

The Residents' Association Council

The RAC Insider

What You Really Need to Know About Freedom Plaza
July 2023



Reporting Errors

Although we have taken every precaution to avoid errors and typos in this document, it is inevitable with a document of this size that there will be a small number of slips!

If you spot any typos, errors, needed additions or deletions anywhere in the document, please let me know about them.

I will periodically review the requested changes with the RAC Executive Committee and update the document in a timely manner.

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Introduction to 2023 Revision

Since 2013 the Residents' Association Council has provided a guide for new residents containing information they need to find their way around the campus and to understand how life at Freedom Plaza functions. Formerly the title of this book was "The RAC Orientation Handbook."

This is the first edition of this book with its new name, "**The RAC Insider**" and subtitled "What You Really Need to Know About Freedom Plaza." We hope the new name will not only make the purpose of the book clear at a glance but will also resolve any confusion between this resident-written and maintained guide and the management-generated Freedom Plaza Orientation Handbook.

The RAC is pleased to release this latest version of **The RAC Insider**. This document was originally written in 2013 by the members of the Orientation Committee, chaired by Sam Fuller. It is continuously updated in an effort to keep track of changes in our community. It is our hope it will be your guide to your new forever home and Sun City Center.

The latest version of this document is always available on our RAC Web Site, "RACRep.org" at https://racrep.org/RAC_Insider.pdf . A full description of this Web Site is in Appendix 5 of this Handbook. RACRep.org is an invaluable tool for Freedom Plaza Residents.

FREEDOM PLAZA



Plaza
(The Big House)

RV Park SCC

Tillers & Toilers

American Eagle Blvd.

Visitor Parking

Plaza West

Sun City Center

Fitness Center
Outdoor Pool

GVT

Shuffle Board
Pickleball
Tennis Court

Plaza Club & Golf Shop

Upper Creek Drive

Entrance to American Eagle Blvd.

Freedom Plaza
Assisted Living

Freedom Plaza
Memory Care

Hospital

Figure 1

HWY 674

Chapter One

The Plaza

aka

The Big House

Approach to The Plaza

To approach Freedom Plaza, we drive north on American Eagle Boulevard. American Eagle Boulevard is a beautiful, divided avenue, landscaped in the center with crepe myrtles and palm trees and on either side by a variety of tropical plants. Several holes of our golf course, Freedom Fairways, lie along the Boulevard. Figure 1 is an aerial view of our campus.

The speed limit on American Eagle Boulevard is **20 miles per hour**. We realize this is a low speed, and it will take a diligent effort on the part of drivers to maintain this speed, but we share our main road with Golf Carts, walkers, bikers, trams, and wheelchairs, all of which use the cart lanes along the sides of American Eagle. In addition, the road has a number of curves, which add to the beauty of our drive but make it more difficult to see what may lie ahead in the Golf Cart lane. A low rate of speed is essential for the safety of cars, carts, and pedestrians alike. Please make sure all four wheels of your automobile remain outside the cart lanes and respect our speed limit.

As we near the Big House, on the right there is a large visitor parking lot. See Figure 2. Past this lot on both sides of the Boulevard there is assigned resident parking. Many Plaza residents have an assigned numbered parking space. Please remember your space number and park only in your own space. If you park a vehicle in any of our parking lots and you need transportation to the Big House, you may use one of the four yellow call boxes located in the parking areas to call for the tram: one on row-H, one on row-D, one by the Golf Cart storage, and one in the visitor parking lot (Figure 2) or call the Front Desk (633-1992).

The Circle

After stopping at the STOP sign, keep to the right to enter the circle and continue in that same direction to exit. Follow the direction of the white arrows. For your safety **DO NOT WALK IN THE CIRCLE**. Use the sidewalk.

