



Resident Association Council Meeting Minutes

9:00 a.m. March 26, 2021

FP Auditorium

President Sweet called the meeting to order at 9:00 a.m.

Members present via roll call: Jean Aronson, Phyllis Black, Penny Boyne, Tim Broad, Veanna Cape, Sarah Chambers, Bill Ciota, Carolyn Clark, Carol Croll, Pat Gillis, Helen Halm, Janis Harris, David Mohl, Helen McAninch, Jeanne Nenarella, Carolyn O'Neill, Al Roberts, Ron Sweet, Janet Warren. No absences.

The roll call confirmed a quorum.

The February 22, 2021 Council Meeting Minutes were previously approved via email distribution and response confirmed by Secretary Warren.

A motion to adopt the Agenda made by Jeanne Nenerella and seconded by Helen McAnich was passed unanimously.

President's Report: Ronald Sweet

- President Sweet noted that there were not too many challenges this month except that the dining room has been opened and the dress code needs to be addressed for some who have forgotten or are new residents. Additionally, residents are walking in the driveway circle in front of Freedom Plaza and that presents a risk to their safety. He invited RAC Reps to monitor this.
- He encouraged all RAC Reps to contact him or any of the ExComm members for support needed for any challenges they may be facing. Their work and continued involvement is important.
- A project that is proposed and waiting for approval is the cleaning out of the end caps at the end of the parking rows and paving that area for delivery truck parking.
- The proposal for the Dog Park has been postponed until a suitable site can be found.

Vice-President's Report: Sarah Chambers

- All RAC Rep positions are currently filled. As a reminder, there is a need to first consider replacing committee member vacancies with persons who are on the waiting list before recruiting others. VP Chambers has recruited three new members for the Housekeeping Committee and this committee has all inspection posts covered.
- A "Sweet Pea" Meet and Greet for new residents will be held April 20th in the auditorium. Heads of Freedom Plaza Management will be at the meeting and for the second half hour representatives from management, RAC, and ROC will be available for consultation.

Residents who moved into Freedom Plaza during November and December 2019, 2020 and January through April of this year will be invited. Refreshments will be served.

- Technology Committee Questionnaires were placed in RAC Rep's mailboxes to deliver to residents on their floor or building. Questionnaires should be returned to the RAC Reps within a week and then returned to VP Chambers. She encouraged RAC Reps to read the responses and to provide a rationale for the survey when needed.

Secretary's Report: Janet Warren

- All RAC Reps recruited two volunteers from each floor or building to attend the General Meeting.
- By the end of March all committees will have submitted March minutes.

New Business: Reports from Council Members:

Veanna Cape stated that residents on her wing have expressed that they do not like making dining reservations every day. Some are older and don't want to be bothered with it. **President Sweet** reminded that residents can call to make reservations even the day of if they choose to not make them for as long as 12 days on the website. If they don't know how to do either, they can ask for help. If a group eats together, one person can make the reservation for all. Without reservations is very difficult to control the number of residents entering the dining areas at the same time and for the kitchen to process orders efficiently. **VP Chambers** added that residents can come without reservations, but they may have to wait until they can be worked into the schedule. **Janis Harris** said that the change in the reservation system is an improvement that protects the health of residents by controlling the numbers of persons waiting in line to be seated. **Carolyn O'Neill** reaffirmed that the process of making dining reservations is challenging for older residents.

Tim Broad stated that as a new resident, he was told by management he could come to eat at any time, and older residents were accustomed to that arrangement. The feeling is that to require dining reservations is a controlled mechanism forced on all residents that they didn't sign up for. **President Sweet** reminded that in the past long lines of people waited to be seated and this was very frustrating to them. Then, once seated, there was a possibly a long wait before getting a meal, because the kitchen was overloaded with orders. The dining staff has been proactive and very accommodating. Residents need to understand the changes are actual improvements for their benefit. If not, then they should meet with the Executive Director Angie Roher if they feel they were promised something they were not getting. Tim Broad said the dining room hours, 4:00-6:00 p.m. need to be more flexible. He added that many people are under the impression that if you don't make a reservation, you don't get to eat. President Sweet explained that the dining room has to have a reasonable span of time to prepare and to end the day by 7:00 p.m. President Sweet and VP Chambers explained there was a recent presentation "Non Tech Talk" designed to present information to those who didn't have a computer and explaining there are many options available including requests for assistance.

