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# **Pensacola Bridge Center, Inc.**

## **Policies and Procedures Manual**

**July 2014**

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## **Forward**

**The need to formalize the policies approved by the Board of Directors of the Pensacola Bridge Center, Inc. and the procedures for carrying out those policies was recognized by the Board in 2001. In order to provide background information for new Board Members and other interested Members the following manual has been prepared.**

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## **Administration**

### **Policy A0001 – Modification**

It is the policy of the Pensacola Bridge Center, Inc. to establish procedures for the modification of this manual.

#### **Procedure:**

- A. The Secretary will review the policies contained in this manual in January of each year. Recommendations for modification, deletion or addition will be made to the Board during the February Board Meeting.
- B. Recommendations for modification, deletion or addition can be made by any Board Member.
- C. Recommendations for modification, deletion or addition can be made by any Member of the Pensacola Bridge Center, Inc. by contacting any Board Member.

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## **Policy A0002 - Annual Schedule of Events**

It is the policy of the Pensacola Bridge Center, Inc. to provide written guidance and reminders of recurring duties for the President, appropriate Officers and Chairmen of PBC Inc.

### **Procedure:**

The Secretary will prepare an annual schedule of events with the assistance of PBC Inc. Officers, Board Members and Committee Chairmen. This document will be made available at all Board Meetings.

- A. Various contact dates for Tournaments. (See Tournament Supplement)
- B. Tax due dates. Fill in dates due:
  - 1. Federal and State
  - 2. Intangible
  - 3. Payroll / FICA
  - 4. Local
- C. Special game dates: in progress.
- D. Election requirements: from Bylaws
- E. Financial obligations: fill in dates due:
  - 1. Insurance and other bill due dates
  - 2. CD renewal dates
  - 3. Cleaning labor
  - 4. FL UC Fund
  - 5. Donations
- F. Requirements for Annual Meeting at the Annual Christmas Party.
  - 1. Treasurer's Report
  - 2. Membership list of addresses
- G. Annual budget: by December 1
- H. Building maintenance schedule
  - 1. Pest control
  - 2. Mowing
  - 3. Cleaning
- I. Committee assignments and reports
- J. Party Schedule (See Membership Policy M001 1-1-06)

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## **Policy A0003 - Club Manager**

It is the policy of the Pensacola Bridge Center, Inc. to have a Club Manager as a paid position or volunteer to perform all assigned duties including Manager of Pensacola Duplicate Bridge Club games and routine cleaning, yard maintenance, preventive maintenance, and repairs of the building and grounds.

### **Procedure:**

The Club Manager shall have the following responsibilities as Manager of the Pensacola Duplicate Bridge Club:

1. To keep records of all income and expenses of games conducted by the Pensacola Duplicate Bridge Club.
2. To keep records of all games, Master Points earned, entries collected, and the name of the director. Print masterpoint Reports for Month, and Total. Post to bulletin board Send reports to webmanager for posting online.
3. To schedule club championships and other special events
4. To submit all reports to ACBL pertaining to fees and Master Points earned in games conducted under sanctions 116905. After all ACBL Reports have been submitted, prepare the database for the next month and/or year if applicable. Keep a printed copy.
5. To make monthly backups of ACBLscore Game Files and the ACBLscore Database. Back up game records by month for ease of access on thumbdrive in the safe.
6. To assign regular directors and replacements as required when assigned directors are unable to direct assigned games.
7. To receive income from games and from coffee and drink sales and to deliver proceeds to the PBC Inc. Treasurer for deposit.
8. To order bridge supplies, cleaning supplies, coffee, and drinks.
9. To operate the coffee and soft drink concessions.
10. To pay all bills pertaining to assigned duties.
11. To maintain the Club checking account.
12. To prepare monthly financial reports for submission to the Board.
13. To assist players as necessary with ACBL-related problems such as Master Points and membership.
14. To perform other duties as assigned by the Board of Directors.
15. To hire and supervise cleaning and yard work personnel.
16. To use codes to identify paid members and other special players.
17. To maintain monthly record of profit / loss and balance sheet, transferring proceeds to the Pensacola Bridge Center account each month.
18. To file all tax returns required by the U.S. Treasury and the Florida Department of Revenue.