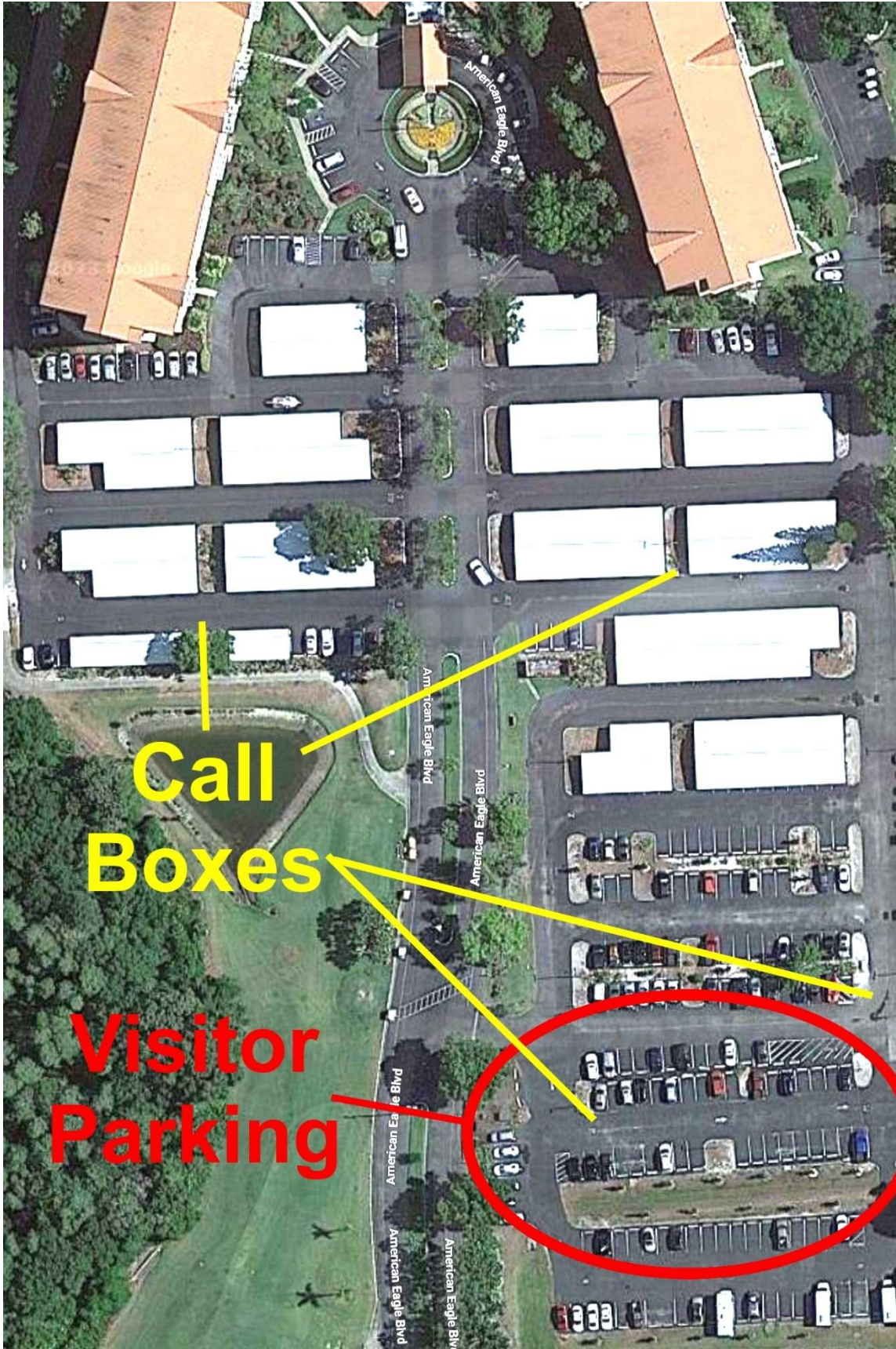


Figure 2 – Freedom Plaza Parking

At the center of the circle is an area planted year-round with a colorful array of perennials and seasonal flowers. At the south entrance to this flowered circle is a commemorative plaque for Lt. Col. Joseph Grezaffi, who was one of the founders of Freedom Plaza. On the east and west sides of the circle are benches where one may enjoy the sunshine.

