



# **RAC Committee Chair Handbook**

**Updates**  
Feb 2023  
Feb 2023  
Mar 2023  
July 2023  
Aug 2023  
Nov 2023  
September 2024



# RAC Committee Chair Handbook

## Table of Contents

<b>1. Introduction to RAC</b>	-----
<b>2. Introduction to RAC Committees</b>	-----
<b>3. Committee Mission Statements</b>	-----
<b>4. Committee Guidelines</b>	-----
<b>a. Forming the Committee</b>	-----
<b>b. Committee Chair Best Practices</b>	-----
<b>c. Secretaries' Guidelines</b>	-----
<b>d. Suggested Format of Committee Minutes</b>	----
<b>5. Current RAC Committee Chairs</b>	-----
<b>6. Current RAC Committees</b>	-----
<b>7. Current RAC Committee Liaison</b>	-----
<b>8. RAC By-Laws</b>	_____
<b>9. RAC Standing Rules</b>	-----
<b>10. RAC Presidents</b>	_____



# **1. Introduction**

## **Residents' Association Council (RAC)**

RAC is an organization composed of elected residents of Freedom Plaza formed for the purpose of providing residents the opportunity to address issues that concern their safety, welfare and comfort and shall at all times be in conformity with Florida Statute 651.

RAC is made up of 17 elected residents who represent each floor of the Plaza building (14) and the GVT Buildings (3). These representatives, the RAC officers, and the immediate past president make up the Council. These 17 area representative members are known as RAC Representatives (RAC Reps).

RAC has three officers elected by the Council. Officers include president, vice president and secretary. These three plus the immediate past president comprise the Residents' Association Council Executive Committee (ExComm). RAC does not collect dues – so we do not have funds or a treasurer.

The RAC, together with the RAC standing committees, is structured to provide optimum opportunity for residents and Freedom Plaza management to communicate on issues that are of concern to both residents and management.

Further information is contained in Sections 8 and 9 of this handbook, the RAC By-Laws and RAC Standing Rules. See Article VII of the By-Laws and Section G of the Standing Rules.

# The RAC Council - 2024



## Executive Committee (ExComm)

<b>Bill Turcotte</b>	President	813-383-7627	dturcotte79@gmail.com
<b>Kathy Vore</b>	Vice President	813-336-9883	kathy@topoftranquility.net
<b>Veanna Cape</b>	Secretary	813-390-4988	veannacape@hotmail.com

## RAC Reps by Location

1BC	<b>Carolyn O'Neill</b>	813 642-9816	herecarolyn@aol.com
1DE	<b>Pam Cummings</b>	262-227-1409	gorpam@yahoo.com
2BC	<b>Alice Aragon</b>	303-829-6580	alicearagon121@gmail.com
2DE	<b>Harry Hintz</b>	813-642-9372	hlhintz@gmail.com
3BC	<b>Joyce McCutcheon</b>	941-330-7797	rjmccutch@comcast.net
3DE	<b>Carol O'Brien</b>	813-331-3492	cobrienvt.47@gmail.com
4BC	<b>Veanna Cape</b>	813-390-4988	veannacape@hotmail.com
4DE	<b>Al Roberts</b>	813-649-9155	alwrob111@gmail.com
5BC	<b>Sharon Ehrenfeld</b>	410 507-0393	dshenfeld@gmail.com
5DE	<b>Doug Heym</b>	813-727-8483	heynhaus@gmail.com
6BC	<b>Ron Carter</b>	813-733-7483	rg4golf@aol.com
6DE	<b>Sue Schuldt</b>	847-274-3717	suzieschuldt@yahoo.com
7BC	<b>Letha Jones</b>	813-260-3673	lmjcog@gmail.com
7DE	<b>Jan Ulics</b>	813-519-9450	julics@tampabay.rr.com

GVT 5-6	<b>Ellie Anderson</b>	312-282-7337	andersonellie@mac.com
GVT 7-8	<b>Pearl Birnbaum</b>	813-633-5981	joenpearlfl@gmail.com
GVT 8-10	<b>Ron Wesorick</b>	239-292-9788	wesorick@umich.edu

Technical Adviser **Don Vore** 813-336-9882 don@toportranquility.net

Updated 7-30-2024

## 2. Introduction to RAC Committees

To assist RAC in fulfilling its purpose and to provide for an orderly review of the operation of Freedom Plaza, RAC has established standing committees which have the responsibility of working both with and without representatives of management on the many activities that are required to support the residents of Freedom Plaza.

