AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS (AAMA)

A REFERENCE MANUAL FOR DELEGATES AND ALTERNATES

REVISED SEPTEMBER 2003
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All documents for the AAMA have been developed in accordance with policies established by the AAMA Board of Trustees/Endowment. Any discrepancies in policy statements inconsistent with current policies should be brought to the attention of the AAMA Executive Office and the Board of Trustees. The AAMA Board of Trustees apologizes for any inconvenience this may cause.
CHECKLIST FOR DELEGATES/ALTERNATES

☐ Upon election of delegates and alternates, the President of each state society sends written notification to: the AAMA Executive Office

☐ Immediately advise the Speaker of the House of any changes of delegates or alternates before the opening of the House of Delegates.

☐ President of each state society is sent the credentials cards for each delegate and alternate by the Executive Office.

☐ President and Secretary of each state society must sign the credentials cards to verify each delegate/alternate’s election.

☐ Credentials cards should be given to the delegate/alternate prior to leaving for the national convention.

☐ Delegates and alternates should review the entire delegate packet prior to arrival at the national convention. NOTE: Alternate delegates are not routinely sent a delegates packet but may purchase one.

☐ If advance notice is given of a delegate’s inability to serve, replacement with an alternate delegate may be done prior to arrival at the convention by notifying the Speaker of the House, Vice Speaker of the House and the Executive Director.

UPON ARRIVAL AT THE NATIONAL CONVENTION

☐ Check the registration packet/convention program for times the Credentials Desk is open.

☐ Delegate/alternate should present credential cards at the credentials desk. Delegate is to yield one credential card and retain one.

* Credentials table is alphabetized by STATE and not by delegate names.
* If a Delegate must be replaced with an Alternate Delegate, do so at this time and after notifying the Speaker of the House.

HOUSE OF DELEGATES ATTENDANCE
Arrive no later than 15 minutes prior to the Opening Session of the House of Delegates.

Check in with the Credentials Desk prior to entering the House. The Credentials Committee will verify that your credentials are in order; give one credential card to the Credentials Committee. The delegate is to retain the other credential card.

* Be seated at your designated seat 5 minutes before the Opening of the House.
* When leaving the House, you must check out with the Credentials Desk and retrieve your gold/yellow card.
* When checking in upon returning, surrender your gold/yellow card unless otherwise stated.

A Delegate may not leave and re-enter the House once the House of Delegates is in session.

* A Delegate may exit if the House is adjourned, in recess, or with special permission from the Speaker.

An Alternate Delegate may replace a Delegate with approval of the Credentials Committee and the Speaker of the House

* Once an Alternate Delegate has replaced a Delegate, she/he may NOT relinquish her/his seat back to the Delegate for the remainder of the House.

After Delegates have checked in and entered the House of Delegates, the Credentials Committee will:

* Placed on the roll of the House of Delegates the names of all Delegates in the session.
* The Credentials Committee will verify a quorum and what constitutes a majority and 2/3 vote to the Speaker of the House and all members.

RECESS OF THE HOUSE

Immediately following the opening session of the House, delegates/alternates should attend the Candidates Forum. (Seating by delegation is not required during this forum.)

Delegates/Alternates should attend all Reference Committee Hearings.

After the reference hearings and before voting at the polls, delegates/alternates should attend a state caucus (if one is held).

RECONVENING OF THE HOUSE OF DELEGATES (SECOND SESSION)

Delegates/Alternates must arrive at least 15 minutes prior to the reconvening of the House and be in their designated seats 5 minutes prior to the opening of the House.

Delegates/Alternates are to check in with the Credentials Desk (by state society name).

DELEGATES AND ALTERNATES
Delegates and alternates are elected by each constituent state society to represent its position on various issues discussed in the national House of Delegates.

Delegates and alternates are elected in accordance with the bylaws of each state society. The number of delegates apportioned to each state society (a minimum of two) is determined by the total number of active and associate members of the constituent society as of August 31 of each year. Each constituent society is allocated two (2) delegates for the first 100 active/associate members or fraction thereof plus one delegate for each additional 400 active and associate members or fraction thereof.

