

CHAPTER XI

PROTOCOL & COURTESIES

As member clubs of the world's largest and most active service organization we look to our communities not only as a source of funding and support for our projects and activities but also as a resource from which we may invite men and women to join with us as members in our clubs and in our humanitarian efforts. The image which Lions Clubs and their members present to their communities, prospective members and to their own membership is vital to growth, retention and motivation of both the members of the club and members of the community. The following suggestions may be used as a guideline in observing the proper protocol and courtesies befitting the high level of esteem and respect one should bestow upon the leadership and members of our world-wide association.

In seeking a definition of protocol and courtesies in Funk and Wagnall's Dictionary one finds the following, "Protocol: Rules of diplomatic and state etiquette and ceremony" and "Courtesies: Habitual politeness and good manners". This would seem to be the goals we should strive to achieve as Lions in our Lions Clubs.

NEW CLUB PARAPHERNALIA:

Annually, the MD19 Lions Clubs will share in the cost of providing newly organized Lions Clubs with the following items of Club paraphernalia.

1. International Flag Set (includes flags and stands).
2. President and Secretary pins with "Charter Member" tabs.
3. Bell and gavel. The bell will be engraved with the newly organized club's name, organizational date, and the name of the sponsoring Lions Club.

The procedure to purchase these items is covered in Article X 'BL' of the MD19 Constitution & By-Laws.

HEAD TABLE PROTOCOL:

At the beginning of a Zone, District or Multiple District Officer's Term of Office, he/she must declare who his/her Adult Companion (Partner in Service) will be for that year. Couples of the same sex relationships are recognized by Lions Clubs International as Adult Companions. If an Adult Companion changes during the current term of office, the Council Chairperson and the MD19 Office must be notified at least 30 days prior to the next Multiple District 19 Council Meeting or Convention in order to provide seating at the head table and Policy approved complimentary meals (per Chapter VI, Section A, 14 & 16).

The center seat at any head table is reserved for the presiding officer or the designated Master of Ceremonies.

The chair to the right of the presiding officer, or Master of Ceremonies, is the place of honor and is usually reserved for the guest of honor, a principal speaker or highest ranking Lion Officer present. It should be noted that upon many occasions the District Governor will be the guest of honor when present.

To the right of this place are positions of lesser honor, although it is equally proper to seat the next ranking guest to the immediate left of the presiding officer. The Lion who will introduce the guest of honor is usually seated to the guest's right.

The head table will most often be arranged by or under the supervision of the presiding officer, who, should designate those to be seated at the head table and where, in accord with the following protocol and rank.

Where a number of Lion dignitaries are present, the following order is maintained unless one is the guest of honor or principal speaker.

1. International President
2. International Vice Presidents
3. International Directors
4. Multiple District Council Chairperson (the Host District Governor would take precedence at District level.)
5. District Governors (Host District Governor taking precedence)
6. 1st & 2nd Vice District Governors (Host 1st Vice District Governor taking precedence)
7. Multiple District Executive Secretary/Treasurer
8. Zone Chairperson (Host Zone Chairperson taking precedence)
9. Past International Officers
10. Past District Governors and International Counselors
11. Club Presidents (Host Club taking precedence)
12. Club Vice Presidents

(It should be obvious that not all of the above would be seated at a head table, but the order of precedence is shown, just in case.)

Where an unusually large number of dignitaries and honored guests are present, it is sometimes convenient to use a second head table, or special reserved tables near the head table, to accommodate the overflow.

When ladies are to be seated at a raised head table, do not place them at either end where they may be in danger of falling from the dais, place a male in that position unless there are no males at the table or the only males seated may be the honored guest or President.

When spouses or guests are in attendance they are to be seated with their escort, alternating ladies with the men, except as noted above. In cases where the ranking Lion or honored guest is a lady then precedence should prevail in seating, which may change the alternating of male/female at the head table.

NOTE: Introducing and acknowledging those seated at the head table and in the audience should be done once during an event by the MC or presiding officer. Once the formal introductions have been made, those giving a report do not need to acknowledge by name all dignitaries at the head table and in the audience. They also do not need to say the word 'protocol'. They may begin their report by saying something similar to "Distinguished head Table" and then proceed with their report. A Keynote speaker who is seated at the head table will be formally introduced just preceding the keynote address. At that time, those seated at the head table do not need to be recognized when the introduction is made. The principal speaker is given the honor of acknowledging the head table guests and special members in the audience as he/she may deem fitting.

