

Tallahassee Parrot Head Club Standard Operating Procedures

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I. Governance

1. The Standard Operating Procedures (SOP) and Bylaws govern the operations of the Tallahassee Parrot Head Club, Inc. ('TPHC' or 'Club').
2. TPHC is a non-profit corporation and local chapter of the national network of parrot head clubs collectively called Parrot Heads in Paradise (PHiP). All clubs are required to comply with the guidelines set forth by PHiP. The PHiP website is located at <http://www.phip.com/>.
3. The club motto is "Party with a Purpose!" and the club mission statement is "ParrotHeads make the community a better place, one feather at a time".

II. Code of Conduct

1. The Tallahassee ParrotHead Club is an equal-opportunity, non-exclusive, non-political, non-commercial social organization. TPHC considers all faiths and beliefs to be private matters beyond the scope of our charter. Therefore, the Club strictly limits public activities to aiding charities and performing community service and does not offer itself as a forum for any venture or call-to-action not related to our core business.
2. Club Members will treat fellow members, guests, sponsors, hosts and their personal property with respect at all times. Members are personally responsible for their words, actions and deeds and agree not to exhibit behaviors that are disrespectful, unfitting, or otherwise. Additionally, members agree to abide by all local, state, and federal laws at all times. All club members must agree to abide with the Code of Ethics and act in a responsible fashion. Failure to abide by the Code of Conduct may result in expulsion from the Club.

III. Security

Members of Board and specified Club members shall have access to secure areas for administrative oversight and functions required to conduct club business, e.g., the webmaster must have access to domain settings for web development. At least two authorized individuals shall have access to each secure location at all times. If an administrator leaves for any reason, account access must be revoked immediately. Secure information shall remain contained and not shared with unauthorized individuals for any reason.

1. Secure Club Accounts:
 - SimpleLists
 - GoDaddy (Web development and email)
 - Facebook
 - Alphabet (Gmail, Photos, Drive, etc.)
 - Hancock/Whitney Bank
 - PayPal
 - Square
 - USPS mail box
 - Membership List

IV. Communication

Appropriate communication channels, as identified in Article III of the bylaws, include, but are not limited to, email, and announcements at socials, social media and postings to the club website. Official club announcements and information will be disseminated via the club's email distribution list. Other forms of communication may be used but are not recognized as official communiques.

Any TPHC member may send announcements to the Club by emailing members@tallahassee-parrot-head-club.com. Emails are initially held for administrative review before approval and distribution. Emails should be reviewed by an administrator within 24 hours. If the email is time sensitive, the author can reach out to an administrator to request an expedited review. Email authors should not approve their own emails.

Should an email contain incorrect information, an administrator will deny the email and contact the author for correction and resubmission. If an email is deemed inflammatory, irrelevant or otherwise inappropriate, an administrator will deny the email and inform the author of the inappropriate content. If the violations continue, the author may be banned from the Club's email server list.

The Club's website is <http://www.tallahassee-parrot-head-club.com/> and is hosted by GoDaddy.com and maintained by the club's Webmaster. All Board members should maintain oversight over the content of the website. At least two Board members, in addition to the Webmaster, should have Administrative access and a working knowledge of web development at any time.

The Club maintains two Facebook interfaces. The Club Page (<https://www.facebook.com/groups/TallahasseePHC/>) and the Club's community page (<https://www.facebook.com/Tallahassee-ParrotHead-Club-1885562041708175/>).

Board members shall maintain administrative oversight of all social media outlets maintained by the Club. Any Board member may opt out of this administrative role, but the Club shall maintain a minimum of three administrators per outlet at any time.

Members and nonmembers are responsible for their posts on social media maintained by the Club. Posts must follow TPHC and PHiP's Code of Conduct and must be relevant to Club's 'core business. Posts deemed in violation of these guidelines will be denied publication. If the violations continue, the author will be informed and banned if the violations continue.

