

ORLANDO DIOCESAN COUNCIL

of

CATHOLIC WOMEN

Protocol

Manual



Protocol embodies the courtesies, amenities, and rules of
etiquette used in the official life of an organization, but
in plain English, it is just

GOOD MANNERS WITH COMMON SENSE

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GUEST SPEAKERS

I. INVITATION

When you invite a guest speaker to your meeting, the initial contact may be by phone or email, but should be followed up with a letter confirming everything that you discussed. At the time of the invitation, the following items must be included:

1. Availability
2. Fee/expenses
3. Time frame for presentation
4. Topic and type of presentation, i.e., keynote, workshop, motivational, informational
5. Type of audience

In the follow-up letter, include an address to be programmed into a GPS, location within the facility, and an agenda of the meeting. Be sure to clarify who is responsible for making the travel arrangements and the expense involved.

II. OVERNIGHT ACCOMMODATIONS

The guest should be given a private room, especially if she is the National Council of Catholic Women (NCCW) President or any high ranking official. In some cases, it may be acceptable to ask the guest if she would share a room with one other person, but only if she knows that person well.

III. DUAL FUNCTION

You might consider asking the guest to serve a dual function, i.e., keynote/workshop speaker.

IV. GREETER

Appoint a CCW member to greet the guest at the door and remain with her until she is seated at the proper place. If she is coming from out of town, this person would meet her at the airport or other designated location, take her to her hotel room and help her get settled if the guest wants. Then leave her to freshen up before the meeting. Always have someone take the guest to the airport or arrange transportation for her.

The greeter should pick up registration materials, name tag, program book, and any other item that is waiting for her ahead of time, so that the guest doesn't have to stand in line. The greeter should not leave guest unattended.

Those who are staffing the registration table should be aware of who the guests are, so that the guests are not asked to pay for their lunch, asked to sell raffle tickets, etc.

V. GIFTS

It is always appropriate to give the guest speaker a gift, but make it something practical. Certainly, cash is always appreciated, especially enough to cover the cost of her automobile expenses to get there. Other gifts could include a daily reminder and appointment notebook, a book of quotations, inspirational readings, etc.

Corsages are not widely used anymore, and certainly the president should not wear one if the guest of honor is not given one, too.

VI. PAYMENT

Give the guest payment for fee/expenses prior to her visit or before she leaves. It would be embarrassing for her to have to ask you for the funds.

VII. THANK YOU NOTE

A prompt thank you note must be sent immediately after the event.

VIII. OTHER RINGS OF COUNCIL

When you are holding a meeting, conference, or convention, the elected officers of the higher rings should be seated at the head table. This includes anyone who is a member of your own ring of Council. Sometimes we tend to forget our own.

When a member of your own ring of Council holds an office on a higher ring, show her that you are proud of her accomplishments and give her the support that she needs in order to fulfill her responsibilities in that office. Ask her for advice and information that you need. Do not assume that she is too busy to take the time. That is part of her job. By the same token, she has many responsibilities and may not be able to attend all of your functions. Let her know that you understand and that you know she would be there if she could.

If you are holding a position on a higher ring of Council, don't forget to support the members of the other rings. You would not be where you are without them. Attend as many functions as you are able to and let them know you are praying for them. Always keep them informed of what is happening in the other rings.

CUSTOMARY EXPENSES

It is customary for an affiliation to pay the expenses of their president and deanery board member to attend deanery meetings and diocesan conventions. Some also pay for the diocesan board members and some pay for Florida Council of Catholic Women (FCCW) and National Council of Catholic Women (NCCW) conferences and conventions. This should be addressed in your bylaws.

When certain members of a diocese are elected or appointed to the FCCW Board, it is the responsibility of the Arch/Diocesan Council of Catholic Women (A/DCCW) to pay the expenses incumbent upon their respective offices. This should not, however, include past FCCW Presidents/Province Directors, unless they have another elected or appointed position. As past presidents, they are on the FCCW Board indefinitely.

DUTIES OF PRESIDENT

As president, you are called upon to be many things:

1. Impartial — you must be sensitive to the needs of your members and not voice an opinion on any issue that is being discussed. If you feel very strongly on a particular issue, step down from the chair and allow the vice-president or another officer to preside over the discussion and the vote.
2. Non-parochial — As a deanery or diocesan president, you are not representing your parish or your deanery, but instead, are representing the larger entity to which you have been elected.
3. Official greeter — When presiding at a meeting or special event, you are the official greeter, however, you are not in charge of the guest speaker, etc. Appoint someone to accompany the guest.
4. Presider — Place your prepared notes on the podium, check that the microphone is at a good level for you, and that the people to be seated at the head table are in their proper places. *Always use a microphone*, even if you think you don't need it. You will avoid straining your voice and those that are hard of hearing will be able to participate at a greater level. And *always stand when presiding at a meeting or other event*.