Immediately behind the plaque is a large flagpole that was erected by The Retired Officers Corporation (ROC). Under the covered entryway there are several benches and chairs for the use of residents to enjoy the outdoors and wait for transportation.

Please obey the parking signs around the circle. There are individual Golf Cart parking spaces designated by white lines. Make sure you park your cart between the lines, and do not take parts of two spaces. On the other side of the main entrance, there is a space reserved for 15-minute residents loading and unloading. There are four resident parking spaces designated for 1-hour parking only and three parking spaces for use by a resident with a handicap hang tag or a handicap license plate. All of these spaces are designed for short term use. Violators will receive a note or a call from Front Desk parking monitors and be asked to move their vehicles. Do not park automobiles in Golf Cart spaces.

Front Entrance (See Figure 3, page 5)

Among the first things one sees are the hotel style luggage carts. These carts are for residents to use in transporting packages to and from their apartments. They are to be returned as soon as possible after use.

On your right, behind the wall, is a small room where residents may store walkers and scooters temporarily. A few wheelchairs are available. These are for the temporary use of residents; please inform the Front Desk if you need to use one. Fluorescent vests are available for your use while walking after dark.

For your convenience shopping carts are stored in the small room on the left for use and return. Free local newspapers are delivered here. The automatic doors leading into the Atrium are locked at 10 P.M. There is a bell on the window frame just outside these doors on the right so that the Front Desk staff can admit those arriving after 10 P.M.