Important functions of delegates are voting on issues brought before the House of Delegates and electing candidates for the office. The Board of Trustees (BOT) of the AAMA implements the policies established by the majority vote of delegates. A delegate should not be led to vote on an issue simply because “everyone else” is voting on the issue or because there is only one candidate. Voting is your state’s voice in support of or in opposition to the issues presented to the House. Your vote gives direction to the Board of Trustees.

ANY MEMBER PARTICIPATING IN THE ACTIVITIES OF THE HOUSE OF DELEGATES AS A DELEGATE, ALTERNATE, OR HOUSE COMMITTEE MEMBER (CREDENTIALS, TELLER, PAGE) MUST BE A REGISTRANT AT THE CONVENTION.

DELEGATE RESPONSIBILITIES

1. Serve as a delegate to AAMA House of Delegates for one (1) year (from the opening of the House of Delegates that year, until the opening of the House of Delegates the following year).

2. Become familiar with the following by reading and discussing:
   a) Parliamentary Procedures
   b) AAMA Bylaws
   c) A Reference Manual for Delegates and Alternates
   d) Delegates Packet

3. State opinions of items on the agenda which will include Bylaws, resolutions and candidates for national office.

4. Inform the first delegate if you must withdraw from serving as a delegate (this allows sufficient time to replace you with an alternate delegate or to receive a proxy vote).

5. Attend and actively participate in the following:
   a) All Reference Committee meetings.
   b) All sessions of the House of Delegates
   c) “Meet the Candidates Forum” held immediately after the recess of the first session of the House of Delegates.
   d) State society caucus (if any is held) to discuss issues and positions.
DELEGATE RESPONSIBILITIES (continued)

6. Participate in the voting process:
   a) AAMA policies, guidelines and rules are established through the vote of the House of Delegates.
   b) Every delegate represents the voice of her/his state society.
   c) Voting at the national House of Delegates should support what is considered to be in the best interest of the entire AAMA membership. A delegate does NOT have to vote according to how their fellow delegates are voting. A delegate must decide, for her/himself what is in the best interest of the entire AAMA membership.
   d) Voting for candidates for national office is held between sessions of the House. Delegates should arrive at the polls on time and cast a vote within the designated time period.

ALTERNATE RESPONSIBILITIES

1. The responsibilities of an alternate are the same as a delegate.

2. The Alternate must be available to represent her/his state if one of the Delegates is unable to attend or must withdraw from the House of Delegates. Once a delegate is replaced by an alternate, the alternate serves as the delegate for the remaining sessions of the House.

DELEGATES PACKET

Every delegate to the House of Delegates will receive a Delegates Packet and Reference Manual for Delegates and Alternates prior to the opening of the House of Delegates. This packet contains information concerning issues to be discussed by the House of Delegates. Additional copies of the Delegates Packet and Reference Manual for Delegates and Alternates are available to Alternates for a nominal fee at the convention site or by mail request. Delegate packets are also sent to the AAMA officers, trustees, past national presidents and physician advisors. Any proposed Bylaws changes or proposed resolutions must be submitted in writing to the elected delegates to the House of Delegates no later than sixty (60) days prior to the House of Delegates. (Consult the document “Guidelines for the AAMA Bylaws and Resolutions Committee” for rules on how to submit these items.) A two-thirds vote of those present and voting is required for adoption of any Bylaws amendment.

The Delegates Packet includes the following:

* Memorandum to delegates/alternates from the Speaker/Vice Speaker of the House
* Reference Manual for Delegates and Alternates
* Preliminary agenda for the House sessions
* Officer and Trustee reports
* Board reports
* Strategy Team reports
* Executive and Assistant Director reports
* Proposed resolutions
* Proposed Bylaws changes/amendments
* Financial reports (for information purposes only)
* Endowment report
  * List of delegates/alternates
HOUSE OF DELEGATES

The purpose and objectives of the House of Delegates is stated in the Bylaws of the American Association of Medical Assistants: (Article XV-House of Delegates) “It shall determine the policies of AAMA, amend the Bylaws, conduct the election of officers and act upon such other business as may come before it.” This includes approval and adjustment of the Strategic Plan, acceptance or rejection of proposed resolutions, and reports of the Officers, Trustees, Strategy Teams, and Boards.