Do not think that you have to supervise the work in the kitchen. That is not the responsibility of the president and it could take away from her more urgent duties.

MEMBERS

As a member of your organization, you have many rights and responsibilities.

When you want to speak during a meeting, stand and wait to be recognized by the chair. Address her as "Madam President," not by her first name. If at a meeting where there are many groups participating, identify yourself and your affiliation, deanery, diocese, etc. (i.e., "Madam President, Jane Doe, Diocese of Orlando, Province of Miami. . .").

Do not carry on personal conversations during a meeting! Participate in the discussions and exercise your right to vote.

OFFICERS AND COMMISSION/COMMITTEE CHAIRS

Officers and commission/committee chairs should present a report at every meeting. Be cognizant of the time frame in which to present your report. Do not greet the attendees nor address your report to the president, clergy, or anyone else. Report only on what the commission/committee has done or is doing. Prayers, poems, etc., are not appropriate. When you have completed your report, say "Madam President, this concludes my report."

DIOCESAN AND DEANERY BOARD MEMBERS

It is the responsibility of the deanery board members and diocesan board members to report on the deanery meetings and conventions. Take notes and tell your members what was accomplished, what the speakers talked about, and the workshops. Don't comment on the food, the temperature of the rooms, or the social activities that you enjoyed. Your expenses were paid so that the members would benefit from your experience.

NAME TAGS

Always wear your name tags on your right shoulder, so that when shaking hands with another person, her/his line of eye contact will lead directly to your name tag.

HEAD TABLE PROTOCOL

I. ARRANGEMENT OF HEAD TABLE

Higher ranking officers and guests are seated to the right of the podium (facing the audience), with the highest ranking closest to the podium, and the lower ranking officers are seated to the left of the podium. The president or hostess of the function is seated in the center position.

II. INTRODUCTIONS OF PEOPLE SEATED AT THE HEAD TABLE

The president or hostess introduces or presents the people seated at the head table from the far left to the center then from the far right to the center. People known to the group are "presented" and those not known are "introduced."

Seating rank should be observed and place cards used for large functions, such as luncheons, banquets, and conventions.

III. MEAL SERVING OF PEOPLE SEATED AT THE HEAD TABLE

The people seated at the head table should be served first, or, in the case of a buffet meal, should be at the front of the line.

IV. WHEN YOU ARE TO BE SEATED AT THE HEAD TABLE:

1. Arrive early enough to be seated before the meeting is called to order or the program begins. If you think that you might be seated at the head table during a function, check for place cards, etc., and be seated if it is so indicated, so that you won't have to be called up from the assembly. The presiding officer should not be put into the position of delaying the meeting because the officers or guest speaker is late or visiting with the members.

2. Those seated at the head table should not visit with each other or do "book work," other than the secretary taking minutes. The presiding officer or speaker should be given your undivided attention. You should remember that those seated at the head table are in full view of the assembly — you are being watched and should give example — if you do not pay attention, neither will the members feel it is necessary for them to do so.
3. Be aware of posture and sitting positions, especially if there is no skirt on the table. This may also apply to those seated in the assembly.
4. Do not place personal articles on the table, such as purses, sweaters, etc.
5. Be prepared to stand up graciously when being introduced. Push back the chair a bit before the introduction is made so that this will be done smoothly.
6. Guests and members should not begin eating before the presiding officer has taken the first bite. This might be difficult in a large gathering, so here resort to good common sense.
7. During a meal, be sure to include both persons on the right and left in conversation.
8. Refrain from leaving the head table until the honored guest has left or the proceedings are over. The presiding officer never leaves the head table, nor should the officers, unless it is to view a presentation. Do not permit a bare head table with a "skeleton crew" that gives the presiding officer a "deserted look."
9. Those seated at the head table, as well as those in the assembly, always stand when speaking.

Protocol for those seated at the head table, as well as all members of an organization, is just good manners and common sense with a few rules of etiquette, which facilitate smooth functioning with better understanding and communication with each other.

NOMINATIONS

I. NOMINATING COMMITTEE

It is recommended that you select a Nominating Committee in the fall of the year preceding elections, in order to give them ample time to observe members in action and determine each member's unique qualifications for office. The manner in which you select the Nominating Committee should be defined in your bylaws.