In an effort to make the MD19 Annual Convention and Fall Forum, the District Conferences or any major event that takes place over the course of 2 or 3 days interesting and concise for the audience, the following procedures are highly encouraged. Introductions of dignitaries, other than the International Guest or Keynote speaker and his/her Partner in Service shall only be made at the opening General Session and closing banquet. While current officers should be recognized individually with their partners in service, to save time and repetition group recognition shall be utilized for past officers, i.e. 'Will all PID's please stand and be recognized,' and the same for PCC's, PDG's PZC's and ZC's. Those dignitaries not introduced at the opening General Session may be introduced at the first major event following their arrival. Keynote speakers not attending the entire event shall be formally introduced during the event at which they are giving their address.

MEETING THAT HAS VISITING DIGNITARIES

Zone	PID	Int'l	Intro	Guest	Podium	Pres.	Dist.	C.C.	Visit	M.D.	PDG
Chrprn		Dir.	Guest	Spkr.		M.C.	Gov.		Dist.	Secy.	
			Spkr.						Gov.		

HEAD TABLE

MEMBERSHIP/AUDIENCE

HEAD TABLE PARAPHERNALIA: (May be varied depending on occasion)

1. Flags
2. Speaker's Lectern (a must)
3. Pitcher of water & glass
4. Scratch pad & pencil
5. Bell & gavel
6. Public address system (if necessary)
7. Place cards so there is no doubt about seating arrangements

SUGGESTED BASIC HEAD TABLE SEATING AT REGULAR CLUB MEETING

Vice	Vice	Program	Guest	Podium	Pres.	Sec'y.	Visiting	Vice
Pres	Pres	Chrprn.	Speaker				Pres.	Pres

HEAD TABLE

MEMBERSHIP / AUDIENCE

CLUB COURTESIES REGARDING REGULAR MEETING PROCEDURE

Your Lions Club may succeed or fail depending upon individual or club manners and the expression of respect you may show for one another. Dignify your club and its members by observing COURTESY in all your Lion's activities.

PRESIDENT'S PRE-MEETING TELEPHONE COURTESY CALLS:

Call the following personnel BEFORE your regular meeting and give to them the courtesy of being informed about THEIR part in the meeting:

- | | |
|--|------------------------|
| 1. Lion Tamer/Greeter | 5. Program Chairperson |
| 2. Lion giving the invocation | 6. Tail Twister |
| 3. Lion leading the anthem | 7. Secretary |
| 4. Lion leading the flag salute (U.S.) | |

LION TAMER COURTESY:

1. He/she introduces themselves to all guests and in turn either introduces them to the body at the appropriate time or sees that they are introduced by the President or by one of the visiting group.
2. Make sure that the bell, gavel and lectern are in place and that the flag/flags are properly placed (song books also if used)
3. Shall make themselves available at all times to the President as to club courtesies that may occur from time to time.

LION GREETER COURTESY:

1. Sees that all new Lions meet all members of the club
2. Greets, meets and seats all guests and visiting Lions
3. Seating courtesy as per suggested arrangement

FLAG SALUTE COURTESY:

1. In U.S. Clubs, vary the Lions called upon so that every member may at sometime have the opportunity to lead the flag salute. Then follow this with the singing of America or The Star Spangled Banner.
2. If Canadians are present, sing "Oh Canada" and "America" (see items on American/Canadian Lion protocol.)
3. If in a Canadian Lions Club and Americans are present, reverse the order of songs.
4. If the event takes place over the course of 2 or 3 days and there are several meals and gatherings of attendees, in an effort to make the event interesting and concise for the participants, the organizers may find it in the best interest of all involved to sing the national anthems only at the opening event and closing event.

INVOCATION COURTESY: Let your club's invocation be a spirit of uplifting by COURTEOUSLY CALLING said members AHEAD so they may arrange this important moment to fit the day, week and occasion.

COURTESY IN INTRODUCING HEAD TABLE GUESTS:

1. Usually this is done by the presiding officer, but can be done, however by the Lion Tamer or a specially appointed Lion.
2. Follow the order of introductions the same as shown in the line of preference in seating arrangements.
3. Save the speaker's introduction for the Program Chairperson or whomever has been designated to introduce him/her.