In the words of Sam Fuller, a former RAC President:

*Were it not for RAC and its Committees, the cost to live here would greatly increase. The business of RAC is also the business of [Freedom Plaza]! Seeing to it that the facilities are properly maintained, keeping residents entertained, supervising the food service to assure that residents' wants and needs are satisfied, helping in the area of Activities, various health care issues, etc. Without the work of the RAC Committees, [Freedom Plaza] would need to hire more staff at a greatly increased cost. Without RAC committees this community would be a far different place.*

The RAC Committees, listed below, operate under the guidance of the RAC Council. Each committee is formed with a Chairperson, Secretary, RAC member Liaison and volunteer residents; all interested in the mission of that committee. Most meet monthly; minutes are prepared and sent to the RAC Secretary, eventually reaching all the residents so everyone is kept informed. The RAC Liaison assists the committee's work as necessary. The current standing committees are:

Associate Appreciation

Administrative Services

Community Life Services

Movie Subcommittee

Dining Services and Casual Dining Subcommittee

Finance

Golf

Health Care

Housekeeping

Maintenance

Outdoor Sports

Technology

### 3. Committee Mission Statements



# **Mission Statement**

## **RAC Administrative Services Committee**

Work with Director of Administrative Services Department to ensure the operations and procedures for the Front Desk, Transportation, Security and Safety at Freedom Plaza are optimized, and that we adhere to these optimal standards.

Responsibilities:

1. Review security, transportation, front desk and interdepartmental operations and communications to make sure these serve the best interests of the residents.
2. Collect resident concerns in these areas and work with management to improve procedures to address those concerns.
3. Provide minutes of all meetings to RAC ExComm in a timely manner.





## **Mission Statement**

### **RAC Associate Appreciation Committee**

The Associate Appreciation Committee solicits contributions to provide annual bonuses to eligible Associates.

Responsibilities:

1. Establish a means for residents to contribute monthly, quarterly or yearly.
2. Encourage and remind Residents to contribute to the Fund.
3. Ensure all contributions are confidential and voluntary.
4. Assure the rules of eligibility for recipients are followed.
5. Distribute the funds yearly according to established criteria.
6. Hold meetings on a regular basis to formulate plans for administering the Fund and to keep all committee members informed.
7. Oversee the Fund bank account at Wells Fargo Bank.
8. Provide minutes of all meetings to RAC ExComm in a timely manner.

## **Mission Statement**

### **RAC Community Activities Committee**

Serve in an advisory capacity to the Community Life Services Department in developing social and leisure activities that enhance life at Freedom Plaza through physical, emotional, social, intellectual, spiritual and purposeful programs.

#### **Responsibilities:**

1. Ensure a wide variety of both physical and intellectual activities are offered regularly.
2. Actively solicit resident input regarding existing and proposed programs.
3. Ensure programs and activities are provided which can be enjoyed by individual participation as well as in groups.
4. Ensure that all major holidays are marked by some special recognition.
5. Encourage resident participation in scheduled events.
6. Support Community Life Services Department as necessary.
7. Provide minutes of all meetings to RAC ExComm in a timely manner.



## **Mission Statement**

### **RAC Dining Services Committee**

Act as an active liaison between the Residents of Freedom Plaza and the Dining Services Department to ensure that the highest standards of hospitality, dining, and service are maintained.

Responsibilities:

1. Regularly review and evaluate the menu cycle and provide recommendations on food quality, variety and presentation.
2. Observe and report dining service issues.
3. Solicit and provide Resident perspective on proposed changes in operations prior to implementation.
4. Create Comment Card Report for discussion and follow up at monthly Dining Services Committee meeting.
5. Be a proactive, unbiased and objective vehicle of communication to the Dining Services Department.
6. Provide minutes of all meetings to RAC ExComm in a timely manner.