It is desirable to have at least two candidates for each office so that the members have an opportunity to vote for their individual choices. In a deanery or diocesan council, it is best, but not mandatory, that the candidates represent a geographic spread.

II. JOB DESCRIPTIONS

All elected and appointed offices should have duties outlined in the bylaws. Sample job descriptions are offered in the ODCCW Manual which is available online.

For deanery or diocesan board members, two of the qualifications are that they attend all board and general meetings and that they accept the position to which the president appoints them. If they are unable to accept the appointment, they should resign from the board so that the president has another opportunity to fill the vacancy. "No" is not in the vocabulary of these positions.

INSTALLATION OF OFFICERS

It is recommended that an Installation Committee be appointed at the beginning of the Council year to handle all arrangements of installation, with approval of the president and/or Board of Directors. Some of her duties include, but are not limited to:

1. Arrange for the place that it will be held. The installation may be in the church during a Mass or at another time, and the dinner or reception - may be in the church hall or at a restaurant. The committee may also be responsible for selection of the music, the cantor, lector, and ushers. This, of course, must meet with your pastor/Spiritual Advisor's approval.
2. Prepare the Installation Ceremony and obtaining everything necessary (flowers, candles, etc.)
3. Ask someone to be the installing officers. This might be the Deanery President, Diocesan President, or a past president of your organization. A gift is always appropriate, but make it something practical. By all means, at least offer to reimburse her for her mileage. The same holds true for the guest speaker.

4. Arrange for a rehearsal for all participants, so that everything will run smoothly. Be sure that all instructions are very specific and that they are understood by all.
5. Have a photographer to take pictures of the ceremony as well as the dinner or reception.
6. If any officer cannot be present, do not have a proxy to stand in for her. She can be ratified at the next regular meeting.

Do not ask the installing officer to fulfill another responsibility, i.e., cantor, organist, or flower arranger. Of course, she may be the guest speaker at the dinner.

Have a head table for outgoing officers and the incoming president, as well as pastor and guest speaker. Follow the same rules as for any head table arrangement.

Gifts to outgoing officers should be an expense of the organization. The outgoing president should not have to incur this expense. This should be stated in your bylaws.

There are sample installation ceremonies: on the ODCCW website under Resources, Organizational Aids; in the NCCW Guidance and Resource Manual, 2017, pp 42-50; and in Prayers, A Collection of Prayers for the National Council of Catholic Women, 2015, p 63-64.

UNITED STATES FLAG PROTOCOL

When displayed in a church or in a hall where there is a speaker's area, the flag should be displayed to the right of the clergyman or speaker as he faces the audience and any other flags should be to his left. If there is no designated speaker's area, the United States Flag should be to the right of the audience and any other flag to the left.

When introducing this portion of the meeting, always use the entire title: "Please stand for the Pledge of Allegiance to the Flag of the United States of America."

If there is not a flag in the room, do not face north or in any other direction. You simply dispense with the Pledge of Allegiance.

While reciting the Pledge of Allegiance, place all articles in your chair, on the table, or even on the floor, if necessary. Do not hold anything in your hands or on your shoulder at this time.

SAMPLE AGENDA AND SCRIPTING

There is a general meeting agenda outline on page 22 of the ODCCW Manual. The Presider should always have a scripted agenda complete with names and positions prepared so as to help her keep on track and state things properly and without undue hesitation. This scripted agenda is particularly helpful when the President is not able to preside at the last minute; it gives the person stepping in for her the script so that the meeting will proceed as close as possible as the way the President had planned. The following is a partial example of such scripting and staging of certain sections of the Agenda.

CALL TO ORDER

The presiding officer, at the appointed time and after determining that a quorum is present, rises, waits or signals for quiet with one rap of the gavel, and says, "The meeting will come to order."

OPENING CEREMONIES

"Please rise and remain standing for the invocation, which will be given by _____, and the Pledge of Allegiance to the Flag of the United States of America, which will be led by _____ ."

(God before country)

ROLL CALL (if customary)

"The Secretary will call the roll."

READING AND APPROVAL OF MINUTES

"The Recording Secretary will now read the minutes of the previous meeting." This is not referred to as the "secretary's report." The secretary stands and the presiding officer sits down. After the minutes are read, the presiding officer, *not* the secretary, asks "Are there any corrections to the minutes? If not, the minutes

are approved as read." While not incorrect to move to approve the minutes, no motion is necessary. Minutes may also be emailed to each voting member in lieu of an oral reading. In this case, say, "If not, they are approved as emailed." If there are corrections, say "The minutes are approved as corrected."