Attendance to the HOD will be granted to those listed below:
* Voting members (Elected Delegates from each state society)
* Non-voting members
  Elected Alternate Delegates from each state society
  Members of the Board of Trustees
  Past National Presidents
  Any registered person attending the convention with a badge, including:
    • Convention registrants
    • Executive Director and Staff
    • Speakers
    • Guests
    • Exhibitors
    • Current AAMA member

HOUSE SESSIONS

The AAMA House of Delegates will normally hold two sessions. During each session, the business of the organization is conducted. The tentative agenda for the House of Delegates is sent as part of the Delegates Packet. The following are the usual items:

First Session
* Opening ceremonies
* Call to order
* National anthem and pledge of allegiance
* Introduction of honored members, guests and staff
* Keynote Speaker
* Report of Credentials Chair
* Orientation of Delegates (House rules)
* House committee appointments are announced
* Nominating Committee presents the slate of officers.
  • Three trustees (2-year terms) are elected in odd years
  • Four trustees (2-year terms) are elected in even years
  • Secretary-Treasurer (2 year term) is elected in odd years
  • Speaker of the House (2-year term) and Vice Speaker of the House (2-year term) are elected in even years
  • Vice President (1-year term) is elected every year

First Session (continued)
* Nomination of candidates for the following year’s Nominating Committee four candidates elected, only one candidate per state society)
* Recess
* “Meet the Candidates” Forum
* Caucus of individual states’ delegates, alternates and attending members
* Reference Committee Hearings

  * All delegates, alternates and convention registrants should attend and participate in the Reference Committee Hearings to review reports and issues which will be decided by the House of Delegates
  * Upon conclusion of Reference Committee Hearings, the Reference Committee will adjourn and prepare a report for the House of Delegates.

  * Further caucus of individual states’ delegates, alternates and attending members after Reference Committee Hearings and prior to polls opening
  * Polls open (Voting for candidates for office)

Second Session (Reconvene House of Delegates)
* Call to Order
* Report of Credentials Chair
* Supplemental reports
* Report of the Tellers
* Report of Reference Committees (Recommendations from reports are discussed and voted upon. Recommendations may be accepted, amended or rejected).
  * Officer, Trustee, Committee, Strategy Team and Board Reports
  * Resolutions and Miscellaneous Business
  * Bylaws

* Unfinished Business
* New Business
* Announcements
* Good and Welfare
* Adjournment

RESPONSIBILITIES OF OFFICIALS OF THE HOUSE
Speaker of the House of Delegates

* The Speaker of the House appoints such committees as are necessary to perform the business of the House of Delegates. These committees include but are not limited to: Reference Committees, the Credentials Committee, Tellers and Pages.
* The Speaker of the House appoints Reference Committee chairs and members from the list of first delegates.
* The Speaker of the House appoints tellers, pages and Credential Committee chairs and members from the member registrants to the convention.
* The Speaker conducts the business of the House of Delegates

Vice Speaker of the House of Delegates

* The Vice Speaker must be as knowledgeable as the Speaker of the House regarding House functions. The Vice Speaker will replace the Speaker if the Speaker is unable to perform her/his duties.
* The Vice Speaker performs the duties requested by the Speaker.

RESPONSIBILITIES OF THE HOUSE COMMITTEES

I. CREDENTIALS

A. Credentials Chair
   1) Appointment is made by the Speaker of the House from the members attending the convention without Delegate/Alternate responsibilities.
   2) Reports the number of voting delegates, majority vote and two-thirds vote to the Speaker of the House.
   3) Reports to the Speaker of the House whether a quorum is present at each session of the House.

B. Credentials Committee
   1) Consists of the Chair and five (5) members.
   2) Verifies the validity of the credentials of all delegates and alternates serving from each state society.
      a) Delegates/alternates must present verification of election cards
      b) Each card is signed by the President, and Secretary or Treasurer, of the respective state society.
   3) Assigns proxy votes to another delegate from a state (in the event any chartered state is unable to be represented by the full complement of delegates to which it is entitled).
      a) The proxy card is kept by the delegate as proof of her/his right to receive more than one ballot (or to be counted as more than one vote when a division is called).
   4) Verifies that a quorum is present at any official session of the House of Delegates.