The Club's official email address is tallahassee-parrot-head-club@gmail.com. This account is primarily used to field external emails and emails from PayPal and Square. Other accounts associated with the Club's Alphabet account include Drive and Photos, each of which are administered by designated Board members.

V. Membership Privileges

Clubs that are members in good standing with PHiP receive the following membership privileges:

1. Tickets for a concert in the vicinity of the club as defined in the [PHiP bylaws](#) and under the direction of the PHiP Director of Ticket Administration.

2. Limited use of the terms: Parrot Head, Margaritaville, Jimmy Buffett and any other licensed words as granted permission by Margaritaville, Inc.
3. Limited use of the national logo for Parrot Heads in Paradise, Inc. The national logo may not be used in any manner of commerce by any club without prior written consent of the PHIP Board of Directors. The PHIP logo may be used for advertising your club and in conjunction with your own club logo only.
4. Opportunity for the club members to attend the national organization's annual meeting, Meeting of the Minds.

VI. Membership Categories

A. Full Members

Full members age 18 and older enjoy membership privileges and can run for a position on the board, chair a committee, participate on a committee, vote on issues presented to the club by the board, earn Parrot Points, and are eligible for concert tickets.

B. Parakeets

Membership for Parakeets younger than 18 are sponsored by a parent or legal guardian. Parakeets can participate in Parakeet-friendly club activities, earn Parrot Points, and are eligible for concert tickets. Parakeets do not pay annual dues and are not eligible to vote.

C. Honorary Members

The board can vote to grant Honorary Membership to individuals associated with the club. Honorary members enjoy the same privileges as full members but do not pay annual dues and are not eligible to vote. Honorary memberships expire at the end of each year.

D. Snowbird Members

Snowbird members – members who do not reside locally throughout the year - pay half of the annual membership dues and enjoy the same privileges of membership as full members. Snowbird memberships will no longer be granted as of April 2018 although Snowbird memberships granted prior to that date will be honored.

E. Lifetime Members

Lifetime members enjoy the same privileges of membership as full members without paying annual dues for as long as the club remains active. Lifetime memberships will no longer be granted as of November 2006 although Lifetime memberships granted prior to that date will be honored.

VII. Membership Requirements

A. New Members

1. Annual dues for new members are \$25. For new members that join in the last quarter of any year, membership dues will run through to December of the following year.
2. New members must complete the membership form and pay dues to join the club.

B. Renewing Members

1. Annual dues for members that renew by January 31 are \$25. Dues increase to \$30 for members that renew after January 31. If a member renews their membership in the 4th quarter of the year, this amount includes membership dues for the following year.
2. Renewing members that do not pay the membership dues by January 31 are no longer considered members in good standing and are not eligible to enjoy the privileges of membership until membership is renewed, including removal from the Club email distribution list starting March 1.
3. Members are required to submit a completed membership form and pay the annual membership dues to renew.

C. Members in Good Standing

1. By December 1, the club must be notified that membership must be renewed between January 1 – January 31 to remain members in good standing.
2. The board can vote to reduce or waive annual dues for members experiencing financial hardship. A written request must be submitted to the board for consideration.
3. Membership expires at the end of the year for everyone except Lifetime members and members that join or renew in November or December.
4. Dues will not be refunded to members that terminate their membership.
5. All members agree to adhere to the code of conduct, bylaws, and standard operating procedures.

D. Expulsion

1. Members that violate the Code of Conduct may be expelled from the club by a majority vote of the board. Specific examples of conduct unbecoming of a club member include, but are not limited to, mean-spirited, derogatory, aggressive, or otherwise unsatisfactory comments or behavior toward other people or organizations associated directly or indirectly with the club.
2. If the member serves on the board, the member must recuse themselves from the vote.
3. Annual dues will not be refunded to members expelled from the club.
4. Members that have been expelled are no longer eligible to renew their club membership.

