



# PROTOCOL MANUAL

## Governmental Protocol Services

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Miami, Florida 33128

305-375-3611

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## INTRODUCTION

Government Protocol Services as it is known today, had its origins in the early 1980's under the leadership of then, Dade County Mayor Stephen P. Clark. With Greater Miami's growing stature as an International Center for trade, commerce, tourism and travel, Mayor Clark recognized the need for establishing this office for official representation of Miami-Dade County and related protocol issues.

Through the years the office has been under the direction of the Mayor's office, the Communications Department and today it is under the leadership of the BCC Chair's office. The Office of Government Protocol Services is located on the second floor of the Stephen P. Clark Center, 111 N.W. 1<sup>st</sup> Street Suite 250 Miami, Florida 33128. The phone number is (305) 375-3611 and the email address is [MDCProtocol@miamidade.gov](mailto:MDCProtocol@miamidade.gov).

## GUIDELINES FOR DOCUMENT REQUESTS

Government Protocol Services works with the Mayor and the County Commission to honor visiting dignitaries, extraordinary civic achievements, and outstanding individual or group contributions to the economic, social and cultural well-being of Miami-Dade County.

Government Protocol Services serves the Mayor and the members of the Board of County Commissioners in preparing appropriate official documents of tribute for formal presentations encompassing a vast assortment of functions of local consequence.

These documents of tribute bear the official Seal of Miami-Dade County and the signature of the Mayor and the Chairperson, as well as one or more members of the Board of County Commissioners depending on the occasion, in rare occasions a Proclamation, Commendation or Resolution can also be requested with 13 signatures to reflect the person or events impact on the entire community as a whole, this is usually reserved for extremely special occasions. By virtue of their official nature and the prestige of the office of the elected representative signing the document, these instruments extend intrinsic validation upon an individual or event in an official capacity.

The Mayors Office and Board of Miami-Dade County Commissioners have several types of awards and honors for formal presentations at its disposal.



## TYPES OF DOCUMENTS

### ***PROCLAMATION:***

A proclamation designates a specific day, week or year in honor of an individual, group, event or purpose. Proclamations should be reserved for the most significant of occasions. Each year, events of national importance are designated by federal, state and county or city proclamations. These include Women's History Month, Black History Month, Hispanic History Month, United States Constitution Week, Jose Martí Day, Rev. Dr. Martin Luther King Jr. Day and Nurse's Day among others. (see appendix I)

### ***COMMENDATION/DISTRICT COMMENDATION:***

Commendations recognize individuals or groups who demonstrate exceptional strength of mind and/or spirit toward humankind. An extraordinary act of valor, an uplifting act of humanitarianism or philanthropy or an inspirational artistic or intellectual accomplishment are examples suited for the presentation of this document. (see appendix I)

### ***SYMPATHY RESOLUTION:***

A Sympathy Resolution expresses condolences to bereaved families on behalf of the community. These documents are prepared for presentation to families of fallen Officers of the Law, individuals who left an indelible mark on the fabric of this community, victims of tragedy and others. (see appendix I)

### ***CERTIFICATE OF APPRECIATION:***

This document expresses the appreciation of the community for an extraordinary service rendered, a noteworthy contribution to the improvement of local life (whether social, cultural, economic or other or an act of selfless dedication (see appendix I)

### ***DISTINGUISHED VISITOR CERTIFICATE:***

This document is reserved exclusively to recognize visiting dignitaries or officials and personalities from all walks of life of national and international stature to enhance bonds of cooperation between our respective nations. (see appendix I)

### ***CONGRATULATORY CERTIFICATE:***

This document expresses congratulatory sentiments to those celebrating milestone Birthday's, Anniversary's, Grand Openings, Ribbon Cuttings, Family Reunions and other occasions where celebrations of landmark significance unite local citizens and visitors alike in bonds of social harmony. (see appendix I)



## PROMOTIONAL ITEMS

### ***KEY TO THE COUNTY:***

A Key to the County extends an official welcome to those receiving it and also recognizes proven leaders whose contributions have enriched our society immeasurably. Note- it is imperative that Commission offices issuing keys keep a running log of those receiving these items and supply the Protocol office with that list at the end of each month. On numerous occasions, public figures and dignitaries have been presented more than one key from different Commission offices.