RESPONSIBILITIES OF THE HOUSE COMMITTEES (continued)
II. Tellers

A. Tellers Chair:
   1) Appointed by the Speaker of the House.
   2) Responsible for the following:
      a) Preparation and delivery of the report of the balloting to the Speaker of the House
      b) Presenting the report to the House of Delegates as requested by the Speaker of the House
         • The written report shall include:
            * Number of eligible votes
            * Number of legal votes cast
            * Number of rejected votes
            * Number required for election
            * Number received by each candidate

B. Tellers
   1) Appointed by the Speaker of the House from the group of registered members attending the convention without Delegate/Alternate responsibilities.
   2) Responsible for the following:
      a) Supervising of the polls
      b) Distributing official ballots to the voting body
      c) Counting the ballots
      d) Assisting with counting standing votes when called for by the Speaker of the House or by a delegate

Pages

A. Chair of the Pages:
   1) Appointed by the Speaker of the House from the group of registered members attending the convention.
   2) Responsible for overseeing the function of the Pages.

B. Pages:
   1) The Speaker of the House appoints pages from the group of registered members attending the convention.
   2) Responsible for the following:
      a) Delivering messages on the floor of the House
      b) Moving microphones closer to the delegate/speaker
      c) Other duties as requested by the Speaker of the House
Reference Committees

Reference Committees for the AAMA House of Delegates include the Reference Committee on Bylaws; the Reference Committee on Officer, Trustee, Committee, Strategy Team and Board Reports; and the Reference Committee on Resolutions and Miscellaneous Business. Reference Committees function only during the annual meeting.

A. Chairs of the Reference Committees:

1) Appointed by the Speaker of the House from the list of first delegates.
2) Responsible for the following:
   a) To preside over the Reference Committee Hearings.
   b) To appoint a secretary for each Reference Committee
   c) To appoint a timekeeper from the members of that Reference Committee.
   d) To conduct an orientation of those present at the Hearings.

B. Reference Committees members:

1. Appointed by the Speaker of the House from the list of first delegates. These committees serve only during the session for which they are appointed.
2. Responsible for the following:
   a) Conducting discussions of annual reports made by the Officers, Trustees, Committees, Strategy Teams and Boards; proposed Bylaws changes; and proposed Resolutions and Miscellaneous Business.
   b) Conducting discussions of recommendations made by the Officers, Trustees, Committees, Strategy Teams and Boards.
   c) Allowing all interested members to participate in discussion in an open meeting.
   d) Facilitating orderly proceedings in the House of Delegates by giving members, delegates and alternates an opportunity to be heard at this informally conducted meeting.
   e) Deliberating in a closed meeting after hearing all debate and determining committee recommendations to the House of Delegates for action.
   f) Recommending to the House of Delegates through the chair of the Reference committee approval, disapproval or amended changes to the recommendations, Resolutions and/or Bylaws proposed.

REFERENCE COMMITTEE PROCEDURES
OPEN SESSION
Reference Committee hearings are held to allow for informal discussion of issues to be presented to the House of Delegates. The hearings are held to encourage participation by all members so that the committee may know the opinion of the membership, the consensus of the membership, and assist the committee in concluding what will be most advantageous for the association.
1. No motions are made.
2. As soon as the chair and the committee feel the attendees have debated the issue sufficiently to come to a decision, the committee moves on to the next issue.
3. The members are allowed to speak after approaching the microphone. Each member has two (2) minutes to speak on an issue. No one person may speak twice on an issue until everyone (wishing to speak) has had a turn.
4. Each member is asked to give her/his name, state and membership status. If a non-member wishes to speak, permission must be given by the chair.
5. If any member requests additional information or clarification of an issue, an officer, trustee or staff member will be summoned.

