



Rene Trevino  
State Advocate 2019-2020



10 April 2020

## MEMORANDUM

Subj: State Advocate Advisory - Online (Virtual) Meetings

The purpose of this note is to share information provided by Supreme regarding online (virtual) meetings for councils and assemblies. During these trying times, we applaud you for complying with our Federal, State and local jurisdictions regarding the COVID-19 meeting restrictions. This, however, does not preclude councils and assemblies from 'meeting' to discuss business matters at hand. We are now entering the time of year when we elect our Officers for next year and Supreme has provided some suggested ways for Councils to conduct their required business. Attached are the following documents from Supreme to help you in this effort:

1. Tools for Communication. Many of you already have in place various means to communicate with your members. This document outlines several of those available for your use.
2. Tools for Virtual Meeting. This document outlines those tools available which allow you to have a virtual meeting. Many of you are already using such a tool, if you aren't, please find one that will meet your needs.
3. Tools for Virtual Voting. This document outlines tools available to you for voting. Again, pick one which will meet your needs.

*(Supreme Disclaimer: Any reference to a specific product or service does not constitute or imply an endorsement of that product or service by the Knights of Columbus)*

The last document provided by Supreme contains Frequently Asked Questions and answers. This document should answer many of the questions you may have regarding this new way of conducting business.

Should you have any other questions please feel free to contact me directly at [state.advocate@californiaknights.org](mailto:state.advocate@californiaknights.org).

Fraternally,

Rene Trevino  
State Advocate

## Tools for Member Communication

### Constant Contact

1. Visit <https://constantcontact.com>
2. Click Pricing
  - a. Email – begins at \$20/month
  - b. Email Plus – begins at \$45/month
  - c. Price based on the number of contacts
3. If looking for simple Email tool – “Email” plan will be sufficient
4. If looking for more function – polls, surveys – “Email Plus” plan is the choice
5. Comes with full Knowledge and support base:
  - a. How to Create an Email - [https://knowledgebase.constantcontact.com/tutorials/KnowledgeBase/6457-create-and-send-an-email-in-the-next-generation-editor-video?lang=en\\_US](https://knowledgebase.constantcontact.com/tutorials/KnowledgeBase/6457-create-and-send-an-email-in-the-next-generation-editor-video?lang=en_US)
  - b. How to Add Contacts to your account: [https://knowledgebase.constantcontact.com/guides/KnowledgeBase/6854-add-your-contacts-guide?q=Add%20Contacts&pnx=1&lang=en\\_US](https://knowledgebase.constantcontact.com/guides/KnowledgeBase/6854-add-your-contacts-guide?q=Add%20Contacts&pnx=1&lang=en_US)
6. **Mention that the Knights of Columbus recommended you for \$75 credit**
  - a. [https://www.constantcontact.com/refer-a-friend?ic=clm\\_cus\\_raf\\_referralcustomer](https://www.constantcontact.com/refer-a-friend?ic=clm_cus_raf_referralcustomer)
7. Constant Contact has a poll feature where you can embed simple polls into emails. If you purchase Constant Contact, you will not need to utilize the other tools for voting – Google Hangout and Survey Monkey – that were previously mentioned



### Flocknote (starts at \$7 / month)

Features include: unlimited texting, email, and automated phone calls (\$0.09 per call)

#### If your parish has a flocknote account:

1. Consult with your pastor and ask if your parish has a flocknote account
2. With you pastor’s permission, your parish office can create a “group” for your Knights of Columbus council and give you access to messaging your members
  - a. This is a great opportunity to collaborate with your pastor, and will allow the parish and the KofC council to remain on the same page and coordinate activities for the parish
3. Once you are made an admin on your parish account, you can enter the email addresses to invite your membership to create flocknote accounts and to join your group
4. Then, from your computer, you can draft and send emails and text messages to your membership



NOTE: depending on the size of your council, you may increase the monthly payments your parish makes for the service. In this case, please ensure the council is prepared to provide those additional funds to the parish to cover the subscription.

**If your parish does not have a flocknote account and your council is under 40 members:**

1. Visit <https://flocknote.com/pricing>
2. Click “Learn more and get started FREE” if your council is under 40 members
3. Click “Start a Flocknote network for your church or ministry now”
4. Click “My church isn’t on Flocknote yet”
5. Click “Sweet – let’s go!”
6. Enter your name, email address, cell phone, and create a password
7. Check your cell phone for the verification code that was texted to you and enter that 4-digit code
8. Then enter your Council Name, Council website (not Church), denomination Catholic, and zip code
9. Adjust your custom flocknote URL if you wish and hit “Let’s Go”
10. You are now on your flocknote main page – scroll down to “Welcome to Flocknote!”
11. Here, you can add members, or import your contact list
12. It will be much easier to upload a spreadsheet of your member roster as opposed to adding members individually
13. See our “Officers Online Rosters/Data Download” tutorial for more information on getting a spreadsheet roster of your council membership
14. Here is a 10 minute video on how to send emails and text messages to your council membership: <https://vimeo.com/281701808>
15. For any other questions, utilize the blue circle with the question mark at the bottom left hand of the screen