### ***PROTOCOL GIFT ITEMS:***

These are keepsakes and mementos representing Miami-Dade County. Items such as lapel pins, tie clips, pens, pencils and dictionaries. are available for the Mayor and the Commissioners to present to visitors to their office. These items are all emblazoned with the County Seal.

## PROCEDURES FOR DOCUMENT REQUESTS

To obtain an official document or award for presentation the initiating office must submit a document request form via email in PDF format, (attached to this manual) to the Government Protocol Services. Every request must have the information, list of names or biographies also in PDF format, adhering to the following criteria:

For a narrative document a biography, not a resume (see sample of biography as it is to be delivered to this department appendix I) must be submitted and should include enough information to enable the writer to prepare a text at least four to five paragraphs in length.

Special care should be taken to provide accurately spelled names of individuals and organizations to prevent potential mistakes. The request must be made at least seven (7) working days in advance to permit adequate preparation time. A contact person and phone number must be provided for research purposes. Documents such as Proclamations and Commendations can only be given to organizations and individuals once within a calendar year. Also, all collateral motive, information regarding the event, invitation, media kit, newspaper article, etc. should be forwarded in PDF format with request to ensure the writer has a full understanding of occasion when preparing text. For multiple requests a common event must be identified to be highlighted on the document.

In cases where more than one Commissioner requests the same document the office initiating the request retains precedence. If another Commissioner wishes to co-sign the document, they will be referred to the office initiating request for coordination.



# RULES AND REGULATIONS

## EMERGENCIES: Rush Orders (Less Than 72 Hours)

Cannot Be Guranteed! The unexpected is a fact of political life and emergencies arise. It is incumbent upon Commission staff to keep emergencies when requesting protocol documents to a minimum. When Mayor’s Office or Commission staff receive a protocol request from constituents these should be forwarded immediately for processing to curb unnecessary glitches.

## FRAMES:


Frames are available for presentations and will be charged to the requesting office's index budget code. It is recommended that Distinguished Visitors Certificates not be framed as accidents have occurred in the past and recipients harmed by shattered glass while traveling.

## MULTIPLE REQUESTS:

All requests exceeding 10 preprinted documents per event (certificates of appreciation - distinguished visitors certificates) must be made 10 working days in advance. Each of these documents is prepared individually and multiple requests warrant adequate time for preparation.

*Below is a sample of a Document Request Form and Biography used to order all Protocol Documents:*

When filling out a document request form please ensure that all spaces are accurate, including the Date Required, which is the date the document needs to be delivered to the Commission office, Date of Event, which is the official date of the event displayed on the document, as well as the type of document being requested and the office which is requesting it.

  
GOVERNMENT PROTOCOL SERVICE DOCUMENT REQUEST FORM  
Rush Orders Check Here

**RUSH ORDERS (LESS THAN 48 HOURS CANNOT BE GUARANTEED)**  
PHONE: 305-375-3611 FAX: 305-372-6029

PLEASE COMPLETE THE FOLLOWING INFORMATION: \_\_\_\_\_ Date: \_\_\_\_\_  
Office: \_\_\_\_\_ District: \_\_\_\_\_ Staff: \_\_\_\_\_  
Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_ To be presented at the BCC Meeting? Yes  No   
Date of Event: \_\_\_\_\_ Date Required: \_\_\_\_\_ Yes  No   
Time Required: \_\_\_\_\_ Date: \_\_\_\_\_  
English  Spanish

PLEASE PRINT NAME/TITLE AND DATE AS YOU WANT IT TO APPEAR ON THE DOCUMENT(S)

IMPORTANT: Please include background information  
Special Recommendations: \_\_\_\_\_  
\_\_\_\_\_