# **Mission Statement**

## **RAC Dining Services**

### **Casual Dining Sub-Committee**

Establish an ongoing review process of the Casual Dining (CD) functionality. Identify and recommend new CD menu offerings and potential new CD areas and liaise with the Dining Services (DS) Committee and appropriate Dining Services Department Management to enhance and expand the Casual Dining experience.

#### **Responsibilities:**

1. Hold Sub-Committee meetings monthly.
2. Review and evaluate CD menus.
3. Recommend additional CD menu offerings to DS Committee and appropriate DS Department management.
4. Recommend additional CD venues to DS Committee.
5. Maintain minutes of CD Sub-Committee Meetings and provide to DS Committee in a timely fashion.



## **Mission Statement**

### **RAC Finance Committee**

Monitor and report on the security of the Residents' financial investment  
In Freedom Plaza.

Responsibilities:

1. Review compliance with financial aspects of FS651.
2. Participate in Freedom Plaza financial meetings as appropriate.
3. Support RAC President in understanding and dealing with legally required financial reports.
4. Monitor that the prepaid medical allocation letter goes out to residents no later than November of each year.
5. Provide minutes of all meetings to RAC Executive Committee in a timely manner.



## **Mission Statement**

### **RAC Golf Committee**

Work with management to ensure that Freedom Fairways provides an enjoyable golf experience for residents and the public.

#### **Responsibilities:**

1. Identify the concerns and needs of all Freedom Fairways golfers with emphasis on the residents of Freedom Plaza.
2. Make recommendations for improving the condition of Freedom Fairways.
3. Make inputs to management regarding green fees and membership rates.
4. Assist the director and Freedom Fairways staff in scheduling and managing special golf events and related activities.
5. Meet with relevant Directors and staff to support golf related issues which require financial commitment from management.
6. Provide minutes of all meetings to RAC ExComm in a timely manner.



# **Mission Statement**

## **RAC Health Care Committee**

Work in concert with the Resident Services Director to ensure health care information and access to services are available to residents.

### **Responsibilities:**

1. Exchange information; discuss needs and concerns of Residents.
2. Plan activities and programs for residents including presentations of physicians, medical specialists and other experts in various fields.
3. Hold support group meetings in areas of interest to residents.
4. Identify and report health related issues requiring management action.
5. Preview and evaluate management health policies, practices and procedures for Residents and recommend improvements.
6. Provide assistance for resident health programs organized by management.
7. Provide minutes of all meetings to RAC ExComm in a timely manner.



## **Mission Statement**

### **RAC Housekeeping Committee**

Work with Director of Environmental Services to assure the highest quality of housekeeping is provided for The Plaza, The Plaza Club, and Golf View Terrace.

Responsibilities:

1. Assign inspectors to common areas of Freedom Plaza and Golf View Terrace.
2. Provide immediate feedback of findings requiring prompt attention to Director of Environmental Services.
3. Provide written inspection reports to the Chair by the 1<sup>st</sup> Thursday of every month.
4. Provide minutes of all meetings to RAC ExComm in a timely manner.





## **Mission Statement**

### **RAC Maintenance Committee**

Work in concert with the Plant Services Department to ensure the Plaza Building, Plaza West Health Care Center, Golfview Terrace, The Plaza Club and all associated common area grounds and landscaping, are well maintained.

Responsibilities:

1. Inspect assigned areas and report maintenance deficiencies to the Plant Services Department.
2. Devise solutions to maintenance issues through detailed observation, recommendations, discussion and follow up.
3. Provide minutes of all meetings to RAC ExComm in a timely manner.



# **Mission Statement**

## **Outdoor Sports Committee**

Encourage resident interest in outdoor sports and provide the opportunity for healthful and safe activity, including: Pickleball, Tennis, Shuffleboard, Bocce Ball, Basketball and Cornhole Toss.

Responsibilities:

1. Assist the Director of Golf and Hospitality as required.
2. Make recommendations regarding the physical aspects of the courts and related facilities.
3. Ensure the use of proper equipment and etiquette.
4. Promote the Freedom Plaza lifestyle through invitations to non-resident guests and by sponsoring outdoor sports events.
5. Provide minutes of all meetings to RAC ExComm in a timely manner.