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## **Policy A0004 – Assistant Club Manager**

It is the policy of the Pensacola Bridge Center, Inc. to have an Assistant Club Manager as a paid position or volunteer to assist the Club Manager in all assigned duties.

### **Procedure:**

1. The Assistant Club Manager will assist the Club Manager in the performance of all duties and will be prepared to assume all such duties when necessary.

## **Policy A0005 - Rent**

It is the policy of the Pensacola Bridge Center, Inc. to permit ACBL Franchise Owners to rent the building owned by PBC Inc. for the conduct of duplicate bridge games during authorized session.

### **Procedure:**

The Board of Directors will approve or deny requests for rental of facilities and determine rent to be charged. There will be a formal Renter's agreement.

## **Policy A0006 - Web Site**

It is the policy of the Pensacola Bridge Center, Inc. to provide a web site to provide information to members and the public. The web address for this site is <http://pensacolabridgeclub.com>

### **Procedure:**

The current Internet Service Provider (ISP) is Cox (account #001-1032013006601) via a bundle program for the internet, phone, and cable TV. Our domain name, pensacolabridgeclub.com purchased from <http://www.domains.webs.com> (telephone #480-624-2500) is a \$75 charge for a five year period and will expire on 12-08-2018, call or visit web site to renew for 10 years to get the low rate. Our host (account #81325531) for our web site is <http://www.webs.com>. The web site charge is \$76.46 for a two year contract beginning on 09/17/2012.

It is recommended that only the webmaster attempt to revise the data on our website.

Members can view the game results by clicking on "GAME RESULTS" on our Home page as well as The Common Game Results. In addition to the Home page, the web site has 8 additional pages with a tremendous amount of information.

## **Policy A0007 - Phone Answering Message**

It is the policy of the Pensacola Bridge Center, Inc. to provide a phone answering device to provide pertinent information in the answering message and to allow callers to leave a message.

### **Procedure:**

A Phone Committee Chairman will be assigned to record current messages on the answering device provided. An assistant will be designated to act in the absence of the Chairman. It is recommended that a system be developed to contact all active members of PBC Inc. to provide timely information to members, such as Club closing because of power outage.

## **Policy B0001 – Building / Facility**

It is the policy of the Pensacola Bridge Center, Inc. to provide a pleasant, safe, clean, and well-maintained facility for the enjoyment of duplicate bridge.

### **Procedure:**

- A. Routine cleaning, preventive maintenance and normal repairs will be accomplished by the Club Manager and the Assistant Club Manager and the Maintenance Chairperson.
- B. Major repair and maintenance projects will be planned by the Facilities Committee and budgeted by the Finance Committee as approved by the Board of Directors. (See Appendices B1, B2, and B3 for studies and proposals relating to the bridge club building.)



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## **Policy D0001 Director's Checklist**

It is the policy of PDBC, Inc. to have Directors follow the checklist below when opening and closing the club.

### **Procedure:**

#### **OPENING CLUB**

Make coffee

Replenish coffee condiments and foam cups.

If a director is having a party or food for a game not listed on the PDBC schedule, they are required to provide all table supplies including plates, napkins, cups, and utensils.

Check bathrooms for toilet tissue, soap, and deodorizer spray.

It is recommended to set both thermostats at 72 degrees and place the fans in on position to increase circulation when turning on the HVAC system for each game.

#### **CLOSING CLUB**

Empty coffee filter and wash both coffee pots

Place mini-moos and container in refrigerator, close sugar and cream containers left on cabinet

Seal all leftover food or place in large garbage can with tight-fitting lid or refrigerate

Turn off both coffee makers (large and small)

Empty all small trash cans with food scraps into the large kitchen garbage can with the tight fitting lid

Vacuum any crumbs from floor

Adjust or turn off air conditioners or heat (thermostat by director's desk)

Turn off TV

Turn off all lights (playing area), (kitchen) and (bathrooms – check for running water)

**Do not shut off the computer**, leave in locked mode, password protected.

Turn off PA system if you have used the system.