CLOSED SESSION
At the conclusion of the discussions, the committee adjourns the meeting and goes into closed session to come to a definite decision on their recommendations.
1. The committee is instructed to review their notes, opinions and concerns from the hearing.
2. The conclusions must be what are BEST FOR THE ASSOCIATION and not the opinions of those who were the most vocal.
3. One committee member is chosen to be secretary. She/He prepares and types the report. The report should recommend the best course of action to be taken by the House.
   a) The report may recommend to “file for future reference.” (NOTE: several reports may be grouped.)
   b) The report may recommend to adopt or not adopt. The report may move by striking and inserting, amending, substituting, referring, etc. the proposals as originally referred.
   c) The reports must be signed by all committee members (unless there is a minority report).
4. Reports from the Reference Committees to the House require three methods of signature.
   a) Unanimous decision, ALL members sign the report.
   b) Divided decision. Majority of the members sign the report.
   c) Minority decision. One or two members sign the report.
      (It is recommended that the Committee present a unanimous decision by using objectivity and compromise.)
5. The Reference Committee Report is always written in the third person and will include:
   a) Name of Reference Committee reporting.
   b) Date, time and place the hearing was held.
   c) Approximate numbers attending, names of committee members and ex-officios present.
   d) Date, time and place of executive session.
6. The committee report contains only that which has been agreed upon by the majority vote of the committee members. A quorum must have been present to formulate the report. The report will identify the proposal, report or resolution by number, title or sponsor. Testimony and supporting evidence, if necessary, will be given for clarity of the recommendation. The last paragraph will contain the recommendation or motion. Those reports which are only for information can be recommended to be filed for future reference.
7. This report will not be a final decision. The delegates will have an opportunity to vote on each proposal in the House.

REFERENCE COMMITTEE PROCEDURES (continued)

HOUSE OF DELEGATES (SECOND SESSION)
At the official session of the House of Delegates, the chair for each Reference Committee is called upon to give the Committee’s report to the assembled delegates. Copies of each committee report are placed at each delegate’s seat. The delegates are asked to listen to the chair give the committee’s recommendation or motion.

NOTE: IT IS NOT NECESSARY TO SECOND A COMMITTEE REPORT AT ANY TIME. MORE THAN ONE PERSON HAS ALREADY AGREED TO THE REPORT OR IT WOULD NOT BE PRESENTED.

RESPONSIBILITIES OF OTHER APPOINTEES OF THE HOUSE

Timekeeper:

* The purpose of the timekeeper is to monitor the amount of time each member is allowed to speak on each question.
  * Each delegate is limited to two minutes.
  * The timekeeper notifies the Speaker of the House when the allotted time has expired.

House of Delegates Parliamentarian:

* Appointed by the Speaker of the House.
* The purpose of the Parliamentarian is to advise the Speaker of the House on issues concerning parliamentary procedure.

Sergeant at Arms:

* Appointed by the Speaker of the House.
* The purpose of the Sergeant at Arms is to check delegates at the entrance to the HOD to ensure they have checked in at the Credentials Desk.
* The Sergeant at Arms will prevent entrance to the HOD by anyone until given permission by the Speaker.

HOUSE OF DELEGATES PROCEDURES

NOMINATIONS AND ELECTIONS:
Nominating Committee

The Nominating Committee consists of five members.
* Four members shall be elected by ballot by the House of Delegates following nominations from the floor.
* One member shall be elected by and from the Board of Trustees and will serve as the Chair.

The Nominating Committee is responsible for soliciting, screening and presenting a slate of nominees for officer and trustee positions in accordance with the Bylaws.
* Nominations must be postmarked by April 1
* Nominating Committee will screen the qualifications to determine eligibility of the members for candidacy.
  * Eligibility of candidates for office can be found in the Bylaws of the American Association of Medical Assistants, Article VIII.

ELECTIONS:
* Elected by ballot, and a majority of the total voting body shall elect.
* If a state of emergency precludes the holding of an annual meeting, the Board of Trustees shall supervise and conduct the election by mail.

REPORTS:

Reports are routinely received as business of the House when they come from the Board of Trustees, Reference Committees of the House and certain officials of the Association. Except under special circumstances, such reports are referred to appropriate Reference Committees so that hearings may be held on the substance thereof.

RESOLUTIONS:

Business is introduced into the House through presentation of resolutions by voting delegates, state societies or the Board of Trustees. Resolutions submitted to the AAMA by state societies must pertain to business of the AAMA and not the state society. Resolutions are submitted to the Board of Trustees, included in the AAMA Annual Meeting agenda, and are referred to the Reference Committee on Resolutions and Miscellaneous Business. Resolutions must be submitted by the required deadline established annually. Emergency resolutions must be submitted by noon of the day preceding the opening of the House of Delegates. Copies should be in the hands of the Speaker of the House, AAMA president, and the Executive Director by noon of the day preceding the opening of the House of Delegates. Emergency resolutions are referred to the reference committee. If it is not considered an emergency by the committee, it will not be accepted as business of the House. If it is considered an emergency the matter is put before the House with or without consideration and recommendation from the reference committee. Emergency resolutions require a three-fourths affirmative vote of the House of Delegates for approval.