TAIL TWISTER COURTESY:

1. The Tail Twister needs to use caution so as not to OVER-DO the fines, gags or stunts. Clever well-planned tail twisting is an ART and as such is appreciated by all in attendance.
2. Include guests the fun BUT discreetly and DON'T push beyond good taste.

COURTESY IN THE INTRODUCTION OF PROGRAM CHAIRPERSON:

1. Usually is done by the President. State his/her name, Lion office held. Be brief and concise.
2. If he/she has brought the club an outstanding program, be courteous and give them credit for doing so.

COURTESIES TO BE OBSERVED IN INTRODUCTION OF THE SPEAKER:

1. Notify him/her ahead of time as to how long they have in which to speak.
2. Give the speaker an introduction that is not necessarily flattering but is truthful, respectful, and logical. **MAKE IT SHORT!!** The introducer is not the speaker.
3. Mean what you say and have no fun at their expense. They will appreciate your courtesy in this careful planning.

COURTESY OF THE PRESIDENT IN THANKING:

1. The speaker
2. Visitors and guests

COURTESY OF THE SECRETARY:

1. Write "thank you" letter when and where appropriate
2. Attend to visiting Lions' visitation "Make-Ups".

THE DISTRICT GOVERNOR'S OFFICIAL VISIT TO YOUR CLUB

Vice Pres.	Zone Chrprn.	Dist. Gov.	Podium	Club Pres.	Club Sec'y.	PDG's	Vice Pres.
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HEAD TABLE

MEMBERSHIP / AUDIENCE

All planning for this most important meeting is to show respect for and dignity to the Office of District Governors, your District's International Officer.

Since the Official Visit of your District Governor is required to be made at a regularly constituted meeting of your club, it should be strictly a Lions meeting and **NO OTHER PROGRAMS SHOULD BE PLANNED.**

Your club will have the opportunity to greet, honor and hear from the highest officer in your District at his/her Official Visit, therefore, this meeting becomes most important to YOU, YOUR CLUB AND YOUR COMMUNITY.

EARLY PREPARATIONS: In the weeks preceding the Official District Governor's Visit, the following should be done:

1. Appoint a Chairperson and Committee
2. Write a letter to your District Governor acknowledging the date and time he/she has set for the Official Visit. (Let no other program interfere with this date.)
3. In the letter confirm the location of your meeting place. Ask the Governor for his/her expected time of arrival and arrange to meet at an appointed place.
4. Indicate your club's pleasure at his/her coming and inquire if an escort, "Partner in Service" or other Lions will also be in attendance. If so, arrange for someone to see to their needs.
5. Arrange to provide meal tickets for the Governor and wife/escort if attending and also for the Host Zone Chairperson who will be required to introduce the District Governor at the appropriate time.

PUBLICITY:

1. Arrange to have the Governor's picture and a short story background of his/her activities sent to the local media, depending on what is available in your area. Obtain this information from the Governor or the District Publicity Chairperson.
2. Optional: Arrange for a press and/or radio conference upon the Governor's arrival. (Notify District Governor prior to the official visit as to the place and time.)
3. Arrange for photographer to take pictures of the meeting etc. Send copies to the District Governor, host club's scrapbook Chairperson and to the local media.
4. Consider community leaders you may wish to invite as guests. Plan this early so that the committee may make arrangements as to cost and seating.

GREETING COMMITTEE:

1. This may be composed of Past Club Presidents, present Club Officers, Past or present Zone Chairperson, P.D.G.'s and/or International Counselors.

2. If the District Governor is accompanied by a "Partner in Service" or escort, be sure this person is made a part of the welcome committee's activities.
3. See that the District Governor has the opportunity to meet as many of the club's members as possible before the meeting begins.
4. If there are plans to escort the District Governor to the head table, do so while all are standing and arrange to begin the applause as he/she enters the room and continue the applause until the Governor reaches his/her chair at the head table, where the Club President will be waiting with an appropriate greeting. The Greeting Committee should escort the Governor to the head table and as the President extends the greetings, the Committee members can disperse and take their seats. (If the Governor is accompanied by an escort or "Partner In Service", it would be proper to also escort him/her to the head table at the same time as the Governor.
5. Optional Entrance: The Greeting Committee simply takes the Governor to the head table at the pre-arranged time and the meeting begins.
6. In serving the meal be sure the head table is served first or if the meal is to be served buffet style, be sure that the head table guests lead the line.

