



Resident Association Council Meeting Minutes

9:00 a.m. May 24, 2024
Freedom Plaza Club Room

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

Council members present: Pearl Birnbaum, Veanna Cape, Ron Carter, Pam Cummings, Doug Heym, Harry Hintz, Letha Jones, Joyce McCutcheon, Carol O'Brien, Carolyn O'Neill, Al Roberts, Bill Turcotte, Kathy Vore, Ron Wesorick

New RAC Representative: Sharon Ehrenfeld replacing Jeanne Nenarella

Absences: Sue Schuldt (proxy Kris Delano), Alice Aragon (proxy Anne Skinner) and Janet Warren (no proxy)

Attending: Sondra Thorson, Designated Resident Representative

The Secretary confirmed a quorum was present.

A motion to adopt the Agenda was moved by Pearl Birnbaum and seconded by Pam Cumming. Motion carried.

The April 26, 2024 RAC Council meeting minutes were previously approved via email distribution and response by a majority of Council members confirmed by the Secretary. The minutes were approved.

Sharon Ehrenfeld was sworn in as a new RAC Rep for 5 B/C.

President's Report: The president reported that he received the Annual Financial Report ending December 31, 2023 and the First Quarter Financial Report ending March 31, 2024 for Freedom Plaza filed with the Office of Insurance Regulations (OIR). If anyone wants to review either report, let the President know. All audited financial statements of Freedom Plaza are also available for all residents to review.

Vice President's Report: The Vice President reported on the Committee Selection process. Applications were sent out asking residents to indicate their preference and submit them to Veanna Cape by June 8. The committees will be highlighted at the general meeting. At the end of the meeting, there will be several tables available to give residents an opportunity to talk to committee chairs and sign a sign-up sheet or fill out an application. Several committees will need new members.

The Executive Committee (ExComm) has a request for term extensions from the Activities Committee (Dave Looney) and the Finance Committee (Neil Rothfeld and Al Roberts). ExComm recommends that they be approved. MOTION: Kathy Vore moved that the extensions of Neil Rothfeld, Al Roberts and Dave Looney be granted. Pearl Birnbaum seconded. Motion carried.

Secretary's Report: The Secretary reported on a RAC Council and General Meeting Schedule showing dates of council meetings and general meetings for the rest of 2024. The Secretary noted there will be a meeting the week before Thanksgiving and no meeting in December.

Old Business:

- **RAC Rep Responsibilities**

The Secretary reported that the ExComm worked with Marketing and Sarah Chambers, Host Coordinator, to determine the responsibilities of the Host Coordinator Program and the RAC Representatives (RAC Reps). The Host/Hostess will give the RAC Insider, the pictorial directory and the one meal a day list to the new residents. Stan Zarinsky has agreed to be the tour host leader. He will give new residents a tour of the building and as they visit the offices, they will receive a handout from each office. The revised RAC Rep Responsibilities draft was read. MOTION: Veanna Cape moved to approve the RAC Rep Responsibilities as revised. Kathy Vore seconded. Motion carried. A copy is attached.

General Discussion:

Ron Carter asked about advising the RAC Reps when new residents move in. He did not receive a notice for one of his new residents. The Vice President



said she receives notifications of new residents moving in from marketing and forwards the name to the appropriate RAC Rep. Anne Skinner, proxy for Alice Aragon, suggested that Marketing send new resident information to all council members. The ExComm will consider it and the President will report at the next meeting. A process will be put in writing.

Doug Heym reported that the voice response unit at the front desk is a safety hazard and is not user friendly in an emergency. He said there should either be a dedicated direct line for residents to reach the front desk or stop the recycling of the voice response unit. The President asked Carol O'Brien, Chairman of the Administrative Services Committee, to bring it up in the next committee meeting and report back to the council. The President will also talk to Angie Roher, Executive Director, about it.

There being no further business to come before the Council, the President adjourned the meeting at 9:40 am.

The next Council meeting will be Friday, June 28, 2024 at 9:00 am in the third floor Club Room.

Respectfully submitted,

Veanna Cape, RAC Secretary

RAC Rep Responsibilities

- RAC Reps attend meetings
 - a) Council meetings
 - b) RA General Meetings
 - c) Committee meetings if you are a Liaison
 - d) Town Hall and Apps with Angie meetings
- RAC Reps distribute & collect forms and questionnaires
- RAC Reps may hold floor or GVT building events
- Be a Liaison to a committee
- Make sure there is a recycle flier in the trash room
- Duties to New Residents
 - a) Welcome on move in
 - b) Give them a small resident directory
 - c) Give them Safety & Emergency Information Booklet
 - d) Make sure they have a shelter in place door magnet
 - e) Make sure they know how to get a meal
 - f) Make sure they can reach the maintenance work order desk
 - g) Make sure they know that they have the following free services on move-in:
 - a. 2 hours of free maintenance for hanging pictures and other needs
 - b. 4 hours from Innovative Home Services (IHS) (3 hours of organizing/unpacking and 1 hour of technical service for setting up phone, TV and computer (must fill out IHS form)
 - c. Housekeeping will make up the bed and deliver towels on move-in day
 - d. Dining will deliver a meal if they need one
 - h) Continue to check with new residents for follow up questions