Turn mouse and printer off

Make certain the **front window** A/C is turned OFF

Bridgemates have logo showing on opening screen when put back in suitcase and placed in locked cabinet

Lock director's cabinet

Lock large green cabinet

Back and front doors are locked

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## **Policy D0002– Direction of the Game (Directors)**

It is the policy of the Pensacola Bridge Center, Inc. to provide ACBL Certified Directors with additional guidance to ensure an atmosphere of friendly, fair competition in all PBC games.

### **Procedure:**

#### A. Director qualifications:

##### **A substitute Director must:**

1. Be a duplicate bridge player with some knowledge of Standard American bidding and play and commonly used bidding and defense conventions. (Stayman, Flannery, Michaels, DOPI, discards)
2. Meet professional standards of dress, deportment, and interpersonal conduct.
3. Be a certified club director and have some experience in running a duplicate bridge game and dealing with people.
4. Have a basic knowledge of the laws of duplicate contract bridge.
5. Have a working knowledge of common Howell and Mitchell movements, including bumps, relays, etc.
6. Have a working knowledge of Swiss Team game management.
7. Have some experience handling simple rulings and checking scoring travelers and pickup slips.
8. Have the computer aptitude for performing basic computer scoring tasks.
9. Have demonstrated the ability to deal with people in common duplicate bridge situations.
10. Have the ability to sell entries and balance the sale.
11. Have the ability to enter names and scores into the computer and print results.

##### **A regularly assigned Director must:**

1. Meet all the qualifications of a substitute director.
2. Be able to start two pair game sections with hand records or floor duplication.
3. Be able to run a section using any designated movement.
4. Be able to run special two-session games and unit, district, and ACBL wide games, including seeding when necessary.
5. Be able to manually post and score a game.
6. Be familiar with all computer commands necessary for local games, including corrections, changes, and adjustments.
7. Be able to appropriately deal with player complaints and conflicts.
8. Be ‘in charge of the situation’ without being overbearing.
9. Have a thorough knowledge of the laws of duplicate contract bridge.
10. Be able to present a case to an Appeals Committee in accordance with ACBL procedures.

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11. Monitor and manage slow players, answer questions, provide breaks and assure the orderly progress of the game.
12. Coordinate cleanup and prepare for the next game.
13. Maintain calm, professional demeanor. Perform all tasks so that players will have a pleasant competition and perceive that they have received both fair and courteous treatment.

**A regularly assigned Director must:**

### **Policy D0002 – Direction of the Game (Directors) Continued:**

#### **Procedure:**

- A. The Director Chair will hold regular meetings.
- B. All directors must have knowledge and skill in the use of the ACBLscore.
- C. All directors must have knowledge and skill in the use of the ISP and uploading game to ACBL Results.
- D All directors must have knowledge of use of electronic scoring.

### **Policy D0003**

It is the policy of the PBC, Inc. to standardize optional director procedures.

#### **Procedure:**

- A. Directors will not play in a game of seven tables.
- B. If a Director plays in a game with less than seven tables, he/she will not receive masterpoints.
- C. Directors will not play in a game to make a ½ table.
- D. Directors should not allow anyone playing in their game to enter the area behind the Director's desk.

**Policy D0004 – Cell Phones**

It is the policy of PBC, Inc that all cell phones are turned off during games.

**Procedure:**

- A. Cell phone should be turned off or a player will be penalized.
- B. Prior arrangements may be made with the Director if player is expecting an emergency call.

**Policy D0005 - Zero Tolerance**

It is the policy of PDDBC to enforce Zero tolerance.

**Procedure:**

BOD, Managers and Directors will encourage acceptable player behavior and eliminate unacceptable player behavior in accordance with Laws of Duplicate Bridge 74, 80F, 81C4, 90A and 92A.