VIII. The Board

A. Board Responsibilities

1. The board shall meet a minimum 6 times a year (every odd month), starting in January). Any Board member who misses three meetings without good cause will be dismissed from the Board of Directors, with the first two offenses being documented with written notices.
2. The board is responsible for designating charities and appointing charity sponsors for the monthly charities.
3. The Purser files the Division of Corporations Annual Report online at <https://dos.myflorida.com/sunbiz/manage-business/efile/annual-report/> by January 31.
4. The Membership Chair, Purser, and Captain work together to compile and submit the PHiP Bi-Annual Report and Annual Membership Renewal Form to PHiP by the assigned due dates. See SOP Article VII (B) for details.

5. The Membership Chair, Purser, Name Tag Chair, Captain, Webmaster, and Social Chair are all involved in essential membership functions for the club. See SOP Article VIII(C) (a) for details.
6. The Captain is the club's official representative for PHiP. The representative has to be a member of the PHiP Club Leader List and distributes PHiP communications to the club, brings club member concerns, comments, and suggestions to PHiP's attention, and votes on national issues. The representative must report any changes in board members to the PHiP Director of Membership within 30 days.
7. All board members are eligible to join the PHiP Club Leader List and the Regional Club Leader List.
8. Crew Members are encouraged to assume the duties of an essential function in addition to duties assigned in the bylaws.
9. Duties and responsibilities can be delegated as needed.

B. PHiP Bi-Annual Report and Annual Membership Renewal

1. Each club is responsible for renewing their club charter with PHiP annually.
2. The Membership Chair, Purser, and Captain work together to compile and submit the Bi-Annual Report and Annual Membership Renewal Form to PHiP by the assigned due dates.
3. The Captain collects information from the Activity Reports while the Membership Chair maintains the Membership Directory and the Purser pays the PHiP membership dues. The Captain compiles the information and completes the report. The Captain reviews the completed report before it is sent to PHiP.
4. The Bi-Annual Report includes the name of the club sponsored charity, contact information for the charity, the number of volunteer hours spent, and the amount of money donated to each charity from January 1 - June 30. The Bi-Annual Report must be submitted to PHiP by July 31.
5. The PHiP Annual Membership Renewal Form includes Board members' contact information, the Membership Directory with contact information for the club members, the names and contact information of each club sponsored charity along with the number of volunteer hours spent, and the amount of money donated to each charity from January 1 - December 31. The signed PHiP Annual Membership Renewal Form, Membership Directory, and the check for PHiP membership dues must be mailed to PHiP and postmarked by January 31 of the following year. Late reports result in penalties that range in severity from the club becoming ineligible for club tickets with a fine imposed to the club charter being revoked by PHiP. The severity of the penalty depends on how late the completed PHiP Annual Renewal Membership Form is submitted.
6. PHiP membership dues are \$75 for the first 75 members plus \$1 for each member over 75 members.
7. Board members registered with the PHiP Club Leaders distribution list will receive emails from PHiP with specific instructions for filing the reports.

C. Board Transition

1. A transition meeting consisting of the out-going and incoming board members is highly recommended after the new board is elected and before the end of the year.

2. The outgoing Scribe must document the names of the newly elected board members in the November board meeting minutes as documentation for the bank to change the signatory authority on the bank accounts to the incoming Purser, Captain, and Scribe.
3. The outgoing Purser will prepare the final financial report for the incoming board.
4. The outgoing board is encouraged to coordinate the monthly charities for the first two months of the year. The first month can be dedicated to the membership renewal drive instead of a charity.
5. On December 1, the outgoing board is responsible for notifying members that annual memberships must be renewed January 1 – January 31 to remain members in good standing. As a courtesy to the incoming board, the outgoing board will get the membership renewal process up and running by December 31. The incoming board will take over at the beginning of their terms. See SOP Article VIII(C) (a) for details.
6. The outgoing Purser helps the incoming Purser file the Division of Corporations Annual Report.
7. The outgoing board works with the incoming Purser to submit the PHiP Annual Report and write the check for PHiP dues on behalf of the new board.
8. The incoming board must appoint members to chair the essential committees at the first board meeting.
9. See the Board Transition Checklist for additional details.