**If your parish does not have a flocknote account and your council is over 40 members:**

1. <https://flocknote.com/pricing>
2. Click “View pricing for over 40 members” if your council is over 40 members (you will be billed later based on the number of members you have)
3. Click “Start a Flocknote network for your church or ministry now”
4. Click “My church isn’t on Flocknote yet”
5. Click “Sweet – let’s go!”
6. Enter your name, email address, cell phone, and create a password
7. Check your cell phone for the verification code that was texted to you and enter that 4-digit code
8. Then enter your Council Name, Council website (not Church), denomination Catholic, and zip code
9. Adjust your custom flocknote URL if you wish and hit “Let’s Go”
10. You are now on your flocknote main page – scroll down to “Welcome to Flocknote!”
11. Here, you can add members, or import your contact list
12. It will be much easier to upload a spreadsheet of your member roster as opposed to adding members individually
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14. Here is a 10 minute video on how to send emails and text messages to your council membership:  
<https://vimeo.com/281701808>
15. For any other questions, utilize the blue circle with the question mark at the bottom left hand of the screen

## Dial My Calls

1. Visit <https://www.dialmycalls.com>
2. Click box on right side to start a free trial
3. Enter name and email address
4. Enter further account information
5. Click the blue button on the top center of the page “Click Now to Create Your First Broadcast”
6. Click “Voice” and then Click “Next”
7. Upload your contacts in 1 of 3 ways, manually add, quick add, or upload a spreadsheet
8. See our “Officers Online Rosters/Data Download” tutorial for more information on getting a spreadsheet roster of your council membership
9. After adding contacts, select all or some of your contacts to send the broadcast too. Then click next.
10. To maintain your free service, click “Push To Opt-Out” – this will allow your members to opt out of calls, but is free. For other call options, read about and select those.
11. Once your call option is selected, click next.
12. Add your caller ID that members will see when you call, “Grand Knight Smith” etc., and hit next.
13. You will then need to enter your phone number. Dial My Call will call that number to verify that you put in a valid caller ID name.
14. Answer the call and collect the four-digit verification
15. Enter the four-digit verification into the computer.
16. You can then hit next.
17. Add a recording. This is the message you will send to your council. Click Add recording
18. Dial My Call will call you to record the message
19. Answer the call and record the message. Follow the prompts. You will hang up when prompted after recording the message and it will be saved to your computer.
20. Select your recording and hit next.
21. Select when you would like to send this voice broadcast and hit next.
22. Review your broadcast and click “Send Broadcast Now” at the bottom of the screen.
23. Watch this 12-minute video on how to create your first broadcast  
[https://youtu.be/0\\_YMhC4RKGo](https://youtu.be/0_YMhC4RKGo)



## WhatsApp

1. On your iPhone, iPad, smartphone, or tablet, visit your App Store
2. Search “WhatsApp Messenger”
3. Download the app
4. Open the app
5. Click “Agree & Continue”
6. Click “Allow” to allow notifications from the app
7. Enter your phone number and click “Done” in the top right of the screen
8. Confirm your phone number by clicking “Yes”
9. You were texted a verification code. Enter that code to verify your account
10. Choose whether or not you would like to back up your WhatsApp chats to the cloud. If no, click “Skip” and then “Skip Restore”. If yes, follow the prompts to set that up
11. Enter your name, first and last and click “Done”
12. Click “OK” to all WhatsApp to access your contacts
13. Now – email your council membership asking them to download WhatsApp and create their account
14. You will need to put your officers / members into your phone as contacts in order to add them to your group
15. Start a New Chat by clicking the pen on paper icon in the top right
16. Click new group
17. Select your contacts you would like in the group i.e. Officers or all members
18. Name the Group
19. Message the group like you would a normal text message in the app. You are now in a texting group with the group you just created.



## GroupMe

1. On your iPhone, iPad, smartphone, or tablet, visit your App Store
2. Search “GroupMe”
3. Download the app
4. Open the app
5. Click “Create an account”
6. Sign up with email, apple, or facebook and follow the prompts to enter name, password, and other information
7. Use your cell phone number to verify your account
8. Allow the app to sync to your contacts and send you notifications
9. Start a New Chat by clicking the pen on paper icon in the top right
10. Name your group i.e. KofC Council 987654 Officers or KofC Council 987654
11. If you click advanced, you can close the group so that only you can add or remove people. Do this if you wish
12. Add members from your contact list
13. Once the group is created, you will see a “Share Group” button. Click this button and then click email to email the group link to your membership.