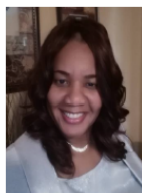
Co-Signed By: \_\_\_\_\_  
 CHECK HERE FOR 13 SIGNATURE DOCUMENT

<b>DOCUMENT REQUESTED</b>	<b>PROMOTIONAL ITEMS</b>
<input type="checkbox"/> Proclamation	Amount: _____ Key to the Country
<input type="checkbox"/> Commendation	_____ Dictionaries
<input type="checkbox"/> District Commendation	_____ Lapel Pins
<input type="checkbox"/> Certificate of Appreciation	_____ Pens
<input type="checkbox"/> Congratulatory Certificate (Birthday, Anniversary, Grand Opening, etc.)	_____ Pencils
<input type="checkbox"/> Sympathy Resolution	_____ Tie Clips
<input type="checkbox"/> Distinguished Visitor	_____ Cufflinks*
	_____ Wooden Pen/Pencil Set*
	_____ Black & Silver Pen Set*

\*Frame: Yes  No   
 Gold  Wood

\* AT A COST

### \*APOSTLE LASHON REESE\*



Apostle Lashon Reese was the ordained Pastor for The Family of the Living God Church, Inc. founded by the Late "Overseer/Senior Pastor E-Thel Mitchell". On November 1, 2009, The Family of the Living God Church, Inc. became The Family of the Living God Bound for Eternal Life Ministry, Inc. surnamed "F.L.E. Ministry" where she is now presiding as Apostle under the spiritual covering of Chief Apostle Arthur (Christian Deliverance Center, Plant City, Florida) serving with her husband, Senior Pastor Olden Reese, Pastor Natasha Lewis and Pastor JoAnn Lewis. Apostle Reese is also the apostolic covering for Warriors on the Wall Prayer Ministry founded by Prophetess Tracy Magwood, Touch of God Ministry (Pastor Bernice Spann), Higher Calling Ministries International (Apostle Kandy McBayne), and United Christian Outreach Ministries (Pastor Sheba Glenn).

Apostle Reese received her pastoral training from the late Overseer/Senior Pastor E-Thel Mitchell and her apostolic training from Chief Apostle Arthur. She is a woman of God that is anointed, and appointed to preach the gospel reaching the heart and soul. She conducts various training classes equipping ministries for the work of the Lord. She speaks at many outside engagements and special events, and sponsors Revivals and Women Conferences. As Quoted from the late Overseer/Senior Pastor E-Thel Mitchell: "You have shared many prophetic and uncompromising messages from God. Your undeniable interpretation of scripture has caused many to prepare with bold anticipation for healing, deliverance and salvation. You are a woman in motion. Your steps across the platform are of a woman in "Authority". Your expressions speak the word "Anointed". There is something powerful inside of you that floods out."

Apostle Reese is a college graduate from St. Thomas University majoring in Business Administration with a Specialization in Management. Her childhood dream was to become a pediatrician but God had other plans for her. She has been employed with TracFone Wireless, Inc. for 21 years operating as the Sr. Manager for Scripting/Training Documentation Development. She is married to Senior Pastor Olden Reese who has been a wonderful husband for 10 beautiful years. They were high school sweethearts who separated when he went to play college football in Ohio. For 21 years, they had no communication then God joined through back together after seeing each other in 2009 at Pastor Thompson's Anniversary Celebration (in which neither planned on attending service that day – but God). Six months later they were joined in holy matrimony (a true love story orchestrated by God). They also have 3 beautiful children, 2 granddaughters and 2 grandsons.

In closing this introduction, Apostle Reese is passionate and sincere in ministry and her walk with Christ. She embodies the love of Christ and exemplifies a woman of integrity, who worships the Lord in spirit and in truth. As Joshua charged the nations, she loves the Lord, walks in all his ways, keeps his commandments, cleave to him and serve him with all her heart and soul. She is the Lord's Handmaiden.



# APPENDIX I

Below you will find samples of all documents created in the Protocol Office.

