arrow” on your computer tool bar to return to the REPORT menu. If you “X” out of the report you will “X” out of MyLCI.

## LIONS OF PONCE INLET REQUEST HELP FOR [JAZZ ON THE RIVER 2013](#)

By *Lion Tom Gannaway* email: [TomGannaway@bellsouth.net](mailto:TomGannaway@bellsouth.net) Phone: 386-304-9807

When the Lions Club of Ponce Inlet planned the first Jazz on the River, we estimated an attendance of 700. We had 1,227. Our club has about 25 able bodied members to work a fund raiser. The 1,200+ stretched us to the limit. Jazz on the River 2013 is planned for March 3, 2013 with a projected attendance of 2,000. We can't do this alone. A few local organizations have already volunteered their assistance, but we anticipate the need for volunteers will exceed this. Therefore, we would like to solicit Lions Clubs from our district to join us in producing Jazz on the River 2013. The Lions Club of Ponce Inlet will donate \$10 to the club for every hour of volunteer time that their members contribute to the festival on assigned duties (e.g., ticket taker, on-site ticket seller, parking attendant, etc.). Each volunteer contributing 4 hours will receive a free admission ticket. We also ask the club to sell tickets to the event at \$10 per ticket, retain \$5 for their club and remit \$5 to our club for each ticket sold. Please help by contacting Lion Jeff Follmer at [pi\\_lions\\_jeff@yahoo.com](mailto:pi_lions_jeff@yahoo.com). [FLYER](#)

**SUPERSTORM SANDY RELIEF UPDATE** At our November 3rd District meeting, Our district donated \$500 and a collection brought another \$500 for a total of \$1,000 donated to LCIF.

## **ARE YOU A TISSUE DONOR? [www.DonateLifeFlorida.org](http://www.DonateLifeFlorida.org)**

This online registry verifies your donor status and makes the exact wishes of registered donors more accessible and current for organ, tissue and eye recovery organizations.

## **HOLIDAY MAIL FOR HEROES – DEADLINE DECEMBER 7**

The Red Cross and Pitney Bowes sponsor a program to distribute holiday cards to service members and veterans. The cards should be addressed to: Holiday Mail for Heroes, PO Box 5456, Capitol Heights, MD 20791-5456. All cards must be postmarked no later than Friday, 7 December 2012. Additional guidelines can be found at <http://www.redcross.org/support/get-involved/holiday-mail-for-heroes> .

## **STATUTES ON BACKGROUND CHECKS IN REGARDS TO HEALTH SCREENINGS**

*Provided by [Lion Dr. Howard Freeman](#), MD35 Sight Chairperson*

If volunteers don't spend more than 10 hours a month in child care centers, they do not need background checks.

## **MINUTES FROM THE SECOND DISTRICT MEETING**

District Secretary Lion Carol Reichard has drafted these [minutes](#) from the November 3<sup>rd</sup> meeting.

## **POTENTIAL GOVERNOR'S SEMINAR: Saturday, February 2, 2013**

Do you have a desire to seek higher office? This one day seminar starts at 9 am at the Holiday Inn UCF, 1215 High Tech Ave, Orlando, FL 32817. See the [FLYER](#) for reservation and room rate information.

**The 2012-2013 LCI WEBINAR Schedule.** Head over to the [Webinars page](#) to register. Times are local.

### **The Role of the Cabinet Secretary**

Tuesday, January 15, 2013: 11:00 AM  
Wednesday, January 23, 2013: 8:00 PM  
Friday, January 25, 2013: 8:00 PM

### **Conflict Resolution**

Tuesday, March 12, 2013: 11:00 AM  
Wednesday, March 20, 2013: 8:00 PM  
Friday, March 22, 2013: 8:00 PM

## **UPCOMING DISTRICT & CLUB EVENTS**

December 2, 2012: Conklin Center Bite for Sight Fish Fest, River Grille on the Tomoka, Ormond Beach