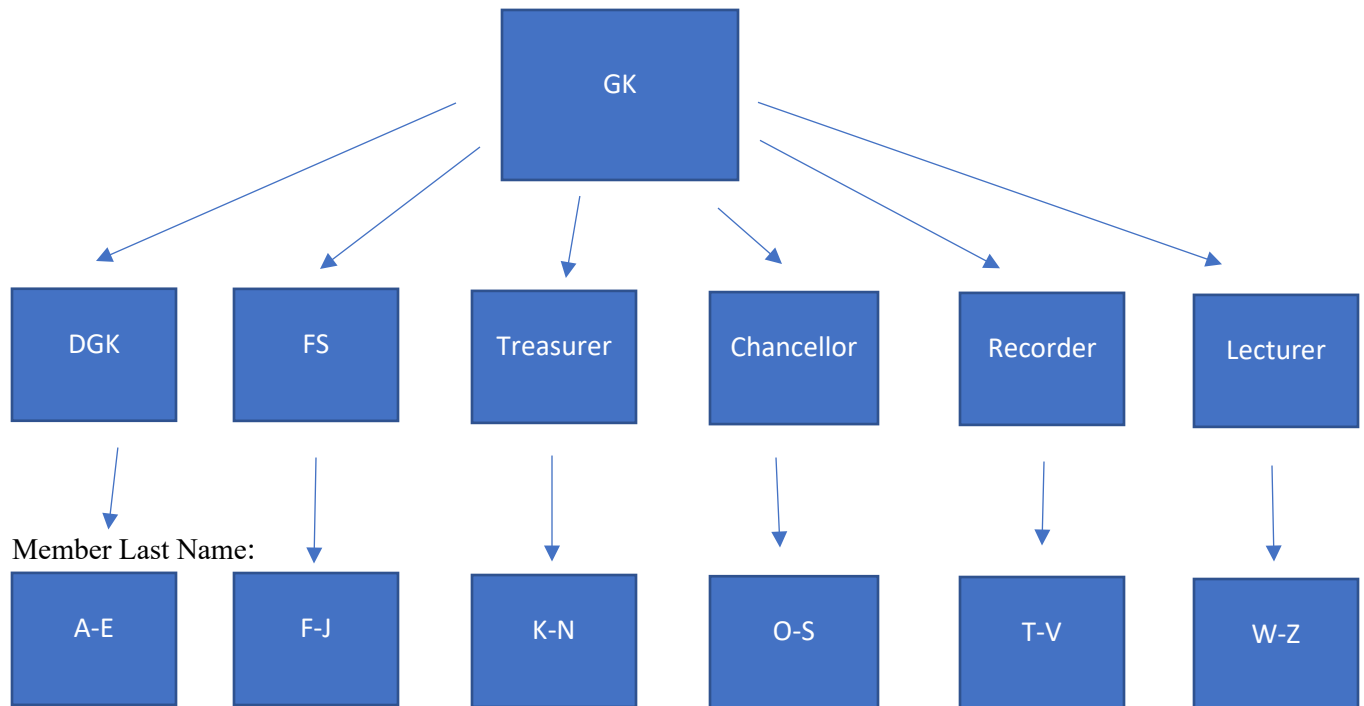


14. Your membership will need to follow the above prompts to download the app and create an account.
15. Message the group like you would a normal text message in the app. You are now in a texting group with the group you just created.

## Manual Phone Tree

### Sample:

\*Note: More layers will need to be added for larger councils, but use this general template:



For example, larger councils can utilize program directors, guards, and all other official positions, as well as member volunteers – to ensure that every member of the council is reached in a timely manner not burdensome to the volunteer force of the councils.

A spreadsheet of call summaries should be kept: Who was called, when, and what the member might need. The spreadsheet should be reported to the GK at the end of the call tree.



## Tools for Remote Meetings

### Google Hangout (free if you have a google account)

1. Set a time and date for your next officer/business meeting
2. Email your officers this time and date, and tell them to have their email open at that time
3. Create or have a google/gmail account
4. At the time of the meeting, visit <https://hangouts.google.com/>
5. Click “video call” in the middle of the screen
6. Click “copy link to share”
7. Send your council membership the link you just copied
8. Membership will begin to join your call
9. If members are not sharing, they should mute their mics by clicking the microphone button at the bottom of their video
10. The presenter can share their screen to show a meeting agenda or anything else pertinent to the meeting by clicking the three buttons in the type right corner of the screen



### Skype (free)

1. Visit <https://www.skype.com/en/free-conference-call/>
2. Click “Create a free meeting” on the right side of the screen
3. Share the link via email to your membership or officer list along with the date/time of the meeting
4. You can record your call for those unable to join live



### GoToMeeting (\$12-\$20 per month, with 14-day free trial)

1. Visit <https://www.gotomeeting.com/>
2. Click “Start for Free”
3. Create an account and your council size and click “Sign Up”
4. Log In with your account
5. On the right side of the screen, click schedule
6. Enter your meeting name and time and click “Save”
7. Your meeting information will appear on an “invite people” screen
8. Click “copy” on the bottom right of this dialogue box
9. Paste this information into an email to your membership
10. Members will click the link to join your video call
11. They can use their built-in audio of their computer/iPad to call into your video call or they can call the toll-free or regular number to join
12. At the time of your meeting, sign into your go to meeting account and find your meeting name in the middle of the screen listed under “My Meetings”
13. Click “Start” which is in blue on the right side of your meeting
14. Membership will begin to join your call



15. If members are not sharing, they should mute their mics by clicking the microphone button at the bottom of their video
16. The presenter can share their screen to show a meeting agenda or anything else pertinent to the meeting by clicking the three buttons in the type right corner of the screen
17. See our best practices for more information on how to run a meeting remotely

### Webex (free)

1. Visit <https://www.webex.com/>
2. Click “Start for Free” in the upper right-hand corner
3. Enter your email address and click “sign up”
4. Enter your first and last name and click “continue”
5. Check your email and click the link provided
6. Create a password for your account and click “continue”
7. Click “Meetings” on the left navigation row
8. Click “Schedule” on the right hand side
9. Enter a name for the meeting
10. Enter a password for the meeting
  - a. Use something simple like your council number
11. Click the drop down arrows to adjust the date and time of your meeting
12. Copy and paste your member or officer email addresses in the “Attendees” box
13. Click “Show advanced options” if you would like to add an agenda, adjust the email reminder for the meeting, etc.
14. Click “Schedule” and you are all set.
15. When you are ready to open up your meeting, login and go to “Meetings” on the left navigation row and click “Start Meeting”
16. See our best practices for more information on how to run a meeting remotely