INTRODUCTIONS:

1. The President or Master of Ceremonies should introduce the head table guests and others except the District Governor.
2. Be sure that the District Governor is not introduced from the head table until the time that he/she is ready to be presented officially to the group as the District Governor and speaker.
3. By protocol, the task of introducing the District Governor is the duty of the Host Zone Chairperson if in attendance. The Zone Chairperson may delegate this authority to a P.D.G., the Club's President, or another Lion if he/she so desires.
4. The audience always rises to applaud the District Governor:
 - a. When he/she is introduced and
 - b. When he/she has finished speaking.

RESPONSE: A formal response to any speech is no longer required.

OTHER ENTERTAINMENT: Dinner music is acceptable, or ONE musical number, but NO OTHER MAJOR SPEAKER BEFORE OR AFTER THE DISTRICT GOVERNOR!

BOARD MEETING: The District Governor will ask to hold a meeting with the Club's Board of Directors at the conclusion of the regular meeting. Arrange to have the Officers form quickly for the Governor's message. Air any problems that your club may have at this time with the Governor who will be only too willing to assist you in any way possible.

DEPARTURE: Show the Governor to his/her car after the meeting or to accommodations if remaining in the area. Don't just leave the Governor to shift for him/herself.

FINALIZE:

1. Have the Secretary write the District Governor a letter of appreciation for visiting your club.
2. A letter of appreciation should also be written to any other dignitaries who may have been present.
3. Check with the Publicity Committee to make sure that a picture and a recap of the meeting is given to the media.

ZONE CHAIRPERSON'S OFFICIAL VISIT TO YOUR CLUB

Vice Pres.	Vice Pres	Zone Chrprn.	Podium	Club Pres.	Club Sec'y.	PDG's	Vice Pres.
HEAD TABLE							
MEMBERSHIP / AUDIENCE							

The Zone Chairperson of your club's Zone is required to make an official visitation to your club. This is usually scheduled preceding the District Governor's official visit. You should receive the date of this visitation either through

direct contact, through the Zone Chairperson's newsletter or both.

The Zone Chairperson will be expected to provide the program on the occasion of his/her visit. Do not arrange another program without first contacting the Zone Chairperson to be sure there would be sufficient time available and that another program will not dilute the message of the Zone Chairperson.

The Zone Chairperson will bring to your club news of other clubs' activities in the Zone, goals of the District Governor, programs of the Zone and express caution to your members to observe proper protocol and courtesies to the District Governor during his official visit.

The Zone Chairperson will be introduced by the Club President unless he/she chooses to delegate this duty to another Lion. As with the District Governor, the Zone Chairperson is not to be introduced until the time for his/her official address. It is not necessary for the body to rise when the Zone Chairperson is introduced nor at the conclusion of his/her address.

OTHER COURTESIES OF GOOD CONDUCT

UNITED STATES/CANADIAN COURTESIES:

We are all aware the Multiple District 19 is composed of Lions Clubs from two great countries, the United States and Canada. Within that designated area, there are nine districts and of those nine, one District is entirely in Canada, four districts are made up of clubs just in the United States, and four districts are made up of clubs located in both countries.

Because of our close association and affiliation of the nine districts within our Multiple District 19, Lions, Lioness, and Leos from both sides of the 49th parallel assemble for many important functions such as Charter Anniversaries, Charter Presentation Parties, Installations and other social functions. So, it is fitting that we know something of each other's customs.

TOASTS:

When Lions from both of our countries are assembled together, it is courtesy to rise and toast both THE QUEEN and THE PRESIDENT OF THE UNITED STATES. Should the meeting be in Canada, the toast would be made first to the Queen, followed by a toast to the President. Should the meeting be in the United States, the procedure would be reversed. If a toast is to be made to the Partners in Service and the Lions, the person making the Toast should be asked well in advance of the occasion. Surprises can be awkward.

NATIONAL ANTHEMS:

OPENING SONGS: If in a U.S. Club, open with "America" or "The Star Spangled Banner". If there are Canadians present, start with "O' Canada". The opposite being true if you are a Canadian Club.