December 14, 2012: Ormond Beach Lions Wheelbarrow of Cheer drawing, \$700 value, [FLYER](#)

December 31, 2012: Palm Bay Progressive Lions New Years Eve, Contact Mary 321-749-5552, [FLYER](#)

January 5-6, 2013: DG Elect School, Atlanta Airport Marriott, [Southeast Lions Leader Portal Link](#)

January 11-14, 2013: MD-35 Winter Conference, Cruise

**January 19, 2013: 3<sup>rd</sup> District Meeting, Volusia County Lions Hosting, [FLYER](#)**

February 2, 2013: Potential Governor's Seminar, Holiday Inn UCF, Orlando (9am), [FLYER](#)

February 9, 2013: District 350 day at Southeastern Guide Dogs

February 15, 2013: Conklin Center Night for Sight, Casino, Dinner and Auctions, 6pm

February 16, 2013: Viera Lions BBQ & Auctions Fundraiser, Viera Regional Park, \$10 (11:30am-2pm)

February 22-25, 2013: LCI Senior Lions Leadership Institute, Oak Brook, IL

March 2, 2013: Ponce Inlet Lions Jazz on the River Festival, Down the Hatch, \$10; VOLUNTEERS NEEDED, Contact Lion Tom 386-304-9807 (Noon-Sunset) [FLYER](#)

March 7-9, 2013: MD-35 Spring Conference, Hosted by District N; Boca Raton

**March 16, 2013: 4<sup>th</sup> District Meeting, Viera Lions Hosting, Viera Regional Park Gym**

March 17, 2013: Conklin Center Motorcycle Drawing, Iron Horse Saloon, Ormond Beach

April 5-7, 2013: District N Governor's Official visit to Freeport, Grand Bahamas

**May 2-4, 2013: MD-35 Convention hosted by District O, Daytona Beach Resort [FLYER](#)**

July 5-9, 2013: LCI 96th Annual Convention in Hamburg, Germany; [Registration Information](#)

September 19-21, 2013: USA/Canada Lions Leadership Forum, Overland Park, Kansas; [Website](#)



## SUNSHINE NEWS

**DG Norma Callahan** (Volusia County) is slowly recovering from a severe case of bronchitis. She is in her new home where she needs plenty of rest and time to recuperate.

**Lion Dianne Christian** (Oviedo-Winter Springs) is still being treated for a post operative blood infection. Daily doses of IV antibiotics at the hospital along with a strong dose of Benadryl for her allergy to the antibiotics are leaving our sunshine chairperson in dire need of some sunshine of her own.

**Lion George Seyfert** (Zone 11 Chair & Palm Bay Happy President) suffered a heart attack the Monday before Thanksgiving and spent the week in the hospital. The heart attack was a mild one and he is at home resting comfortably.

**Lion Mike Prompovitch** (Ormond By The Sea) passed away on November 20, 2012.

## PICTURES FROM THE 2ND DISTRICT MEETING IN HOMOSASSA





## INTERNATIONAL PRESIDENT WAYNE MADDEN

As we move ahead on our journey to create an even stronger association, I am happy to report that our membership has grown by 12,865, and we have a more than 284 net new clubs. That is 25,730 more hands to care for a child, to meet unmet humanitarian needs, to serve our communities -- whatever the world calls on us to do -- as we seek to ever expand "[In A World of Service](#)". Unfortunately needs are increasing all around us, and in all the communities we serve. Thankfully the Lions are there and rising to new challenges. I'm so pleased Lions are supporting our [Reading Action Program \(RAP\)](#) this year.

I am convinced our world of service knows no limits because I have seen so much passion and compassion from our Lions. No problem is too big to overcome. If there is a need, we just find the best way to address that need. So even as we celebrate the early success of RAP, I'm asking you to focus as well on our next Global Action Campaign - [Relieving The Hunger](#) in December and January. Hunger and food insecurity is a problem throughout the world. Lions are already making a positive impact, but we can do more. You are changing lives, and should be proud. I know I am...of you. Never doubt for a moment that you are making a significant contribution and improving the quality of life for millions of people. I wish you all the best until next month. We are building a better today and tomorrow. Keep up the great work, and keep your engines finely tuned as we journey together in service.