IX. Committees

A. Committee Governance

1. Committee chairs may select their own committee members.
2. Event Chairs will bring a sign-in sheet to the event and send the sign-in sheet to the Membership Chair to track Parrot Points.
3. The Social Chair, Captain, or Membership Chair shall collect the event sign-in sheet for all socials and other club events, e.g., Chili Cook-off, the Springtime Tallahassee Parade, the Phrenzy, and Tallahassee Parades and forward the information to the Membership Chair(s) and Name Tag Chair(s) so tags can be made for the participants and tracking of parrot points.
4. The board will designate a backup committee chair in the event a committee chair needs assistance performing their duties. Committee chairs that don't perform their duties in a satisfactory manner can be replaced by the board.
5. See Article VI in the bylaws for additional details on committee governance.

B. Activity Reports

1. Committee chairs will send Activity Reports to the board upon the completion of the event. Essentially, Activity Reports are required for any TPHC-sponsored event where volunteer hours and/or funds are collected and donated
2. At the minimum, Activity Reports must include the name and date of the activity or event, the name, address, and phone number of the charity benefiting from the activity, the names of the volunteers, the number of volunteers, the total number of hours volunteers worked on the activity, and the amount of money donated to the charity. Activity Reports

are submitted by the respective chair and are due to the board no later than 10 business days after the completion of the activity.

C. Essential Functions

a) Membership Chair

1. The Membership Chair, Purser, Name Tag Chair, Captain, Webmaster, and Social Chair are all involved in essential membership functions for the club.
2. The Membership Chair is responsible for maintaining the Membership Directory, collecting membership forms and dues, forwarding dues to the Purser for deposit, keeping completed and signed membership forms on file, preparing sign-in sheets for the socials, tracking Parrot Points, preparing new member information packets, and welcoming new members at socials.
3. The Membership Chair sends member information to the following people:
 - a) The Name Tag Chair makes membership tags for all club members.
 - b) The Captain sends personalized welcome emails to new members.
 - c) The Webmaster (or designee) adds and removes members to the SimpleLists email distribution list.
4. The Purser serves as the Membership Chair's backup for collecting dues and maintaining the Membership Directory.
5. The Membership Chair and Social Chair coordinate the annual new member initiation ceremony.
6. At a minimum, the new member information packets should include the new member information sheet and a lanyard. New member packets can also include a little goody and white lei to help identify new members.
7. The Membership Chair leads new member recruitment efforts.

(a) Membership Directory

- (i) The Membership Directory must include the name, address, phone number, and email address for each club member.
- (ii) The following statement must be added to each printed copy of the Membership Directory. "Membership information shall be for the sole use of the Tallahassee Parrot Head Club and Parrot Heads in Paradise, Inc., and is not to be sold or distributed for any other purpose."
- (iii) PHiP requires the following disclosure be included on all new member applications, renewal notices, any written solicitations, and broadcast solicitations where membership is discussed. "This contribution is not deductible as a charitable contribution for federal income tax purposes" unless IRS tax-exempt status has been established.

(b) Parrot Points

- (i) Members are eligible to buy Jimmy Buffett concert tickets as a reward for volunteering throughout the year.
- (ii) Members earn Parrot Points based on the following system:
 - (a) Serves as a board member – 12 points
 - (b) Chairs a major function –10 points

Examples of major functions include the SGI Chili Cook-Off, a parade, the Phrenzy, the Pub Crawl, and the holiday party.

(c) Chairs a minor function– 5 points

Examples of minor functions include Ability First wheelchair ramp builds, environmental cleanups, and house parties.

(d) Attends an out-of-town Parrot Head function – 5 points

Examples of out of town Parrot Head functions include the SGI Chili Cook-Off, the Panama City Parrot Head Club Rendezvous, the Florida Regional Conference, and Meeting of the Minds. It is up to the event chair to forward attendance information on the form of an Activity Report to the Captain for distribution.