CLOSING SONGS: U.S. Clubs - "Star Spangled Banner", Canadian Clubs - "God Save the Queen"

If the event takes place over the course of 2 or 3 days and there are several meals and gatherings of attendees, in an effort to make the event interesting and concise for the participants, the organizers may find it in the best interest of all involved to sing the national anthems only at the opening event and closing event.

FLAG CEREMONY:

U.S. Clubs say the pledge as usual and Canadians out of courtesy will merely stand quietly at attention.

FUND RAISING AT A CLUB ANNIVERSARY OR OFFICER INSTALLATION BANQUET:

Visiting Lions attending a Club anniversary or officer installation are prohibited from soliciting contributions in any form for any reason without the explicit approval of the host club.

INVITATIONS

An invitation to a current or past International, Multiple District, District, or Zone Officer should state, TYPE OF EVENT, DATE, PLACE, and DRESS CODE.

If the invitation reads "You are invited to attend as our guest", it is taken for granted that the guest is not expected to pay for tickets to the event. The tickets should be included with the invitation or the Greeter's Committee should meet the guest to insure clearance past the ticket officer. Many times the ticket officer has not been informed who is not required to have tickets or does not know the invited guests or dignitaries.

INTERCLUB VISITATIONS

Visiting by groups of two or more Lions from one club to another is a wonderful occasion for building friendship,

fellowship and Lions education. It is a competitive activity within our multiple district and is encouraged by officers at all levels of our Association.

The following is a suggested outline of courtesies for both the visiting and visited Lions Clubs.

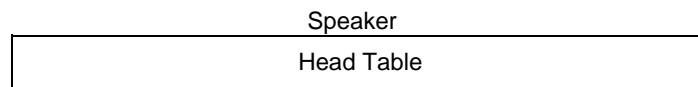
1. Inform the club you propose to visit by mail or phone. This should be done early enough to allow the caterer to make the necessary adjustments for the meal and to adjust the club's schedule. INFORM as to the date of the visit and the number of Lions who will be visiting. If visitors are providing the program, early notice of this should also be given.
2. Don't be discourteous by arriving late for the meeting. Be on time, or before the scheduled time. If you find that all or part of the visiting group will be late, notify the President or Secretary. Avoid excessive drinking before arrival.
3. **PILFERING OF CLUB PROPERTIES:** This seemingly harmless practice can become a major problem and is discouraged. Some Clubs, however, look upon this activity as good clean fun and believe it stimulates inter-club visits. In order to keep this activity fun for everyone involved, if pilfering is practiced, the club from which the property is taken shall be notified in writing by mail or E-mail within 2 weeks. The notification must advise that the property can be redeemed by a return visitation at a regularly scheduled club meeting. The date, place and time of that meeting shall be included in the letter. Some items, such as the club banner and the spray of flags are not to be pilfered. It is recommended that pilfering be limited to the club gong or gavel. Items shall never be defaced. Under no circumstances shall a pilfered item be kept from their owners beyond a two-month period.
4. The Secretary of the Club visited should prepare makeup cards for the visitors.
5. If the Secretary of the visiting Club is not included in the group, he/she should be informed as to the number of members and the date so that this information may be included in that club's monthly report to the Multiple District.
6. REFER TO MD19 CONTESTS AND AWARDS MANUAL for requirements of inter club visitation awards.

HOW TO DISPLAY THE FLAG

When displayed in your club meeting, the flag of your country should be placed on a staff at the speaker's right. Other flags are at his/her left.

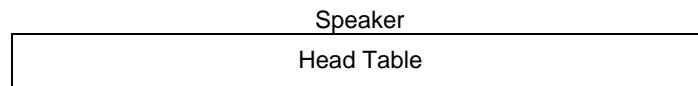
Flag of your

Country



Audience

If displayed in the body of the room, the flag of your country should be at the right side of the audience as they face the head table.



When displayed with another flag from crossed staffs, the flag of your country should be on the flag's own right (to your left as you face the flag). The staff of your flag should be in front of the staff of the other flag.



U.S. Club

Canadian Club

When the flag is displayed in a manner other than from a staff, it should be displayed flat, whether indoors or out. When displayed either horizontally or vertically against a wall, the union should be uppermost and to your left as you face the flag.