### 2012-2013 DISTRICT 35-O LIONS OFFICERS

#### District Governor — Norma Callahan

PO Box 1407, Deland, FL 32720

Cell 386-479-9896 [dgnormacallahan@yahoo.com](mailto:dgnormacallahan@yahoo.com)

#### 1st Vice District Governor — Alan "Al" Becker

780 S. Rosemary Pt., Homosassa, FL 34448

Cell: (352) 257-1388 [albecker@earthlink.net](mailto:albecker@earthlink.net)

#### 2nd Vice District Governor — Carolyn Lloyd

4330 Collingtree Dr., Rockledge FL 32955

Res: 321-631-6633 Cell: 321-298-4223 [lioncarolyn@gmail.com](mailto:lioncarolyn@gmail.com)

#### Immediate Past District Gov. - Doris Turlo

706 Prado Dr, Lady Lake, FL 32519

Res: (352) 750-0837 [dgdorist@aol.com](mailto:dgdorist@aol.com)

#### District Secretary — Carol Reichard

63 River Trail Drive, Palm Coast FL 32137

Res: 386-597-2510 [angelion15@yahoo.com](mailto:angelion15@yahoo.com)

#### District Treasurer — Jeannine Thibault

102 Holly Hill Rd, Davenport, FL 33837

Res: (863) 421-2255 [flionjeannine@yahoo.com](mailto:flionjeannine@yahoo.com)

For the complete listing of [District Cabinet Officers & Chairs](#) visit our website:

**35 O Website** <http://www.e-district.org/sites/35o/>

MD 35 Website <http://www.lionsofflorida.org/> LCI Website <http://www.lionsclubs.org/>

District 35O Facebook Page <http://www.facebook.com/FloridaLionsDistrict35O>

**Lion Mary Ann Bullock, Editor**  
321-757-0238

Home Club: Viera Lions Club  
[maryannbullock@hotmail.com](mailto:maryannbullock@hotmail.com)





# District 35-O Third Meeting Saturday, January 19, 2013



Hosted by Volusia County Lions  
First Presbyterian Church  
724 North Woodland Blvd, DeLand, FL 32720

**Parking:** Turn west from Woodland Blvd onto Plymouth Ave. Parking lot is behind Cook's Café.

**!!! Agenda Items request deadline is January 7 – contact [DG Norma Callahan](#) or [Lion Carol](#) !!!**  
**Deadline for handouts is Jan 10** (none on the table & no oral club/zone reports). Send to [DG Norma](#)

## SCHEDULE

8:30 AM – 9:15 AM	Special Advisory Committee Meeting
9:15 AM	PDG Meeting
10:00 AM	District Meeting Starts
11:30 AM – 12:15 PM	Lunch and Fun
12:15 PM – 2:00 PM	Resume District Meeting

**Our Key note speaker is Dr. Lipsett, who is a research specialist on low vision.**



## Menu

All Organic Ingredients!!  
Vegetable Beef Soup & Garden Salad  
Homemade Corn Bread & assorted rolls  
Country Apple Pie (regular and sugar-free)



**Price: \$13.00**

**RSVP by January 5, 2013**

**WE NEED A COUNT EVEN IF NOT EATING.**

**For Reservations mail your check, club name & names of those attending to:**

**Volusia County Lions  
c/o Lion Dr. Lynn Hawkins  
2369 S Oak Park Dr, DeLand, FL 32724**

**ALL ATTENDEES MUST MAKE A RESERVATION  
even if you are not planning to eat!!!**



**For more information  
contact Lion Dr. Lynn Hawkins  
email: [drlynnhawkins@aol.com](mailto:drlynnhawkins@aol.com)  
Phone: 386-736-6811**



Flyer Dated December 1, 2012