### Zoom (free)

1. Visit <https://zoom.us/>
2. In top right corner, click “SIGN UP, IT’s FREE”
3. Create an account with email, or with Google or Facebook
4. Check your email to activate your account
5. After signing in, click “SCHEDULE A MEETING” on the center top of the screen.
6. Enter meeting topic i.e. Council 987654 Officer Meeting
7. Select the date and time
8. Be sure to allow all participants to have video and audio
9. Click save
10. Scroll down to “Join URL” and share that link with your membership or officers via email
11. Please note your meeting ID
12. At the time of the meeting, simple login into zoom, click meetings on the left-hand side under “PERSONAL”, then click the meeting you created, then on the right hand side of the screen, click “Start this meeting”
13. Membership will begin to join your call





14. If members are not sharing, they should mute their mics by clicking the microphone button at the bottom of their video
15. The presenter can share their screen to show a meeting agenda or anything else pertinent to the meeting by clicking the three buttons in the type right corner of the screen
16. See our best practices for more information on how to run a meeting remotely

### FreeConferenceCall.com (free)

1. Visit <https://www.freeconferencecall.com/>
2. Enter email and create password and click “Create My Free Account”
3. You will be emailed and can see on your webpage your dial-in number, access code, and host PIN #
4. You can email this number and date/time to your council membership.
5. When you call in, follow the prompts and enter your access code. Then be sure to enter your Host PIN to ensure that call begins and that you are in charge of the call
6. You can also host an online meeting, which is great when sharing your screen to show meeting agendas, etc.



### FreeConference.com (free)

1. Visit <https://www.freeconference.com/>
2. Click “SIGN UP FREE”
3. Enter name, email, and password, and agree to the terms and conditions and click “create account” or sign up using your Facebook account
4. Follow the easy prompts to schedule a conference call by clicking “Schedule”
5. Give the name of your call a title, date, time, and description i.e. officer meeting, business meeting, etc. and click “next”
6. Enter the emails of your membership. You can type them in individually or click the three lines in the top right-hand portion of the screen and click “Upload CSV” to add your excel list of member emails.
  - a. OR, you can wait until the end when you schedule your meeting, and then copy the information to email to your membership yourself.
7. Click “add” and then click “next”
8. Click “Standard free dial-in numbers” to maintain the free account. Other options, including recording your call, will come with a fee. You can choose those if you wish.
9. Click “next”
10. Click the free numbers to use and then click “next”
11. Click “schedule”
  - a. If you did not add your member contacts, or wish to email them yourself, click “copy details” on the top left
  - b. You can then go to your email and click “paste” (Ctrl+V) and email your membership the information
12. Click “close”
13. At the time of your meeting be sure to dial-in and enter your access code to start your meeting.



FreeConference.com



## Best Practices for Remote Meetings

Use these best practices to minimize your technical issues as well as any awkwardness that might occur from transitioning in-person events into video conferencing and online meeting.

### 1. Test the Service

- a. Before you host a business meeting, test your online meeting platform for your officers meeting.

### 2. Set Up Where Wi-Fi is Strong

- a. Are you using a laptop or iPad? Know where your wireless router is located in your home and set up in a remote area near that location. If you are using a desktop computer, you should be fine.

### 3. Use Headphones

- a. If you have headphones with a microphone (Apple corded headphones or air pods) or a Bluetooth headset, we encourage you to use those. It will be easier to be heard as well as to hear. Built-in computer audio may work fine for you, but it is not always the best quality or reliable.

### 4. Mute when Not Speaking

- a. In order to reduce interference and lots of background noise, it is a best practice to have all attendees mute themselves when they are not speaking. This is typically done by clicking a little microphone button to turn it red, or to put a line through it. If you are on the phone, simply hit the mute button. Remember to hit unmute when it's your time to speak.

### 5. Raise Hands and Utilize Chat Features

- a. If a presenter is speaking and you have something to add or ask during the conversation, it's best to raise your hand or use the chat feature of a platform. This will draw the presenter's attention to you without disrupting the audio feed of a video call.

### 6. Ask for Thumbs Up and Thumbs Down

- a. When gaining mass consensus among a group, whether for a simple yay or nay, or a ready to move on to the next topic, the presenter should ask for a thumbs up or a thumbs down motion from your attendees. This will give him the majority opinion in quick fashion.



# Tools for Remote Voting

## Google Forms

1. Have or create a google/gmail account
2. Visit [www.google.com/forms](http://www.google.com/forms)
3. Under “Start a New Form” click “Blank”
4. Add a title and title description
5. For each question, name the question the officer role up for vote
6. For the multiple-choice options, list each candidate the council is to vote on
7. Repeat for all other open officer positions
8. IMPORTANT: Click the settings gear on the top right part of the screen next to “SEND”
9. Click Presentation, the middle option
10. Uncheck “Show link to submit another response”
11. Click Save
12. You are now ready to send your survey to your council membership
13. In the top right corner of the screen, click send – you can copy and past a link to the doc, or list emails to send the document to.
14. Visit this link for more information:  
<https://support.google.com/docs/answer/6281888?co=GENIE.Platform%3DDesktop&hl=en>
15. Watch this 3 minute YouTube video for a short tutorial if you are stuck:  
<https://www.youtube.com/watch?v=fXQDFhKFuTU>

