

Frequently Asked Questions (FAQs)

Contact Information

Fraternal Mission	fraternalmission@kofc.org	203-752-4270
Membership Records	membership@kofc.org	203-752-4210
Member Management/Billing	expertfs@kofc.org	203-752-4210
Council Accounts	council.accounts@kofc.org	203-752-4392
Customer Service (Insurance Matters)	customer.service@kofc.org	(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 and www.marchforlife.ca.
 - Special Olympics
 - a. Contact your local, regional, or state Special Olympics organization for updates on cancellations. Visit 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 in the United States and 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. 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.

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



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

www.constantcontact.com

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

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

FreeConferenceCall.com – max 1000 via conference call, Free

www.freeconferencecall.com

Skype – max 25 via video, Free

www.skype.com

Zoom – max 100 via video, Free

www.zoom.us

Webex – max 100, Free

www.webex.com

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

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

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

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.