**(Approved by RAC Council June 28, 2024)**



## **Mission Statement**

### **RAC Technology Committee**

Facilitate, encourage, support, educate, and familiarize the residents of Freedom Plaza with the use of technology both proactively and in response to the needs of individuals, RAC Committees, and the Council.

Responsibilities:

1. Schedule presentations from experts in areas of technology. e.g. Cell Phones, Computers, Smart Speakers etc.
2. Provide for demonstrations of new technological devices.
3. Work in conjunction with ROC to give support to Residents with their electronic devices.
4. Consolidate and re-train all current AVL operators and develop a ROC approved AVL squad to provide support for specific FP activates requiring AVL assistance.
5. Provide minutes of all Committee Meetings to RAC ExComm in a timely manner.



## 4. Committee Guidelines



## **4a. Forming the Committee:**

1. In the first quarter of each year, the RAC Election Committee contacts each Committee Chair to learn of the number of anticipated vacancies as the result of members completing their terms or wishing to retire.
2. The Election Committee then surveys all the residents by sending each an application to complete, noting the committees they wish to join.
3. Next the Chair of each Committee receives a list of the residents' names who wish to join that committee.
4. The Committee Chair then selects the required number of candidates best qualified to complete the Committee's mission. The Chair may choose to interview applicants and may ask the Committee to assist in the selection of applicants. The Chair sends a letter to each applicant, chosen or not. Sample letters are provided by the Election Committee. All applicants not chosen remain in the committee's Election Bank for the remainder of the committee year and all new members come from the Election Bank.
5. When all committee vacancies are filled, the Committee Chair should inform the Election Chair. The Committee Chair should then schedule a committee meeting because the new and continuing members must elect officers. It is important that this process be completed promptly so that the new committee is established and ready to function promptly.
6. The departing Committee Chair should pass on all official RAC materials to the new Chair. Ask for them if you don't receive them or ask your RAC Liaison to obtain a copy for you. Please review carefully.
7. Your Committee's Mission Statement is in Section 3 of your notebook.
8. Each Committee is assigned a Council member as Liaison for your support, questions, advice, etc. They are voting members of the committee and count towards your membership total.

## **4b. Committee Chair Best Practices**

1. Each Committee Chair attends Resident Association General Meetings, usually held the fourth Friday at 10:00am bi-monthly. (January, March, May, July, September and November). It is important that you send a Proxy if you cannot attend. Committee Representatives sit in a reserved section in the front of the Auditorium. Always alert the RAC Secretary if you have a proxy.
2. The Chair chooses new members.
3. The Chair creates new member job descriptions/requirements for election use.
4. The Chair sets a meeting date and time. (See Stephanie for room availability.)
5. The Chair creates a Meeting Agenda.
6. The Chair conducts the meetings.
7. The Chair meets with Director(s) for coordination and planning.
8. The Chair meets with other committee Chairs to share experiences and work on issues of joint interest.
9. The Chair attends Chair/ExComm Meetings as scheduled.
10. The Chair briefs Council and Resident General Meetings.
11. The Chair reads and understands the Committee Sections of RAC By-Laws.
12. The Chair works with the RAC Liaison when Council assistance is needed.
13. The Chair ensures that committee members know what is expected of them so there are no surprises.
14. Committee members who miss three consecutive meetings can be replaced under the By-Laws unless extenuating circumstances supports the absences.
15. When a committee needs replacement members, the Chair contacts the Election Chair in case someone is waiting in the Election Bank.
16. The Chair keeps all meetings flowing smoothly. Unnecessary conversation can be distracting, take up valuable time and lose the momentum of an important subject or issue at hand.
17. Roberts Rules of Order govern all RAC Business proceedings, thus the majority rules in voting issues. Refer to proper personnel practices in dealing with committee members. Contact the RAC President if guidance is needed.

*Remember - as the Chair of your committee - you are the leader.*

*Enjoy your assignment. We are glad to have you aboard!*

## 4c. RAC Secretary Guidelines

The Minutes that are produced from your monthly meetings are important to the FP residents, and a large majority are interested in being well-informed by reading your minutes.

The purpose of this section is to establish some standard procedures for writing minutes, so they consistently portray the manner in which Committees and the Council conduct business, establish reasons for action, report action taken, and include names of those involved.