Council 987654 Elections

Ballot for Council 987654 Officers - Fraternal Year 2020-2021

Grand Knight

Multiple choice

John Smith

John Paul

Pier Giorgio

Add option or add "Other"

Required

Deputy Grand Knight

John Smith

John Paul

Pier Giorgio



## Survey Monkey

1. Visit <https://www.surveymonkey.com/>
2. Click “Get Started”
3. Scroll to bottom of the business plans and click: “Just need the basic? Get started for free”
4. Create your account
5. Once logged in with your account, click “CREATE SURVEY”
6. Click “Build it myself”
7. Click “Start from Scratch” on the left side
8. Add a survey name i.e. Council 987654 Officer Elections 2020-2021
9. You do not need to pick a survey category
10. Click “Create Survey”
11. For Question 1, enter: Grand Knight candidates
12. Make sure the answer is multiple choice and enter the candidates
13. Click “NEXT QUESTION” and repeat for all other officer positions.
14. Click “SAVE”
15. Click “NEXT” to preview your survey
16. Click “NEXT” and then click “Send surveys your way”
17. You can then send your survey via email or get the web link to share your survey to your membership.
18. You will then be able to analyze you results in the “Analyze Results” section in the top middle of the screen.
19. Watch this 4.5 minute YouTube video for a quick tutorial:  
<https://www.youtube.com/watch?v=7xdCDJxxoRk>

The screenshot shows the SurveyMonkey 'Preview & Score' interface. At the top, a navigation bar includes: SUMMARY → DESIGN SURVEY → **PREVIEW & SCORE** → COLLECT RESPONSES → ANALYZE RESULTS → PRESENT RESULTS. A 'NEXT →' button is in the top right corner.

The main content area displays the survey title **Council 987654 Officer Elections 2020-2021** and the first question: "1. Grand Knight Candidates". The question has three radio button options: John Smith, John Paul, and Pier Giorgio.

At the bottom left, there is a 'Device View' section with icons for desktop, tablet, and mobile. At the bottom center, it shows '0 of 1 answered' with a progress bar. At the bottom right, there is a 'Survey Format' section with icons for list, grid, and chat.

On the right side, a 'SURVEYMONKEY GENIUS' sidebar provides performance metrics:
 

- Perfect (indicated by a green circle)
- ESTIMATED COMPLETION RATE: 89% Completed
- ESTIMATED TIME TO COMPLETE: Minute or less
- A prompt: "Let's get creative - add a logo to your survey." with a 'LOGO' button.
- A thumbs-up icon and text: "Our work here is done! Now let's choose a way to send your survey." with a 'COLLECT RESPONSES' button.



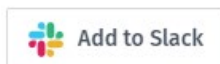
**Doodle (free)**

1. Visit <https://doodle.com/en/>
2. In the upper right-hand corner, click “+Create a Doodle”
3. Enter a name for your poll
  - a. You can add a note and location if you want, but not necessary
4. Click “Continue”
5. Under “What are the options?” click “Text”
  - a. This step is critical
6. Now you can add Options for people to vote on
  - a. You can add Yay and Nay for a council motion
  - b. You can add candidates for grand knight
  - c. You can add whatever members are going to be voting on
7. Click “continue”
8. Check “Limit participants to a single vote”
  - a. You do not want select members of a council fixing the polls
9. Check “Hidden poll”
  - a. This will keep your poll anonymous to everyone but you.
10. Click “Continue”
11. Finish the process by entering your name and email and clicking “Finish”
12. Click “Link” underneath “Invite Participants”
13. Copy the link provided and provide this link to your members in your normal distribution channels
14. Your poll has been emailed you. You can create an account if you wish

**Doodle**

## Council GK Elections

by [REDACTED] • 8 minutes ago



Only you can see all votes and comments.

	John Smith	John Paul	Pier Giorgio
0 participants	✓ 0	✓ 0	✓ 0
council member 1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



## Frequently Asked Questions (FAQs)

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### Contact Information

Fraternal Mission	<a href="mailto:fraternalmission@kofc.org">fraternalmission@kofc.org</a>	203-752-4270
Membership Records	<a href="mailto:membership@kofc.org">membership@kofc.org</a>	203-752-4210
Member Management/Billing	<a href="mailto:expertfs@kofc.org">expertfs@kofc.org</a>	203-752-4210
Council Accounts	<a href="mailto:council.accounts@kofc.org">council.accounts@kofc.org</a>	203-752-4392
Customer Service (Insurance Matters)	<a href="mailto:customer.service@kofc.org">customer.service@kofc.org</a>	(800) 380-9995