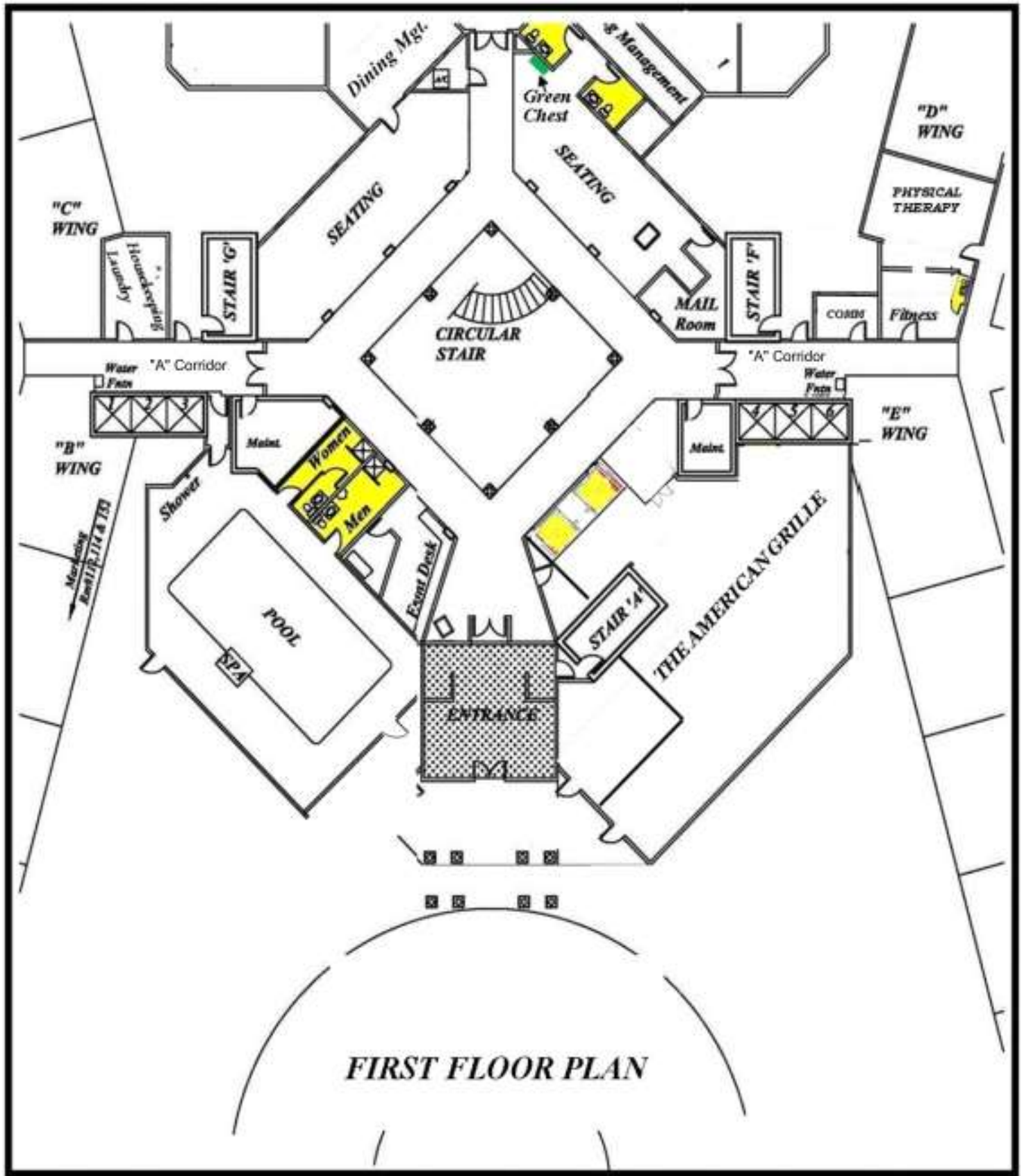


Figure 3

The Atrium

Front Desk Area

Just inside the front entrance to the left is the Front Desk, supervised by the Front Desk Manager of the Administrative Services Department. There are three teams of Associates who staff the Front Desk (633-1992). One team works in the daytime, and the others work at night and on the weekends. Their names and photographs are posted on the back wall. Front Desk monitors the individual apartment Assurance Systems daily (see page 62). Front Desk also has a “Jump & Carry” Auto Battery Quick Charger. Residents may reserve guest apartments at the Front Desk. For Lost articles check here.

The *AccuShield System* is the Front Desk sign-in kiosk where visitors register and obtain a visitor’s badge. It is also where outgoing UPS and FedEx packages are handled and where residents may pick up incoming packages.

In-house mail can be left at the Front Desk for delivery throughout the Freedom Plaza Campus. The *Monthly Payment Box* is also at the Front Desk.

Our electronic security system with TV cameras and a multi-screen monitoring display, is located at the Front Desk. These cameras cover each of the six main exits, the glass security doors numbered 1 through 6 (See Figure 4 page 7), the front doors of GVT Buildings 5 – 10, and some public areas, as well as the swimming pool, the parking lots, and the dining room exits and The *American Grille*. What is seen by the cameras is recorded for review.

Residents may use two Wi-Fi access points – *Freedom Plaza-Guest* with no password or use *Freedom Plaza-Resident* with password “suncity33573”. The signal will be the same, but with more access points (routers), and stronger/faster internet connection.

To your left as you face the Front Desk, there is a smaller desk. This desk contains Off Campus forms as well as those to request transportation to worship services.

Transportation Procedures and Policies are detailed in the [Resident Handbook](#)



The Front Desk has brochures for Mango Cleaners which offers pick-up and delivery service for laundry and dry cleaning.