The RAC Council requires Minutes be submitted via email for every monthly meeting. On months that you do not meet, please email a report submitted by the Chair that reflects any progress made with projects (e.g., the Maintenance Committee sends both ongoing reports and Minutes of meetings), or state that you are not meeting that month.

Send Minutes and reports on a monthly basis VIA EMAIL to the RAC Secretary for posting on the [RacRep.org](http://RacRep.org) web site. This satisfies the requirement in your mission statement to send Minutes to the ExComm.

Next in this section you will find a suggested format for RAC Committee Minutes. This is the same format used for Council Minutes.

All meetings should follow a Standard Order of Business put forth by Robert's Rules because "the job of getting business done should be done in such a way as to be *fair* for everyone taking part in the process of working out satisfactory *solutions* to the greatest number of *questions* in the least amount of *time*." All of the minutes submitted for our Freedom Plaza residents should reflect that process.

In general, the following list summarizes the secretary's duties:

- Maintains Membership List

- Writes/distributes Minutes & reports within the Committee and to the ExComm

- Sends meeting reminders

- Distributes relevant documents to Committee

## 4d. Suggested Meeting Minutes Format

### RAC (*your committee name*) Meeting Minutes

The meeting was called to order by (*Name & time*)

Members/proxies present: (*names/status here*)

Absent: (*names, indicate if excused*)

A roll call (*confirmed/did not confirm*) a quorum.

A motion was made to adopt the agenda. It was (*approved/ modified*). The motion was approved (*or defeated*).

Minutes were (*approved/modified*) via (*vote/e-mail/phone*) Reports (*include by whom and relevant information*)

Unfinished business (*list topics and results*)

New business (*list topics and results*)

Chairperson (*name*) declared the meeting adjourned at (*time*)

The next meeting will be held on (*date, time*)

Respectfully submitted,

(*Name, title*)



# Committee Chairs

July 1, 2024 – June 30, 2025



Administrative Services	Carol O'Brien	813-331-3492	cobrienvt.47@gmail.com
Associate Appreciation	Don Vore	813-336-9882	don@topoftranquility.net
Community Activities	Bill Turcotte	813-383-7627	dturcotte79@gmail.com
Dining Services	Anita Ciota	813-642-8158	mfhalc1@tampabay.rr.com
Dining Services Casual Dining	Mary Reter	813-240-4762	embretea@outlook.com
Finance	John Lang	214-883-1815	foretraveller@yahoo.com
Golf	Marty O'Neill	813-642-9816	seatimbers1@gmail.com
Health Care	Janet Warren	813-634-6692	flasungirljw3@aol.com
Housekeeping	Letha Jones	813-260-3673	lmjcog@gmail.com
Maintenance	Ron Carter	813-773-7483	rg4golf@aol.com
Outdoor Sports	Joe Birnbaum	813-633-5981	joenpearlfl@gmail.com
Technology	Tom Hart	810-923-8446	tdhart123@gmail.com

September 2024

## **Committee Members**

**July 1, 2024 – June 30, 2025**



### **Administrative Services**

Chair: Carol O'Brien; Secretary, Kris Delano

Members: Lorraine Brantner, Ron Carter (Liaison), Larry Chambers, Bill Ciota, Ardetta Isler, Emily Lahti, Al Roberts, Charlene Roberts

### **Associate Appreciation**

Chair: Don Vore; Secretary, Susan Scott  
Treasurer, Eileen Johnson

Members: Judi Allen, Helen Halm, Doug Heym (Liaison), Kathy Mahoney, Bobbie O'Neill, Diane Turcotte,

### **Community Activities**

Chair: Bill Turcotte; Secretary & Liaison, Sue Schuldt

Members: Jean Aronson, Sandee Braddy, Sue Deptula, Janis Harris, Dave Looney, Idalea Rubin, Glenn Spoerl

### **Dining Services**

Chair: Anita Ciota; Secretary, Kris Delano

Members: Gary Ashcraft, Carolyn Bethea, Mike Anderson, Liz Melnick, Carol O'Brien (Liaison); Eileen Robbins, MaryAnn Wellander, Mary Reter (Casual Dining Sub-Committee Chair)