### Programs and Awards

1. What changes have been made to specific programs?
  - *Silver Rose / Marian Icon*
    - a. *Silver Rose and Marian prayer services are suspended until further notice*
    - b. *The timeline will remain the same and resume when the Supreme Council allows normal activity.*
    - c. *Councils scheduled to receive the Silver Rose or Marian Icon but unable to during this time will receive program credit.*
    - d. *Current Silver Rose and Marian Icon custodians are asked to maintain custody until normal activity resumes and then contact your Silver Rose / Marian Icon Chairman for instructions.*
  - *Free Throw Championship*
    - a. *All state competitions should be cancelled for this fraternal year.*
    - b. *Consider honoring all district winners with a state certificate found on Officers Online.*
    - c. *There will not be any international winners this fraternal year.*
  - *Essay Contest*
    - a. *All submissions have been received and judging will resume when normal operations return. Winners will be announced as soon as possible.*
    - b. *The new essay topic will be announced at the start of the next fraternal year.*
  - *KCIC Poster Winners*
    - a. *Winners have been selected and an announcement along with certificates and awards will be made soon.*
  - *Ultrasound*
    - a. *Diocesan Evaluations and Applications for Ultrasound Machines are still being processed. Approvals will continue but checks will be sent directly to whom the check has been written. Please expect delays in processing and check issuance.*
  - *March for Life*



- a. The status of state Marches for Life and the March for Life in Ottawa can be found by visiting their websites: [www.marchforlife.org/state-marches-near-you](http://www.marchforlife.org/state-marches-near-you) and [www.marchforlife.ca](http://www.marchforlife.ca).
  - Special Olympics
    - a. Contact your local, regional, or state Special Olympics organization for updates on cancellations. Visit [www.specialolympics.org](http://www.specialolympics.org) for more information.
2. Can the *Prayer for Protection in time of Pandemic* be used as the “Novena for Life” requirement for the Columbian Award?

*Yes. Since the Prayer for Protection in time of Pandemic seeks our Lady’s intercession for our good health it can be used as the Novena for Life requirement if your council commits to recite this prayer remotely at a scheduled time for nine days.*

3. Can we still hold our council blood drive?

*Councils should follow the guidance of state and local civil authorities when considering participating in blood drives. To reduce unnecessary physical contact with others, blood donations should only be made on an appointment basis. The best resource for blood drive support is the Red Cross. Identify and schedule appointments for existing blood drives using the Red Cross Mobile App or by visiting [www.redcrossblood.org](http://www.redcrossblood.org) in the United States and [www.redcross.ca](http://www.redcross.ca) in Canada. For the same reason, it is not recommended that individuals go out in public for any reason — including to give blood — if they are over 60 years of age, are feeling ill, or have an underlying medical condition. The same holds true if they live with an individual who is feeling ill, is over 60, or has an underlying condition.*

*Councils are not prohibited from hosting or sponsoring blood drives; however no council should proceed with previously scheduled blood drives without consulting and abiding by state and local pandemic guidelines as well as their partner organization (such as the Red Cross).*

4. Will my refund or award check be delayed?

*Yes. Outstanding refund and award checks will be delayed while remote check processing strategies are evaluated. This includes Special Olympics, Food for Families, RSVP, KCIC and Ultrasound.*

5. Can State Program Service Awards be processed?

*Yes. SPAW and STSP forms can be submitted with supporting documentation to [fraternalmission@kofc.org](mailto:fraternalmission@kofc.org). Include if the award needs to be a specific language.*

6. Will Supreme be extending the filing date for the Columbian Award?

*The Supreme Council is reviewing council award requirements. As updates become available, they will be communicated via all fraternal communication channels.*



7. Will Supreme be adjusting the requirements for the Star Council Award this year?

*The Supreme Council is reviewing council award requirements. In the meantime, alternatives are available for program, membership and insurance requirements. If you scheduled a program and were forced to cancel it due to the coronavirus, you can still report the program on form SP-7 and receive credit toward the Columbian award. The Supreme Council will be conducting the Exemplification of Charity, Unity and Fraternity online. All councils are encouraged to have candidates participate. Insurance agents are holding meetings via Skype. As more updates become available, they will be communicated via all fraternal communication channels.*

8. What programs can our council do during this time of social distancing?

*The Knights of Columbus have launched an Orderwide initiative called Leave No Neighbor Behind. Knights are encouraged to engage in five types of service activities: Support your brother knights, support your parish, support your community, feed the hungry and participate in blood drives. A complete guidebook is available at [kofc.org](http://kofc.org).*

## Council Operations

9. Can we still hold council meetings and has the Board approved remote meetings?

*The Knights of Columbus Board authorizes and **requires**, until further notice, all local Councils and Assemblies, to conduct business meetings by using technology that provides the opportunity for simultaneous communication among all participants (e.g., Skype, GoToMeeting, Google Hang Out, Free Conference Call.Com, WebEx, etc.), and by following procedures established by the Board as may be promulgated.*

*Councils and Assemblies must follow all procedures as the Board may direct. Therefore, unless otherwise instructed by the KofC, Councils and Assemblies still are to follow the established laws, rules, and procedures outlined by the Laws of the Knights of Columbus, the Supreme Advocates Officers' Desk Reference, Laws and Rules of the Fourth Degree, local Council and Assembly bylaws, and Robert's Rules of Order.*

10. What agenda should a council follow for virtual meetings?

- *Opening Prayer (Novena)*
- *Chaplain / Pastor's Message (Pastor needs / Parishioner assistance)*
- *Grand Knight Report (Wellness check for members / Community needs)*
- *Report of Standing Committees (Reading of applications, Balloting of membership)*
- *Programming / Events (Postponements and cancellations, impact on events)*
- *Unfinished Business*
- *New Business (vote to pay bills, nominating committee report)*





- *Good of the Order (Lecturer – Into the Breach video / Family and Knight of the Month)*
- *Prayer Intentions*
- *Closing Prayer (Fr. McGivney)*