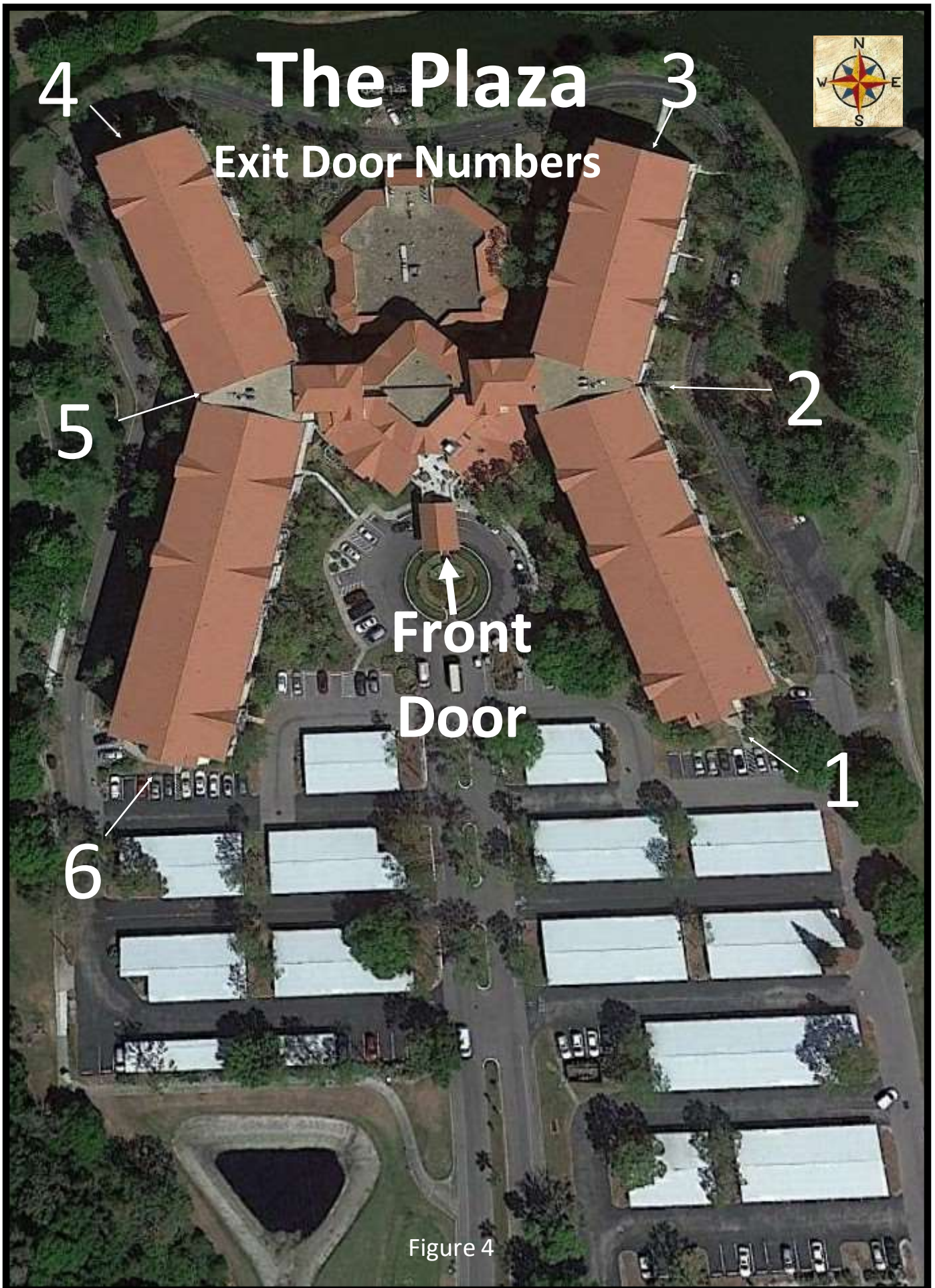


Figure 4

EMT Service

From 7 A.M. to 3 P.M. during the week, the EMT is located in the third floor Wellness Center. At all other times, the EMT is on duty at the Front Desk. In the event of an emergency in your Plaza or GVT apartment-home, pull your emergency cord or dial the Front Desk at 633-1992. **DO NOT CALL 911.** If 911 service is required, the Front Desk or EMT will call them. This procedure saves valuable time.

Your medical questionnaire is on file with the EMTs as well as with the Wellness Nurse. Please make sure that your medical questionnaire is up to date at all times.

Front Desk Television Set

Opposite the Front Desk is a large flat panel display mounted on the wall. This system is normally tuned to the local news station.

Computer systems for residents' use are located on the third floor in the Resident Resource Room.

Turn right and you will find two handicap-compliant restrooms (marked in yellow on figure 3).

The Atrium

The Hospitality Station provides complimentary coffee, and ice water all day long is located just outside of the *American Grille*.

This dining venue is a modern, state-of-the-art eatery with varied menus offering breakfast, sandwiches and pizza, to hot meals. The *Grille* also houses a general store for necessities and signature items. Check *The Weekly* for menu and Grille hours. A video screen above the hospitality station displays the daily menu for the *Grille*.