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Penny Boyne asked what percentage of the residents were eating in the dining rooms. VP Chambers stated approximately 50 percent and reminded that Freedom Plaza is now under LCS and not Brookdale, so some changes as well as improvements like TouchTown have been made. Penny Boyne objected to the dining staff rushing them to finish their meal when they would like more time to drink wine and talk. President Sweet suggested using the form on RACRep.org to make comments about the dining experience. These go to the Dining Room Director Teresa Lehman, the Dining Committee Chair, and RAC President. There have been comments from others that they had to wait too long, so if more time is needed, inform the wait staff. The Dining Staff has repeatedly said that residents should ask for what they want and they will do all they can to respond to the request.

Phyllis Black offered to meet with any RAC Reps to share information that would help them plan a floor party.

Carol Croll questioned the reasons for the check-in system at the front desk, because residents should not have to check in to the where they live. She has observed people walking by without checking in. Jean Aronson said that coming from GVT she does not check in because she hasn't left the premises. Others are required to check in only once a day if they have left the premises several times during the day. VP Chambers reminded that residents are not having to sign in without reason. Using the machine is much faster than the previous method of manually taking temperatures by associates. The process of checking entries into the building and taking of temperatures was mandated by Hillsborough County and LCS and was meant to protect all who live at Freedom Plaza. President Sweet said he would discuss the issue with Executive Director Angie Roher. RAC Reps can help with surfacing situations to assist residents to understand the benefits and rationale for changes in policies and procedures and to get residents get the assistance they need.

Adjournment: Janis Harris moved and Bill Ciota seconded that the meeting adjourn. As there was no further business, the meeting was adjourned at 9:40 a.m.
The next Council meeting is scheduled for April 23, 2021 in the FP auditorium.

Respectfully Submitted,

Janet Warren, RAC Secretary



RAC General Meeting Minutes

10:00 a.m. March 26, 2021

FP Auditorium

President Ron Sweet called the RAC General Meeting to order at 10:00 a.m.

Present: President Ron Sweet, VP Sarah Chambers, Secretary Janet Warren, Past President Janis Harris. Angie Roher, Executive Director of Freedom Plaza, Stephanie O’Fallon Adm. Asst., Don Vore, Larry Chambers. All RAC Representatives from Freedom Plaza floor wings and GVT buildings were present. Two persons per RAC Rep were invited to attend the general meeting due to COVID 19 guidelines for seating for a total of 34 residents.

President Sweet opened the meeting with commentary. “It has been an interesting year. We learned, grew, changed, and adapted.” He commended the Freedom Plaza management team for their dedicated response to the challenges presented by the COVID 19 pandemic. (The audience clapped.) Throughout the year special activities, entertainment, special meal preparation, and safety measures were structured within the mandated guidelines. They kept residents healthy and completed projects designed to enhance living at Freedom Plaza.

- A new pickleball court was added to the GVT sports area.
- A ping pong game room was established on the third floor.
- The kitchen received a complete renovation.
- The maintenance department undertook a major project to revitalize the grounds.
- RAC established a Technology Committee who actively assisted residents with their technology problems and provided education and training for various areas of interest and needs.
- The FP website RACRep.org kept residents fully informed and facilitated requests for services from the dining, maintenance, housekeeping departments and technology committee.
- Freedom Plaza Channel 732 provided additional programs that informed and entertained.
- Touchtown provided additional means of keeping all residents informed about available activities via TV screens posted at the elevators.

- Improvements were made regarding dining reservations so the kitchen as well as resident traffic were organized to conserve time for both.
- Work began to replace the old elevators with new ones.

There were interesting, productive changes that came about during a difficult year.

After the Pledge of Allegiance, President Sweet utilized a power point presentation to introduce the Freedom Plaza Directors, RAC Officers, RAC Representatives, and RAC Committee Chairs of twelve committees.

Angie Roher, Executive Director reported updates on operations. At present, there are 382 occupied apartments out of 424 with 90% occupancy. There was a significant dip this quarter with 22 moveouts related to death or a move to higher levels of care. The sales team is working hard and achieving all their metrics. Two marketing events are scheduled for April which involve 40 referral services. Occupancy for Assisted Living is 78.5 out of 83 or 95%; Memory Care 28 out of 28 or 100%; Plaza West 91 out of 113.

