



Resident Association Council Meeting Minutes

9:00 a.m. April 23, 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, Jeanne Nenarella, Al Roberts, Ron Sweet, Janet Warren.

Excused absences: Carolyn O'Neill, Helen McAninch

The roll call confirmed a quorum.

The March 26, 2021 Council Meeting Minutes were previously approved via email distribution and response confirmed by Secretary Warren.

The agenda was adopted unanimously.

President's Report: Ronald Sweet

- There were approximately 80 new residents who attended the Sweet Pea Orientation April 20, 2021. Thanks go to Sarah Chambers, Stephanie O'Fallon, Don Vore and the Freedom Plaza Directors and staff for organizing and participating in the event. This was so successful that similar events will be planned for the future.
- RAC Reps, as leaders, are encouraged to set an example for residents to encourage compliance with COVID guidelines such as wearing masks and observing dining dress codes.
- Liaisons, as representatives to committees, are asked to help committees observe RAC Bylaws and Guidelines. After discussion input from RAC Reps, the consensus was that most committees should meet every month with the exception of Golf and Racket Sports who should be meeting every two months and work closely with FP Departments.
- Due to complaints about the third floor ping pong room, regardless of the many attempts by management to comply with requests, the ping pong room will be relocated possibly in a room in a building near the Plaza Golf Club House.
- The Dog Park recommended by RAC vote is still under consideration for the future when management can designate an appropriate site for use.
- FP management will be responsible for enforcing the dress code and not RAC. Plans are to have informal and formal sites for dining and the appropriate setting will be assigned by the receptionist. After discussion, the consensus was that the dress code needs to be more specific with regard to the wearing of shorts at dinner.

- Persons eating in the dining room have been making 97 per cent positive comments. But the number of persons eating in the dining room needs to be increased to reduce the financial and time-consuming burden of providing in-room dining.
- The procedures for signing up for events has changed. There are three ways persons can sign up. Sign-up sheets have been eliminated in order to control the flow.

Vice-President's Report: Sarah Chambers

- In preparation for Committee member selections for 2021, committees have been asked to provide data concerning term limits for each member, with exception of the newly formed Technology Committee. Liaisons are asked to help collect the information from committees who are not responding. She needs two volunteers for the Election Committee. RAC will host the Committee Fair on May 14. Invitation letters to residents will be sent in May.
- Vacancies in the Housekeeping Committee have been filled.
- Sweet Pea Orientations will be held again in October and April of next year.
- Several changes have been made in the FP Orientation Handbook. FPMC is now known as The Arbors. A new conference room has been added.

Secretary's Report: Janet Warren

- All RAC Committees submitted reports for the month of March.

New Business: Reports from Council Members:

RACReps made comments regarding residents' participation in Dining Services:

An emphasis on the positive aspects of returning to the dining room for meals would be more effective than emphasizing the problems dining service has with diminished participation.

Dining Services needs to understand on an individual basis why persons are not returning.

There are residents who consider a \$2.00 charge for in-room delivery (IRD) as a punishment.

Some residents do not want to get dressed for dinner.

Some residents prefer in-room delivery of food, because they like save part of the food for other meals.

Some GVT residents do not like having to pick up food choice forms and returning them.

Some residents do not like having to make reservations.

President Sweet explained that management feels a need to openly keep residents informed about problems and challenges the Dining Staff faces with operations. Some residents expect this. Residents need to understand the burden of financial costs involved with IRD during the COVID lockdown and difficulties now in maintaining both modes of delivery. At this time, there is no charge for in-room delivery and there would be no need for this if participation increased to equal pre-COVID levels. It is important to management that people get out of their rooms and socialize in order to maintain better health, and this is supported by research.

Comments registered through the Dining Services portal by the 60 percent who have returned

to the dining rooms to eat have been 97 percent positive. The advantages of returning to the dining rooms to eat have been stated in RACommendations in the Weekly as well as in general and specific meetings where the dining staff answer questions and give information. Director Lehman has reached out to encourage groups to return and eat together.

Janis Harris suggested making a video that shows the extreme care the staff takes to sanitize all items and to show the advantages of eating in the dining room. Jean Aronson stated that the use of IRD reservation forms for GVT is not new, but is a return to the system before COVID. Persons should pick up and return their forms to the front desk if they want to be assured that they have been returned to dining services.

VP Chambers encouraged RAC Reps to schedule a floor luncheon in the Jade Room. Several RACReps reported good experiences with this. This can also encourage persons to return to eating in the dining room. Before COVID there were 70 IRD's per day which is manageable. Many of these were for medical reasons. Now there are 200 IRD'S a day and most are not related to medical reasons. A recent shortage of server turnover has exacerbated the problem of keeping up with all the food service demands. FP management would like to get back to more reasonable levels before COVID.

Adjournment: Tim Broad moved and Jean Aronson seconded that the meeting adjourn. As there was no further business, the meeting was adjourned at 10:03 a.m.

The next Council meeting is scheduled for May 28, 2021, 9:00 a.m. in the FP auditorium and will be followed by a RAC General Meeting at 10:00 a.m.

Respectfully Submitted,

Janet Warren, RAC Secretary