Prepared food items in the *Grille* may be charged to the resident's account. If the monthly meal balance is positive, the amount will be deducted from that balance. Non-prepared food and other items can be charged to the resident's account but are not eligible to be deducted from the monthly meal allowance. Monthly meal balance resets at the end of the month, and residents wishing to use meal credits before they expire may purchase additional food items in the *Grille*. No more than three identical items may be purchased at one time. On your left as you exit is a kiosk where you may rate your *Grille* experience.

To your right as you exit *The American Grille* is the A-corridor on the D/E side. Moving along the A-corridor on the D/E side, we come to the Fitness Center where exercise machines are available to residents 24/7. Note: There is a restroom there for your convenience.

Residents who require Physical and Occupational therapy may arrange to receive it in this area. The residents' laundry room and trash room for D & E wings is near the end of this corridor (door #2).

Moving back to the Atrium the mail room will be to your right.

Mail Room

The mail room contains a separate USPS mailbox for every apartment in the Plaza. Mail is sorted and delivered by USPS employees. There is also a mail slot for outgoing mail. If you have a package that is too large for this slot, give it to the Front Desk. **Hold Mail Cards** are available.

Mail for GVT residents is delivered to boxes in the lobby area of each building.

Memory Table

Just outside the mail room is the *Memory Table*. In honor of recently deceased residents, ROC places pictures here with information about them. A regularly updated list of residents who are hospitalized or in Plaza West is also displayed here. Note: some residents have chosen not to have their names displayed so not everyone who is hospitalized or at Plaza West is listed.

Dining Area (see Fig 5 page 12)

Toward the back of the Atrium, there are two (2) handicap-compliant restrooms, which are easily accessed from the dining area. On the right is an electronic menu board.

To the left of the dining room doors is a large bulletin board containing information about the Resident Association Council (RAC) and RAC Committees. Check here for names of committee chairs and RAC representatives.

The office of Dining Room Manager is to the left of the RAC Bulletin Board. Just inside the dining room main entrance is the Hostess Desk where seating is assigned, and names are taken if there is a wait. This desk is staffed during mealtimes, and residents register their guests here. A copy of the *Dining Room Dress Code* is displayed at the Hostess Desk.

Reservations for the dining room are made on the RACrep.org Web Site, going through the Dining Portal or by calling 642-1313. Additional dining information is also available on RACrep.org.

There are several ways for residents to make their menu preferences known. Periodically, there is a Food Forum open to all residents. Check the *Weekly* for date and time. There is also a weekly resident Menu meeting on Wednesdays in the Auditorium with our Executive Chef. This meeting is known as the “*Menu Chat*” and is important for residents who wish to participate in the menu process or may have special dietary requirements or food allergies. Daily menus are published weekly. Chef is always open to suggestions.

The Dining Room Dress Code states (see Appendix 3) :

At the midday meal, Monday through Saturday, casual dress is acceptable including golf attire, skorts and capris. In the Dining Rooms for the evening meals, dress as if you are going out to a nice restaurant. Avoid casual clothing such as shorts, sweat suits, and in-home garments (robes, dusters, dressing gowns). Nice capris that reach halfway down the calf are acceptable. Dress denim slacks are acceptable **only** in the Pub and Maui Dining rooms at lunch and dinner, Monday through Saturday. Dress Denim is defined as nicely tailored denim trousers that are not bleached, fringed, or torn and are appropriately hemmed.

On Sundays and Holidays, although not required, residents usually wear their Sunday best and it is recommended that men wear jackets. Ties are not required. Denim, dress or otherwise, is **not** allowed on Sundays and Holidays in the dining rooms.

Dining Room Protocol

Residents are responsible for informing their guests about our dress code and seeing that they dress appropriately. We at Freedom Plaza are proud of our hospitality. The dining team will never refuse to serve your guest and certainly does not wish to embarrass anyone. We do, however, expect residents to respect each other and follow the standards set forth in our dress code.