(e) Serves on a committee – 4 points

(f) Attends a board meeting – 2 points

(g) Attends a social, activity, or event – 1 point

(h) Wears a name tag to a social – 1 point

(i) Serves as charity sponsor for one of the monthly charities. – 1 point

- (iii) Parrot Points are earned throughout the calendar year. Points may be carried over to the next year for up to six months if there are no ticket opportunities during a calendar year.
- (iv) Members are responsible for signing in at functions where a sign-in sheet is available.
- (v) The most active club members will be given first choice on purchasing club tickets. If a member turns down the opportunity to purchase tickets, the opportunity passes to the next member.
- (vi) The opportunity to buy tickets for Jimmy Buffett concerts is a privilege, not a right. Members that violate the [PHiP Ticket Disbursement Policy](#) will permanently lose their opportunity to buy club tickets.
- (vii) Members must pay for tickets by the established deadline or else will forfeit their tickets. The club is not responsible for cash sent through the mail. If a check is returned for insufficient funds, the tickets are forfeited. All service fees incurred on returned checks are the responsibility of the member.
- (viii) Members in good standing can request a list of members and the total number of points each member has accrued throughout the year. The Membership Chair will provide the list within 10 business days after the request is made.

b) Name Tag Chair

1. The Name Tag Chair makes name tags for club members and event tags for members that participated in major events like the Chili Cook-off, the Springtime Tallahassee Parade, the Phrenzy, and the Winter Parade.
2. Tags are distributed at socials.

3. The club provides a laminating machine, name tag pockets, and printer ink cartridges to the Name Tag Chair.

c) **Social Chair**

1. The Social Chair coordinates the club socials, otherwise known as Phlockings. The Captain serves as the backup in the event the Social Chair is unable to perform one or more of their responsibilities.
2. Socials are held on the first and third Wednesday of each month as well as the fifth Wednesday for months with five Wednesdays. The Social Chair will find a location for the first and fifth Wednesday socials. The third Wednesday social is held at Corner Pocket.
3. The Social Chair notifies the club of upcoming socials a week in advance, confirms the venue, hires the musician, finds prizes for the 50/50 drawings, sets up before the social, and makes announcements during the social.
4. Although the board is responsible for designating the monthly charities and appointing charity sponsors, the Social Chair coordinates the monthly charities and mentors the charity sponsor on how to publicize the charity, sell tickets for the 50/50 drawings, coordinates with the Purser to cut the check to the charity, and submit an Activity Report after the social.
5. The Social Chair serves as the charity sponsor's backup for submitting Activity Reports and working with the Purser to cut the check.

d) **Webmaster**

1. The Webmaster maintains an operational club website as a condition of PHiP renewal.
2. The Webmaster ensures content is accurate and updated in a timely manner.
3. If none of the club members are familiar with website development, then the board will pursue a third-party solution to maintain the club website.

D. Suggested Activities and Events

a) **Ability First Wheelchair Ramp Construction**

The club typically teams up with Ability First to build two wheelchair ramps a year. The first build is usually held in the spring and the second is usually held in the fall. The Chair schedules a date and time with Ability First, publicizes the event, coordinates volunteers, and submits an Activity Report.

b) **Environmental Cleanup**

The Environmental Cleanup Chair schedules environmental cleanup activities for the club, distributes information, and submits Activity Reports to the City of Tallahassee.

c) **Florida Regional Conference**

The Florida Regional Conference is an annual parrot head conference open to all members in good standing.