#### 11. How should we elect council officers when holding remote meetings?

*Make sure the electronic meeting provides the opportunity for simultaneous communication among all participants in the same way as an in-person meeting held in an actual room. The rules and procedures of the meeting must be the same as a regular, in-person council meeting, which generally include the following steps:*

- *A nominating committee should prepare a slate of candidates as prescribed by council bylaws or parliamentary rules.*
- *Additional nominations may be made from the floor.*
- *Voting takes place during the meeting. (An online voting tool may be used for balloting such as Google Forms or Survey Monkey.)*

#### 12. How should we vote on council motions?

*Voting on council motions by email is prohibited. Every effort must be made to delay votes on non-essential motions until your council can hold an in-person business meeting. The parliamentary procedures set out in Roberts Rules of Order must be followed when holding electronic meetings. Motions can be made, seconded, discussed, and voted on. Council officers are encouraged to practice with the electronic meeting format to determine if the online meeting platform can handle these parliamentary steps.*

- *Audibly: If all participants can speak at the same time on your electronic meeting platform, the typical calls of “All in favor/All opposed” and responses of “Ayes and Nays” can be used.*
- *Visually: If there is no audio, but you can see everyone’s faces, a visual thumbs up or thumbs down will work.*
- *Voting tools: If needed, incorporate a voting tool into your electronic meeting. Some electronic meeting platforms have built in survey tools that can be used to facilitate voting.*

#### 13. How do we vote on admission of candidates?

*The use of email to vote on the admission of candidates for membership is permitted. The following procedure should be followed:*

- *Grand Knight sends candidate information to all members setting a deadline for responses of at least two business days*
- *Members individually email their approval or disapproval to the Grand Knight*
- *If all responses are to approve, the candidate can continue to an initiation ceremony*
- *If there are any disapprovals, the application should be set aside for discussion once the council is able to meet in person*



14. Can we hold a virtual Exemplification of Charity, Unity and Fraternity?

*The Supreme Council will be holding an online Exemplification of Charity, Unity and Fraternity on Thursday, April 16. The goal is to have at least 1000 men participate in this ceremony. Details will be communicated to fraternal leaders shortly but start notifying your candidates now. Instructions for councils to hold their own virtual degrees are being developed and will be communicated as soon as available.*

15. Can councils issue checks with only one signature?

*Detailed information on “The Process of Receiving and Expending Council Money” can be found in the Officer’s Desk Reference, located in Officers Online.*

*The rules regarding signatures on vouchers and checks can be difficult when the people signing these items cannot physically meet. However, payments can still be made when the spirit of the rules are followed. If needed, the following guidelines follow the spirit of the rules, but should only be used while social distancing is required due to pandemic situations. Once the civil authorities in your locality have determined that social distancing is no longer required, the ordinary rules apply, and these procedures may no longer be used.*

1. *Authorization (vote) is needed to make a payment, unless the payment is to the Supreme Council or State Council.*
2. *The financial secretary issues a voucher (Order on Treasurer) to the treasurer, for authorized payments. The grand knight countersigns the voucher. In lieu of a signature, the grand knight can send an email to the financial secretary and treasurer, acknowledging that there is authorization to issue a check. The grand knight’s acknowledgement email is to be kept with the voucher.*
3. *The treasurer issues a check, and has the grand knight countersign the check.*
  - a. *If the council’s bank requires two signatures, there are no other options than to have the grand knight sign the check, possibly by mailing it to him.*
  - b. *If the council’s bank allows for only one signature on the check, the grand knight has already acknowledged that there is authorization to issue a check, so the treasurer can issue the check with one signature and provide it to the payee.*

16. Will the Supreme Council offer relief from payment of council assessments?

*The Supreme Council has decided to waive the suspension process for the January 1, 2020 assessments. No council will be suspended on April 10, 2020. Additionally, the Supreme Council will not levy Per Capita, Catholic Advertising, or Culture of Life assessments on July 1, 2020, for the second half of the year.*

17. Are there privacy issues councils should be aware of when conducting business remotely?



*Councils must safeguard their membership rosters and membership information, taking reasonable steps to ensure that such information is not improperly disclosed or misused. Membership rosters contain the entire list of a council's members. Membership information encompasses council members' personally identifiable information that includes, but is not limited to, full name, date of birth, membership number, government identification number, residential address, email address, and/or phone number.*

*Membership rosters and membership information should not be published or distributed in hard copy or electronic form unless required for ordinary fraternal business, and only the minimum amount of information may be disclosed. When personally identifiable information needs to be transmitted or distributed electronically, the information should be encrypted.*

#### 18. What steps can councils take to safeguard member information?

- *Use the blind carbon copy (bcc:) feature when sending broadcast emails to multiple recipients.*
- *Exercise care and caution where it is necessary to exchange sensitive membership and financial information online. If such information, including personally identifiable information is transmitted or distributed electronically, the information should be encrypted.*
- *Write "Confidential" in the subject line when sending such information via email and ensure that only the correct recipients receive the email. Alternatively, officers may consider using a secure file-sharing website/interface or a password-protected website to exchange sensitive information securely.*
- *Utilize the Order's tools such as Officers Online/Member Management, which have built-in security features.*
- *Remove metadata and geographic data from posts on council social media pages. Councils should understand that posting materials online creates a permanent record.*
- *Establish a dedicated email address for the council that is accessible by the principal officers (grand knight, deputy grand knight, financial secretary, recorder) (e.g., kofccouncilXXXX@gmail.com).*
- *Establish dedicated email addresses for each Council officer position (e.g., kofccouncilXXXXadvocate@gmail.com).*
- *Be sure to use a unique and complex password for any email account and to utilize security questions that are not easily guessed.*
- *Take a roll call at meetings and make sure you positively identify all the participants.*
- *Set a password participants must enter before joining a meeting.*
- *Recording electronic council meetings is strictly prohibited.*