Cell phones in the dining rooms must be set on vibrate. To talk on the phone, please leave the dining room.

In Room Dining: If you desire to eat at home, you may pick-up a meal or request a delivery. Check with Dining for the schedule for pick-up meals. There is a delivery charge of \$5.00 per meal if the resident does not have a medical exception.

In Room Dining (IRD) – available for pick up only;

Monday through Saturday: 3 P.M. – 4 P.M

Sunday: 10 A.M. – 11 A.M

Check with the dining room staff for additional costs and order times. A standard meal consists of no more than (1) soup, (1) salad, (1) entrée, (3) sides, bread, (1) dessert, and (2) beverages. Additional items ordered for pick up will be billed to the resident's account at the current rate.

Dining Room hours:

Monday through Saturday:

Lunch: 12 noon to 2 P.M. Last Reservation 1:15 P.M.

Dinner: 4:30 - 7 P.M. Last Reservation 6:15 P.M.

Sunday:

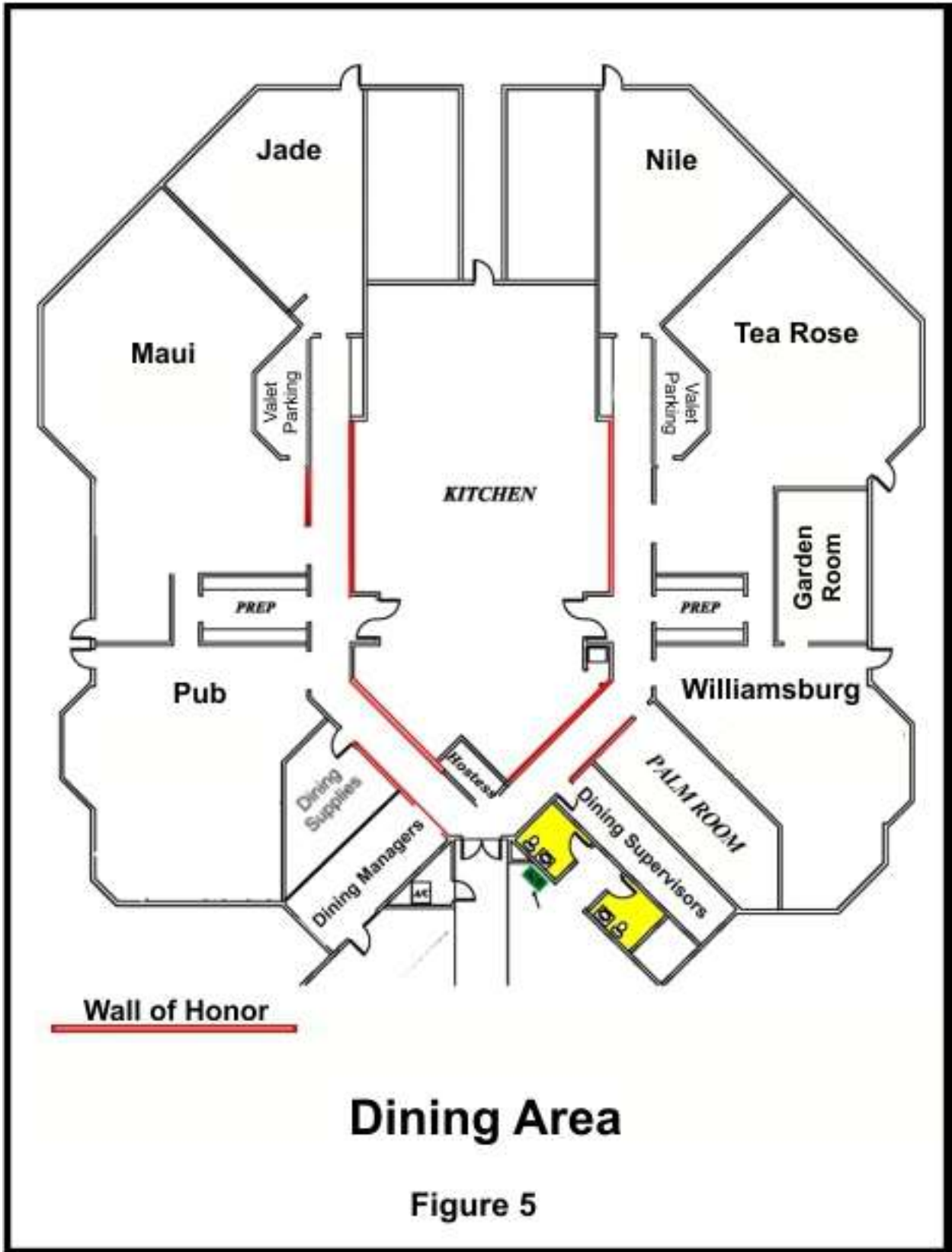
Buffet 11:30 A.M. - 3 P.M. Last Reservation 2 P.M.