- d) **Meeting of the Minds (MOTM) Convention**

The MOTM Convention is the annual PHiP conference in Key West. Registration is about \$90 per person and the convention is always the first week in November.
- e) **Monthly Charity Sponsor**

The club sponsors a different charity every month and members select the charity. The charity sponsor volunteers to coordinate with a local charity and invites a representative from the charity to attend the socials to tell the club a little bit about the charity and help the charity sponsor sell tickets for the 50/50 drawing. The charity sponsor also coordinates with the Purser to cut the check for the charity and submits Activity Reports for the socials.
- f) **Parades**

The club participates in the Springtime Tallahassee and Winter Festival Parades. The Parade Chair registers the club in the parade, makes sure the club has the appropriate liability insurance, coordinates the theme for the float, coordinates volunteers to get everyone at the right place at the right time, and submits an Activity Report. Any member in good standing can chair the Springtime Tallahassee Parade and the Winter Festival Parade.
- g) **Parrot-Athlon**

The Parrot-Athlon is traditionally a competition of darts, pool, and beer pong. The team with the highest score wins a prize. The chair schedules the event, decides which charity to support, distributes information, and submits an Activity Report.
- h) **Phrenzy**

The Parrothead Phrenzy is the club's biggest fundraiser, held in August, to benefit The Alzheimer's Project. The Phrenzy Chair is responsible for finding a venue for the Phrenzy and getting approval from the board before signing any contracts or making payments. The Chair will get liability insurance for the event if needed. The Chair is also in charge of coordinating volunteers to handle publicity, ticket sales, food, the silent auction, music, and decorations, and submits an Activity Report.
- i) **Pub Crawl**

The club usually holds an annual Pub Crawl at a handful of local bars. The chair schedules the event, decides which charity to support, distributes information, and submits an Activity Report.
- j) **SGI Chili Cook-Off**

The St. George Island (SGI) fire department holds an annual chili cook-off the first weekend in March. The SGI Chili Cook-Off Chair registers the club for the event and coordinates volunteers to set up and decorate the booth, make and sell chili, and submits an Activity Report.

X. Club Finances

A. Governance

1. Hancock Whitney is the Club's bank for conducting business. The Purser and two additional Board members shall maintain administrative rights over the account at all times, as well as the Club's PayPal and Square accounts, which are used for processing electronic transactions, e.g., paying membership dues.
2. The fiscal year is from January 1 – December 31.
3. Deposits are made within five business days of receipt. The board decides how club funds will be spent.
4. Events are budgeted to at least break even financially. Exceptions can be made if the money is going to charity. If a deficit appears likely, the chair must report the anticipated deficit to the board within 15 days of the event.
5. Disbursements in excess of \$500 must be signed by two of the three board members on file at the bank.
6. Contractual agreements in excess of \$1000 must be signed by two members of the board.
7. If a club member's check is returned by the bank for insufficient funds, the member must pay the amount of the check and service fees in cash.
8. Annual recurring expenses can be paid without prior approval from the board provided the recurring expenses are included in the annual budget.

B. Reimbursing Expenses

1. Members must receive prior authorization from the board before making purchases that will be submitted to the club for reimbursement.
2. Event chairs submit a budget request for events that the club pays expenses for. Once the budget request has been approved by the board, the chair can spend up to the approved amount without additional authorization. Expenses in excess of the approved amount must be approved by the board to be eligible for reimbursement.
3. Receipts and a description of the purchase must accompany requests for reimbursement. The Purser cuts reimbursement checks within 10 business days of receiving the receipt and description.
4. Board members requesting reimbursement will recuse themselves from the vote to approve the reimbursement request.

C. Annual Recurring Expenses

The Purser is responsible for ensuring that the services the club uses to manage club operations are renewed by the established due dates. These services include, but are limited to:

1. PHiP Annual Membership Renewal Fee
2. Division of Corporations Annual Report Renewal Fee
3. Post Office Box Renewal Fee
4. GoDaddy Website Renewal Fee
5. SimpleLists Renewal Fee

6. Trailer Registration Renewal Fee

XI. Amending the Standard Operating Procedures

The board can choose to vote to amend the Standard Operating Procedures permanently or temporarily for the duration of their term. The SOP does not need to be updated to reflect temporary amendments but must be revised to document permanent amendments.