Budgeting has been conservative. The present goal is to normalize operations, but there may be necessary changes. Visitations have gradually been relaxed. Visitors can visit the grill but not stay in guest rooms. Dining Services will soon offer Sunday brunch, then the Maui Buffet. There is a need for more participation with regular dining before the next steps can be made, because costs for providing meal delivery is significant. Residents are asked to respond to a “pulse” resident survey in order to get feedback about concerns and likes. A full survey will be sent in July. An interior designer will be touring the community within the week to make suggestions for design. A Non-Tech talk presentation was held to help residents understand all the options for dining and other services. Those using technology are not given preference for sign-up slots. Steve Balmer of Leading Age Florida will be here to talk March 26. His agency works actively on behalf of retirement communities and is available for consultation. The elevator project has begun as well as power washing the building and windows. A new gazebo has been constructed on the East side of the Plaza building near the “Frog”.

Stan Zarinsky, Chair of the Dining Services Committee, presented information regarding the work of his committee and the Informal Dining Subcommittee chaired by Rocco Nenerella. There are 9 members who attend Chef Chris’

Menu Chat, meet regularly with the Dining Director Teresa Lehman and Dining staff, make recommendations based on residents' requests, and make recommendations that lead to improvements for the Dining Rooms and Grill. Residents' written comments about dining services filed on RACRep.org are seen by the Dining Director, Chef, Dining Chair and RAC President. All but six out of the 45 comments filed in March were positive. Stan stated the need for more residents to eat in the Dining Rooms and to contact the committee if there are any concerns.

Dave Mohl, chair of the RAC Finance Committee presented information about financial decisions that impact and benefit Freedom Plaza residents. The committee meets once a month to review detailed financial reports provided by the financial office, Joey Mingione, Director of Finance and Angie Roher, Executive Director. Freedom Plaza produced good financials for the new owners in 2020 with a cash flow of 10 million dollars which was a return on 100 million dollars investment by LCS with no mortgage needed. The federal government sent Freedom Plaza one million dollars for COVID expense. With no debt service, Freedom Plaza is a secure community. There were more move-ins than move-outs during the past year. There were very few entry fee refunds in 2020 which helped the cash flow. There was 8 million dollars of un-refundable revenue in 2020. Freedom Plaza has about 24 million in reserves with about 10 million in IOUS from Brookdale and Health Peak coming due in June. LCS is a stronger company than Brookdale. Health Peak has been willing to invest in capital expenses like replacing the elevators.

President Sweet thanked Committee Chairs for the invaluable work they do with their committees and management. He commended the Health Committee, represented by Leslie Anderson, for their service of checking on residents during the COVID 19 shutdown.

President Sweet, Pro Tem Chair of the Technology Committee, outlined the services this newly established committee has provided to residents.. He commended the Committee and former Chair Mike Anderson for the handling of over 100 service calls during the past year to help residents with their requests for technological assistance and for holding several hands-on technology workshops. RAC VP Sarah Chambers is working to develop more technology education workshops and will be sending out a survey to determine residents' needs in various areas of technology. He invited others to join the technology team.

President Sweet invited the audience to submit questions.

Questions from the Audience: Answers from Angie Roher

How many visitors are allowed at one time? There are normally 2 guests at a time and up to six for family holiday meals. CDC guidelines state that if you have family in your home and everyone is fully vaccinated you don't have to wear a mask. Use good judgement.

When guests visit at GVT are we supposed to bring them to the main building to have temperature checks? Yes. They should.

What is keeping guests from visiting the dining room? They will be allowed to come into the Grill, but we are not at the point to let them in the dining room.

If I have an annexed apartment can I have guests spend the night in one apartment? Yes, they can stay over but should not roam the halls.

If guests have been fully vaccinated can they come into the dining room? This will be considered soon.

President Sweet commended Don Vore and Larry Chambers for help with technology and Stephanie O'Fallon for arranging for the meeting.

The meeting was adjourned at 10:50 a.m.

Respectfully Submitted

Janet Warren, RAC Secretary

Note: In the past, minutes have not been provided for the General Meetings. Because, of necessity, the audience was limited for this meeting and no General Meeting had been held since last March, minutes are provided this time. The minutes were transcribed from a taped recording of the meeting.



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