#### 19. What are some available options to communicate remotely with members?

*Manual Phone Tree – Free – Time consuming but ensures 1 on 1 check in and communication*  
*Dial My Calls – Free Trial, \$7.49/month – Text and voice broadcasting*  
[www.dialmycalls.com](http://www.dialmycalls.com)



*Constant Contact – Moderate Cost – Easy to use email system with additional marketing features*

*[www.constantcontact.com](http://www.constantcontact.com)*

*Flocknote – Low Cost – Texting, Email, Automated Calls (parish may already be using)*

*[www.flocknote.com](http://www.flocknote.com)*

*WhatsApp – Free – Group texting platform, 256 people maximum for group chat*

*GroupMe – Free – Group texting platform, 500 people maximum for group chat*

20. What are some available options for holding council meetings remotely?

*Google Hangout – max 25 via video, max 150 via chat – Free if you have a google/gmail account*

*[www.hangouts.google.com](http://www.hangouts.google.com)*

*FreeConferenceCall.com – max 1000 via conference call, Free*

*[www.freeconferencecall.com](http://www.freeconferencecall.com)*

*Skype – max 25 via video, Free*

*[www.skype.com](http://www.skype.com)*

*Zoom – max 100 via video, Free*

*[www.zoom.us](http://www.zoom.us)*

*Webex – max 100, Free*

*[www.webex.com](http://www.webex.com)*

*GoToMeeting – max 26 via video, \$12-\$20 per month*

*[www.gotomeeting.com](http://www.gotomeeting.com)*

21. What are available options to hold virtual council votes?

*Google Forms – Free – Easy to use and can ask multiple questions*

*[www.forms.google.com](http://www.forms.google.com)*

*Survey Monkey – Free – More complex to use but offers more features*

*[www.surveymonkey.com](http://www.surveymonkey.com)*

## **Membership Growth**

22. We have pending prospects that our council has already voted on. What do we do?

*The Supreme Council will be holding an online Exemplification of Charity, Unity and Fraternity on Thursday, April 16. The goal is to have at least 1000 men participate in this ceremony. Details will be communicated to fraternal leaders shortly but start notifying your candidates now. We should always try to make sure that a man who wants to join the Knights of Columbus can join as quickly as possible. If you have prospective members that your council has already voted to accept, you can invite them to join the Knights of Columbus online. This will ensure that they have access to Knights of Columbus resources and communications right away, and then you can transfer them once they've taken their degree.*



23. How can we recruit during this crisis?

*Membership is the engine that drives our councils. The more members we have, the more we can serve in critical situations like this. But in this moment of crisis, membership should take a back seat to taking care of each other and your communities. It may well be, however, that all the good work that your council is doing to respond to the crisis is attracting men and families who want to participate. You shouldn't hesitate to invite them to join the Order via Online Membership, and then converting them to membership in your council at the appropriate time.*

24. We have completed Form 100s from men who took their degree, but we have not sent them in. Can we still do this or do these men need to join online instead?

*The Supreme Council is still accepting and processing completed Form 100s for new members. If your council has completed Form 100s lying around from members who have taken their ceremonial, but have not forwarded them to the Supreme Office, you can still do so via the normal means of e-mail or postal mail. However, your best option is for your council's Grand Knight or Financial Secretary to submit the information online via Member Management. He can enter the information from a completed Form 100 into Member Management under the "Candidate" tab." Once submitted, this information will be sent to the Supreme Council and will be processed. If your council submits information via the "Candidate" tab," the council does not need to send the Form 100 into the Supreme Council but should retain it for the council's records.*

## Insurance

25. Can members meet with a Knights of Columbus field agent?

*Yes. Field Agents are holding meetings and conducting business via Skype. Members will need a device that has both a speaker and camera enabled for the meeting. This method will allow for a virtual face to face meeting where the agent can share important illustrations and documents.*

26. Will there be a deferral of insurance premiums to help insurance members?

*Guidelines on this topic are being evaluated. When a plan is finalized it will be communicated through all fraternal channels.*

## General Questions

27. What is the status of State Conventions?

*The Knights of Columbus Board authorizes and requires all State Councils of the Knights of Columbus to conduct their 2020 annual meetings without requiring delegates to be physically present at a designated geographical location, by using a technological solution, which has been*



*approved by the Board and which provides the opportunity for simultaneous communication among all participants, and by following procedures established by the Board, which shall be promulgated immediately.*

28. Will Supreme be communicating directly with members?

*Yes. A special bi-weekly Knightline is emailed to all members with the latest news and updates. However, it is imperative that all jurisdictions, districts and councils communicate regularly and effectively through the chain of command to reach every member with the latest information.*

29. Can the *Prayer for Protection in time of Pandemic* be ordered from Supplies Online?

*Yes. Prayer cards are available on Supplies Online.*