*Proclamation*






**The Miami-Dade County Office of the Mayor and Board of County Commissioners**

*Whereas:* Recognition is one form of praise, and Miami-Dade County honors individuals, organizations and initiatives whose continuous efforts contribute to the enhancement of our community for our citizens and visitors alike; and

*Whereas:* Founded by Les Pantin, Sr., 45 years ago, Kiwanis International is a worldwide organization of volunteers dedicated to serving children in their communities; and

*Whereas:* As a local affiliate, the Kiwanis Club of Little Havana has remained committed to making a difference in the lives of thousands of families in South Florida through service projects and fundraising initiatives; and

*Whereas:* As the oldest Latin, continuously meeting club in the United States, the Kiwanis Club of Little Havana is comprised of volunteers who devote thousands of hours each year to strengthen their community through yearly activities, including holiday giveaways, scholarship grants, youth summer camps, back-to-school programs and various events, such as Carnaval Miami and the internationally recognized Calle Ocho Music Festival; and

*Whereas:* It is fitting and proper that all those associated with the Kiwanis Club of Little Havana be applauded for their selfless efforts in helping others as members of this great organization;

**Now Therefore:** BE IT RESOLVED, THAT I, CARLOS A. GIMENEZ, MAYOR OF MIAMI-DADE COUNTY, CHAIRWOMAN AUDREY M. EDMONSON AND THE MEMBERS OF THE BOARD OF COUNTY COMMISSIONERS, ON BEHALF OF MIAMI-DADE COUNTY AND THIS COMMUNITY, do hereby proclaim Friday, March 13, 2020, as

*Kiwanis Club of Little Havana Day*

*In Observance* I call upon the good people of Miami-Dade County to join me in highlighting the outstanding work being done

*Thereof:* in our midst by the Kiwanis Club of Little Havana.



\_\_\_\_\_  
Dorella Levine Cava  
Commissioner  
District 8

\_\_\_\_\_  
Eileen Higgins  
Commissioner  
District 5

\_\_\_\_\_  
Audrey M. Edmonson  
Chairwoman

\_\_\_\_\_  
Carlos A. Gimenez  
Mayor



# Commendation

The Miami-Dade County Office of the Mayor  
and Board of County Commissioners

**Whereas:** The famous author, lecturer and activist Helen Keller once said, "When we do the best we can, we never know what miracle is wrought in our life, or in the life of another," thus Miami-Dade County takes great pride in saluting those individuals who have made indelible difference in the lives of others; and

**Whereas:** Anthony L. Russo was at the intersection of SW 320<sup>th</sup> Street and SW 197<sup>th</sup> Avenue when he noticed a gentleman, named Dino Rio sitting on the corner of the intersection; and

**Whereas:** When Mr. Russo approached Mr. Rio, he noticed that the individual did not look very good and proceeded to provide him with some water, and inquired about how he was feeling; and

**Whereas:** Mr. Rio told Mr. Russo that he was feeling numb on his left arm, and he was having chest pain, and upon hearing this Mr. Russo quickly called 911, told him to continuously cough, as he knew that doing so was considered a do-it-yourself CPR method; and

**Whereas:** When the paramedics arrived Mr. Rio was airlifted and admitted to Baptist Hospital; hence had it not been for Mr. Russo's quick-thinking and selfless actions this man's life's story would be different today;

**Now Therefore:** BE IT RESOLVED, THAT I, CARLOS A. GIMENEZ, MAYOR OF MIAMI-DADE COUNTY, CHAIRWOMAN REBECA SOSA AND THE MEMBERS OF THE BOARD OF COUNTY COMMISSIONERS, ON BEHALF OF MIAMI-DADE COUNTY AND THIS COMMUNITY, do hereby commend

*Anthony L. Russo*

for placing the well-being of another human at the forefront, and for showing what it truly means to be an upstanding citizen.