REPORTS OF OFFICERS, BOARDS, AND STANDING COMMITTEES

"The next business in order is hearing reports of the officers, boards, commissions, and standing committees."

Officers and standing committees are called on in the order they are listed in the bylaws. The chair usually calls on only those who have reports to make.

TREASURER'S REPORT

"May we have the Treasurer's report?" A treasurer's report is never adopted.

After report is read, ask "Are there any questions? If not, the report will be filed for audit." Never ask for corrections to the treasurer's report.

CORRESPONDENCE

Ask the Corresponding Secretary to read the correspondence that does not require action. If something does require action, have it read at the time of "New Business."

AUDITOR'S REPORT

The auditor's report, usually made annually, is adopted. "The question is on the adoption of the Auditor's report. All in favor say 'Aye.' Those opposed say 'No.' The ayes have it and the Auditor's report is adopted."

COMMISSION/COMMITTEE REPORTS

These are reports of the commissions/committees and not the chairs. If there is a recommendation from the commission/committee, it is considered a motion, does not have to be seconded, and is voted on at this time. "On behalf of (or 'by direction of') the _____ Commission/Committee, the chair moves the adoption" of the necessary motion or resolution to implement any recommendations the commission/committee makes. A motion arising out of an officer's, board's, or commission/ committee's report is taken up immediately.

UNFINISHED BUSINESS

Never use the term "old business," nor ask the membership if there is any. The president should know by the minutes of the previous meeting if there is any unfinished business. "Under Unfinished Business, the first item of business is the motion relating to _____ that was postponed to this meeting. The question is on the adoption of the motion that _____. Are you ready for the question?"

NEW BUSINESS

"Is there any new business to come before the assembly?" Out of courtesy to the president, any member wanting to introduce new business should ask, prior to the day of the meeting, that the item be placed on the agenda.

PROGRAM

The program is a part of the meeting and takes place at some time before the adjournment. It may be at any time during the meeting, based on the speaker's time schedule and personal preference. The president never turns over the meeting to the program chair. She may not want to give it back! She simply presents the program chair, who in turn introduces the guest speaker. The program chair does not walk away before the speaker reaches the podium.

ANNOUNCEMENTS

"The chair has the following announcements _____. Are there other announcements? "

ADJOURNMENT

"If there is no further business to come before the assembly and if there is no objection, the meeting is adjourned."

While not incorrect to move to adjourn the meeting, no motion is necessary.

FORMS OF ADDRESS

Government Officials

Position	Spoken Greeting	Formal Introduction
President of the United States	First: Mr. / Madam President Then: Sir / Ma'am	The President of the United States or, The President or, President <Last Name>
	Addressing an envelope The President The White House 1600 Pennsylvania Ave N.W. Washington, D.C.	
Vice President of the United States	First: Mr. / Madam Vice President Then: Sir / Ma'am	The Vice President of the United States or, The Vice President, Or Vice President <Last Name>
	Addressing an envelope The Vice-President The White House 1600 Pennsylvania Ave N.W. Washington, DC 20500	
Senator	Senator <Last Name> Then: Senator, Sir / Ma'am	The Honorable Senator < Last Name>, Senator from <State>, or, Senator <Last Name>
	Addressing an envelope The Honorable <Full Name> United States Senate Washington, DC 20510	
US Representative	Mr. / Mrs. / Ms. Last Name	The Honorable< Last Name>, Representative from State Or, Congressman / Congresswoman < Last Name>
	Addressing an envelope The Honorable<Full Name> <Room #> <Name of> House Office Building United States House of Representatives Washington, DC 20515	Special note: refer to https://www.house.gov/ to locate a specific US Representative

Position	Spoken Greeting	Formal Introduction
Governor	First: Governor <Last Name> or, Governor Then: Sir / Ma'am	The Honorable<Full Name>, Governor of the state of _____ Or, Governor <Last Name>, or, The Governor
	Addressing an envelope Office of Governor Ron DeSantis State of Florida The Capitol 400 S. Monroe St. Tallahassee, FL 32399-0001	
State Legislator	Mr. / Mrs. / Ms. <Last Name>	Mr. / Mrs. / Ms. <Last Name>
	Addressing an envelope The Honorable <full name> Florida House of Representatives The Capitol Tallahassee, FL 32399-1300	Note: refer to http://www.flsenate.gov/Senators/Find for an up-to-date and accurate listing of state legislators
Mayor	Mayor <Last Name> or, Mr. / Madam Mayor or, Your Honor	The Honorable < Full Name>, Mayor of City (or, of the city of _____) or, Mayor <Last Name>
	Addressing an envelope The Honorable Full Name Mayor of <City> Address	Note: refer to city or county government web sites for accurate street addresses and zip codes.