## **Dining Services Casual Dining Subcommittee**

Chair: Mary Reter, Secretary, Jan Ulics

Members: Bob Cobe, Susan Scott, Diane Turcotte

### **Finance**

Chair: John Lang; Secretary, Joan Feehan Walker (Liaison)

Dave Atkins, Mike Anderson, Veanna Cape (Liaison), Joyce McCutcheon, Al Roberts, Neil Rothfeld, Sondra Thorson

### **Golf**

Chair: Marty O'Neill; Secretary, Dave Lowe

Members: Pearl Birnbaum (Liaison), Don Eckerson, Ruth Johnson, Ted Roberts, Sue Schuldt, Ron Wesorick, Molly Walker, MaryAnne Wellander

### **Health Care**

Chair & Secretary: Janet Warren

Members: Ellie Anderson (Liaison), Carl Bohnenkamp, Rosalyn Doty, CJ Corneliussen, Doris Ferron, Bill Ferron, Esther Hagen, Janice Kimbro, Emily Lahti

### **Housekeeping**

Chair & Liaison: Letha Jones, Secretary, Alice Aragon

Members: Carol Babston, Delores Bendersky, Pam Cummings, Delia Georges, Susan Howard, Liz Melnick, Bill Pappmeier, Barbara Powell, Merv Rohwer, Dick Schneider, Suzie Schuldt, Mark Stefenelli, Sandy Stephens, Nanette Vuolo, Georgianna Youngblood

## **Maintenance**

Chair: Ron Carter, Jan Ulics, Secretary

Members: Joe Balazik, Frank Brantner, Carolyn Deming, Joy Hartzell, Rocky McCutcheon, Dick Moore, Carol O'Brien (Liaison), Merv Rohwer, John Ruby, Anne Skinner, Jacqueline Trautweiler

## **Outdoor Sports**

Chair: Joe Birnbaum; Secretary, Kris Wells

Members: Leslie Anderson, Carolyn Bethea, Mary Huntington, Sam Montana, Tedi Nessas, Pat Portenga, Doug Roderick, Ron Wesorick (Liaison)

## **Technology**

Chair: Tom Hart, Secretary; Sam Montana

Members: Ellie Anderson, Mike Anderson, Diane Bergman, Don Dionne, Doug Heym, Harry Hintz (Liaison), Ken Rodman, Jim Shilling

September 2024

## Committee Liaisons

July 1, 2024 – June 30, 2025



Administrative Services	Carol O'Brien	813-331-3492	cobrienvt.47@gmail.com
Associate Appreciation	Doug Heym	813-727-8483	heynhaus@Gmail.com
Community Activities	Sue Schuldt	847-274-3717	suzieschuldt@yahoo.com
Dining Services	Carol O'Brien	813-331-3492	cobrienvt.47@gmail.com
Finance	Veanna Cape	813-938-1038	veannacape@hotmail.com
Golf	Pearl Birnbaum	813-633-5981	joenpearlfl@gmail.com
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Technology	Harry Hintz	813-642-9372	hlhintz@gmail.com

September 2024

## 5. RAC By-Laws

Please see [www.racrep.org](http://www.racrep.org) for the complete RAC By-Laws and Standing Rules (click on the By-Laws Tile)



## 10. RAC Presidents

1991 Prior to opening	Volunteer Council
1992 Opening year	Volunteer Council
1993 First elected President	Cliff Fleearty
1994	Ed Miller
1995	Bill Quesenberry
1996	Gene Brown
1997	George Grange
1998	Ardis Grezaffi (Nash)
1999	Harold Bartley/Charles Dana
2000	Jim Tatum/Paul Forsyth
2001	Jim Tatum
2002	Barton Cook
2003	Barton Cook
2004	John Garretson
2005	Dee DeOrsey
2006	Dee DeOrsey
2007	Ty Sturdevant
2008	Ty Sturdevant
2009	Ray Adams
2010	Sam Fuller
2011	Sam Fuller
2012	Gloria Wentling
2013	Sarah Chambers
2014	Sarah Chambers
2015`	Sarah Chambers
2016	Pearl Birnbaum
2017	Pearl Birnbaum
2018	Janis Harris
2019	Janis Harris
2020	Ron Sweet
2021	Ron Sweet
2022	Ron Sweet
2023	Ron Sweet
2024	Bill Turcotte

END