**Policy E0001 Education**

It is the policy of PDDBC, Inc to have an Education/teaching program.

**Procedure:**

The BOD will approve all teachers, classes, dates and class times.

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## **Policy F0001 – Financial**

It is the financial policy of the PBC, Inc. to maintain and operate within both an annual and long-term capital budget. Minimum playing fees and reasonable payment to management and Directors will depend on the status of both budgets.

### **Procedure:**

The Pensacola Bridge Center, Inc. **Treasurer will:**

Prepare a written financial report to the membership at the annual meeting and at any other special meeting including the regular BOD meetings.

Keep corporate books and present such books to the BOD quarterly-annually for audit.

Have custody of all funds, property and securities of the corporation, subject to such regulations as may be imposed by the BOD.

Collect and deposit rents from owners of ACBL club franchises.

Pay insurance premiums, utilities, phone bills and bills for building maintenance.

Provide capital budget funds as required for major expenditures.

Maintain records to determine per cent income from members.

Maintain FICA records for employees.

Prepare and monitor the annual operating budget.

Prepare and monitor the capital budget.

Study and report on proposals for major expenditures.

## **POLICY M0001: Membership**

It is the policy of the Pensacola Bridge Center, Inc. to encourage the retention of members and to attract new members.

### **Procedure:**

Membership records will be retained for current and past members . Membership rosters will be provided to all members when requested. Incentives for the attraction of new members, such as EasyBridge, are encouraged and will be accomplished upon approval by the Board of Directors.

Annual Membership renewal will begin in January of each year. The Membership Chairman should be responsible for this procedure.

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## **POLICY M0002 Parties**

It is the policy of the Pensacola Bridge Center, Inc. to hold parties during the year.

### **Procedure:**

A minimum of four parties will be held annually in appreciation of member support. Food and drinks will be provided in accordance with the amount budgeted and approved for parties. Parties will include the Heart Fund Game in February, Independence Day, the anniversary of the incorporation of the Pensacola Bridge Center (with recognition of New Life Masters), Hot Dog Roast, Halloween, and the Christmas Party. We currently have 8 parties (Unit Championships).

When PDBC has a special occasion, we will add a party, such as when one of our members reaches the rank of GLM. Or, we may have a going away party for a long time member that moves permanently to a new city.

J&J and Celebrations can have their own party any time they choose for any reason, but will be responsible for coffee, drinks, paper goods and utensils.

If directors or members have a party not on the above schedule, they will be responsible for everything including coffee, drinks, paper goods and utensils.

## **POLICY M0003 Smoking**

It is the policy of the Pensacola Bridge Center, Inc. to prohibit smoking in the building. .

### **Procedure:**

Smoking not allowed in building. Smoking only permitted in outside designated area

### **POLICY M0004 Climate Control**

It is the policy of the Pensacola Bridge Center, Inc. to provide adequate heat and air conditioning throughout the building.

#### **Procedure:**

For the health and comfort of all members, thermostats will be maintained at 70 degrees when heating and 72 degrees when cooling. When cooling is used and 72 degrees cannot be maintained with the central system, window air conditioners should be used for additional cooling.

### **POLICY M0005 Cares and Concerns**

It is the policy of the Pensacola Bridge Center, Inc. to help members experiencing personal problems such as illness, surgery or death of a loved one.

#### **Procedure:**

Cards will be sent to members who are sick or hospitalized. A donation of \$25.00 will be sent to the charity designated by the next of kin of a deceased member.

### **Policy T0001 Tournaments**

It is the policy of Pensacola Bridge Center, Inc to hold at least two sectionals a year.

#### **Procedure**

Please see Tournament Manuals for information. There are two.

### **Policy T0002 Defibrillator**

It is the policy of PDBC to have a Defibrillator for emergencies.

#### **Procedure:**

- A. The Directors and members will be trained in the use of the defibrillator.
- B. The Defibrillator is to be placed in a convenient location for quick access.

A key will be placed adjacent to the Defibrillator cabinet to turn-off the alarm during emergencies.