Clergy

Position	Spoken Greeting	Formal Introduction
The Pope	Your Holiness or, Most Holy Father	His Holiness, Pope _____ or, The Holy Father or, The Pope or, The Pontiff
	<p>Addressing an envelope There are 3 options:</p> <p>His Holiness, Pope Francis PP. 00120 Via del Pellegrino Citta del Vaticano</p> <p>His Holiness Pope Francis Apostolic Palace Vatican City, 00120</p> <p>His Holiness Pope Francis Vatican City State, 00120</p>	
Cardinal	Your Eminence or, Cardinal <Last Name>	His Eminence, Cardinal <Last Name>
	<p>Addressing an envelope His Eminence, <First Name> Cardinal <Last Name> Address</p>	
Archbishop/Bishop	Your Excellency or, Bishop / Archbishop <Last Name>	His Excellency or, Bishop / Archbishop <Last Name>
	<p>Addressing an envelope The Most Reverend < Full Name> Bishop / Archbishop of _____ Address</p>	
Priest	Father <Last Name> or, Father	The Reverend <Last Name> or, Father < Last Name>
	<p>Addressing an envelope The Reverend < Full Name> Address</p>	

Position	Spoken Greeting	Formal Introduction
Mother Superior	Reverend Mother	Reverend Mother <Last Name>
	Addressing an envelope The Reverend Mother <Full Name>, initials of order Address	
Nun	Sister Name / Last Name or, Sister	Sister Name / Last Name
	Addressing an envelope Sister< Full Name>, initials of order if used Address	
Brother	Brother <Given Name> or, Brother	Brother < Given Name>
	Addressing an envelope Brother <Given Name> (Last Name), initials of order, if used Address	
Deacon	Deacon <first or last name>	Deacon <first or last name> or, Reverend Mister <first and last name>
	Addressing an envelope Mr. <First name, last name> Address	

References

Institute, E. P. (2020, January). *Advice: Official Forms of Address*. Retrieved from The Emily Post Institute: <https://emilypost.com/advice/official-forms-of-address/>

Kosloski, P. (2019). *Aletia - Catholic Spirituality and Evangelization* . Retrieved from Aletia: <https://aleteia.org/2019/04/11/a-quick-guide-to-addressing-catholic-clergy-and-religious/>

SOCIAL MEDIA CONTACTS

While it is acceptable to use a less formal form of address on social media, use respectful protocol when addressing a member of the clergy on social media, e.g. ‘Dear Father, Dear Pope Francis, Dear Bishop, etc.

CLERGY

Below are some of the clergy that are active on social media.

Who	Social media channel	Handle or web site
Pope Francis	Twitter Instagram	@Pontifex Franciscus
Timothy Cardinal Dolan	Twitter Instagram Facebook	@CardinalDolan Cardinaltimothymdolan https://www.facebook.com/TimothyCardinalDolan/
Archbishop Thomas Wenski	Twitter Instagram Facebook	@ThomasWenski thomaswenski https://www.facebook.com/ThomasWenski/
Archbishop Joseph Naumann	Facebook	https://www.facebook.com/archbishopnaumann/
Bishop John Noonan	Twitter	@BishopNoonan
Bishop Thomas Tobin	Twitter Instagram	@ThomasJTobin1 Bishopthomastobin
Bishop Robert Barron	Twitter Instagram Facebook	@BishopBarron bishopbarron https://www.facebook.com/BishopRobertBarron/
Bishop Gregory Parkes	Twitter Instagram Facebook	@BishopParkes bishopparkes https://www.facebook.com/bishopparkes/
Father Miguel Gonzalez	Instagram Facebook	frmiguelgonzalez https://www.facebook.com/profile.php?id=100001963239637

Organizations

What	Social media channel	Handle or web site
USCCB	Twitter Instagram All other social media	@USCCB usccb http://www.usccb.org/media/social-media.cfm
Diocese of Orlando	Twitter Instagram Facebook	@orlandodiocese orlandodiocese https://www.facebook.com/orlandodiocese
NCCW	Twitter Instagram Facebook	@NCCW1920 NCCW01 https://www.facebook.com/nationalcouncilofcatholicwomen/
FLACCW	Facebook	https://www.facebook.com/Florida-Council-of-Catholic-Women-152334404871346/
Miami Archdiocesan Council of Catholic Women	Facebook	https://www.facebook.com/MACCW/
ODCCW	Facebook	https://www.facebook.com/Orlando-Diocesan-Council-of-Catholic-Women-182509885098744/

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