State Societies wishing to submit a resolution should refer to the Guidelines on Submitting a Resolution to the AAMA House of Delegates for the proper procedure.

**HOW TO PROPOSE AN AMENDMENT TO THE BYLAWS**
The definition of a bylaw is: “A law of application adopted by an organization and established for orderly conduct of business to define purpose, policy, membership duties, etc.”

The process of proposing a Bylaws change:

* State society wishes to amend an existing Bylaw.
* State Society submits a proposed change in wording to the Board of Trustees (by the stated deadline) as follows:

Submitted By:

Current Wording: Proposed Wording:

Article: Article:
Section: Section:

Rationale: (reason for submission of proposed change)

* The Board of Trustees discusses the proposed Bylaws amendment and makes a recommendation to the House of Delegates.
  * Recommend not to adopt the wording
  * Recommend a change in the wording
  * Make no recommendation

* Final decision rests with the House of Delegates.
  * The Delegates will vote on the amendment
  * A two-thirds vote is necessary to adopt any Bylaws change.

**BASIC RULES OF PARLIAMENTARY PROCEDURE**

How to address the floor:
All comments and discussion must be addressed through the Speaker of the House.

Delegate should step up to the microphone on the floor.

Only one member may stand at the microphone while waiting to be recognized (unless the Speaker indicates more members may be at the microphone).

When the member is recognized she/he should address the Chair by saying “Madam Speaker” or “Mr. Speaker”

Introduce yourself:

Name, credential, state society you represent

Present a motion (if that is your intent), ask for “point of reference” or “point of parliamentary inquiry,” or speak to an issue.

How to offer a motion:

General information

Present motions that are in order.
Obtain the floor properly.
Speak clearly and concisely.
Obey the rules of debate.

Offering a motion/seconding a motion

Obtain the floor
Wait until the last speaker is finished.
Rise and address the chair.
Say “Madam Speaker” or “Mr. Speaker.”
Introduce yourself (See above)
Present your motion (A verbal motion must be followed with a written motion)
Speak clearly and concisely
State your motion affirmatively
Say “I move that we…” instead of “I move that we do not…”
Avoid personalities and stay on the subject

Wait for a second to the motion

Another member will say “I second the motion”
Or the chair will call for a second
If there is no second, your motion will not be considered.
Chair will restate your motion
The chair must say “It is moved and seconded that we…”
After this happens, debate or voting can occur.
Your motion is now “assembly property” and you cannot change it without consent of the members.

How to offer a motion: (continued)

Chair will call for discussion
Mover is allowed to speak first
Direct all comments to the chair
Keep to the time limit for speaking
You may speak again after all other speakers are finished
You may speak a third time by a motion to suspend the rules with a two-thirds vote

Calling for the Question

The chair asks “Are you ready for the question?”
If there is no more discussion, the vote is taken. The chair announces the results.
Or, a motion to call for the question may be adopted.

Amending a Motion
Say “I move to amend the motion by…” The speaker may not be interrupted.
A second to the amendment is required.
The amendment is debatable only if the motion to be amended is debatable.
An amendment can be amended.
A majority vote is needed to adopt.
The amendment is voted on before the main motion

Voting
Types of voting
Voice vote
Show of hands
Rising vote
Counted rising vote
General consent
Ballot vote
Delegates may abstain from voting
The Speaker will announce whether the motion was carried or defeated.

Physical Set Up for the House of Delegates
Delegates are seated at tables (in classroom style) according to state designation. State designation signs are posted for seating assignments.
On alternating years, state society seating is from A – Z and Z – A. (For example: Alabama would be seated in the front row one year and in the back row the following year).

* Special seating in front for elected officers, trustees and past presidents.
* Special seating for Executive Director and staff.
* Seating for stenographer, timekeeper and other officials conducting business before the House.
* The gallery sits in theater style behind the delegate seating section.
* Microphones are placed in the Delegate Section for easy access.