\_\_\_\_\_  
Jose "Pepe" Diaz  
Commissioner  
District 12

\_\_\_\_\_  
Rebeca Sosa  
Chairwoman

\_\_\_\_\_  
Carlos A. Gimenez  
Mayor

March 19, 2014



# Resolution

Miami-Dade County Office of the Mayor  
and Board of County Commissioners

**Whereas:** Miami-Dade County notes with profound sorrow the passing of the Honorable Earl Jackson Carroll, one of this community's most beloved residents, and

**Whereas:** Mr. Carroll was the second child born to Whitfield Alexander and Una Gerline Johnson, who was raised in a loving home where he learned valuable life lessons and morals, which shaped him into the role model that many admired and revered, and

**Whereas:** After graduating from Booker T. Washington Senior High School, Mr. Carroll enlisted into the United States Air Force, and after being honorably discharged, he began working for a prominent Black attorney in Chicago, before returning to Florida, where he furthered his studies by enrolling at Florida A&M University, and

**Whereas:** In the 1960's Mr. Carroll got involved in politics, and he served on the City of Miami's Planning Board, was President of the Youth Democrats, and ran for state legislature, before being elected to the Miami-Dade County Board of County Commissioners in 1968, where he served as Vice Chairman and introduced fair housing legislation, which is still in use today, and

**Whereas:** This community mourns the passing, celebrates the life and will forever treasure the memory of the Honorable Earl Jackson Carroll, who will be sorely missed by his family and all those he befriended,

**Now Therefore:** BE IT RESOLVED, THAT I, DANIELLA LEVINE CAVA, MAYOR OF MIAMI-DADE COUNTY, CHAIRWOMAN REBECA SOSA AND THE MEMBERS OF THE BOARD OF COUNTY COMMISSIONERS, ON BEHALF OF MIAMI-DADE COUNTY AND THIS COMMUNITY, do hereby express upon the passing of

## *The Honorable Earl Jackson Carroll*

our heartfelt sympathy and condolences to his loving family and friends, declaring that his lasting contributions will forever hold a special place in the lives of those whose paths he crossed.



\_\_\_\_\_  
Rebeca Sosa  
Chairwoman

\_\_\_\_\_  
Daniella Levine Cava  
Mayor

November 20, 2020



CERTIFICATE OF

# Appreciation

The Miami-Dade County Office of the Mayor  
and Board of County Commissioners

## Detective Benjamin Dolly

North Miami Police Department Officer of the Month - June 2019

As Commissioner and on behalf of the Mayor, the Board of County Commissioners, and the residents of Miami-Dade County, I take great pleasure in presenting this Certificate of Appreciation to you in recognition of your valuable contributions to our community.

On this, the 16<sup>th</sup> day of the month of October 2019, in  
Miami-Dade County, Florida



\_\_\_\_\_  
Sally A. Heyman  
Commissioner  
District 4

\_\_\_\_\_  
Audrey M. Edmonson  
Chairwoman

\_\_\_\_\_  
Carlos A. Gimenez  
Mayor

# Congratulations

The Miami-Dade County Office of the Mayor  
and Board of County Commissioners

## MJD Wellness and Specialty Care

As Commissioner on behalf of the Mayor, the Board of County Commissioners and the residents of Miami-Dade County, I take great pleasure in wishing you the very best on the special occasion of your

### Ribbon Cutting Ceremony

On this, the 14<sup>th</sup> day of the month of November 2020, in  
Miami-Dade County, Florida



\_\_\_\_\_  
Jean Monestime  
Commissioner  
District 2

\_\_\_\_\_  
Audrey M. Edmonson  
Chairwoman

\_\_\_\_\_  
Carlos A. Gimenez  
Mayor





# *Distinguished Visitor*

Miami-Dade County Office of the Mayor  
and Board of County Commissioners



*Cindy Makosa Makita*

2019 Miss Africa Cultural Roots Pageant Queen

As Mayor and on behalf of the Board of County Commissioners and the residents of Miami-Dade County, I take great pride in extending you a warm and cordial welcome to our community and express a heartfelt wish that your visit will be an unforgettable experience.

On this, the 11<sup>th</sup> day of the month of August 2019  
Miami-Dade County, Florida



\_\_\_\_\_  
Audrey M. Edmonson  
Chairwoman

\_\_\_\_\_  
Carlos A. Gimenez  
Mayor