Sunday is a one-meal day. In addition to a full brunch buffet, there is a chef's special such as pancakes or waffles. There are also dinner items and a carve station.

Designated Holidays: Reservations are required. Designated Holidays are one-meal days. The schedule for one-meal days and mealtimes are listed in **Appendix 4**.

Dining Rooms: Moving to the right, the first office belongs to the Dining Room supervisors. These Associates train and manage the outstanding staff of young people who are our servers, bus boys, and kitchen support. For many of these young people, this is their very first job.

To provide feedback, diners may request comment cards or go online to RACrep.org and click on the *Dining Experience* tile. Next to Dining Supervisors' office, is the door to a private dining area, the *Palm Room*, which seats twelve. Usually, this dining room may be reserved for private parties. To make reservations call or e-mail the Dining Room manager or one of her staff. Private dining rooms require reservations two weeks in advance.



Dining Area

Figure 5

Just past the *Palm Room* is the *Williamsburg* dining room. Within the *Williamsburg* is another private dining area, the *Garden Room*, which has sixteen seats and may also be reserved for private parties. Next is the *Tea Rose* dining room, followed by the *Nile*. By now, you surely have noticed the photographs along the horseshoe corridor. This loving display on our *Wall of Honor* commemorates residents who have served our country in the armed services.

Going left from the Hostess Stand, we come to the *Pub*, which is a full-service dining room that also serves as a sports bar since it has four large screen TV's. Residents may select their food from the Buffet in the *Maui* during dinner hours Monday through Friday or order from the menu. The Pub is open during dining hours.

On Sundays *Bloody Mary's* or screwdrivers are available for brunch diners. During hours of Pub operation, drinks may be ordered from your wait staff in any dining room, or residents may bring their own alcoholic beverages.

Next, we come to the *Maui*, which currently serves buffets every evening. On Sundays the *Maui* is open for brunch. Just past the entrance to the Maui is a room for valet parking of assistive device.

Outside the *Maui* we come to the *Jade* dining room. The *Nile* and *Jade* are the most intimate of our six dining rooms. Four of our dining rooms have one six-top table. The *Nile* has an eight-top table and a five-top table. These six-top tables may be reserved by signing up on the dining portal or by calling the dining desk. Residents are asked not to add additional places at tables set for a specific number. If you have a large party, you may reserve with the supervisor in advance. At the *Jade*, residents, in addition to full service, may obtain food from the Buffet in the *Maui*.

Guest Meals: Prices for guest meals vary depending on the day of the week. Holiday guest meals are priced separately. Guests may pay for their meals in the dining rooms by credit card or the charge for the guest's meals will be made to the resident's account. Please see the Dining Services Manager for the prices of the guest meals.

Continuing in the Atrium

There are numerous seating areas in the Atrium where residents can congregate to chat, knit, or wait for their tables.

Continuing to the right, we find ourselves in the corridor that runs in front of the B/C wing elevators. These corridors on either side of the Atrium are the A-corridors. There is a large Laundry Room almost directly across from the elevators. This is also the location of “*The Rag Room*” and is the main laundry for our community, operated by Housekeeping. Here you can find old towels that can be used for washing cars and Golf Carts.

Near the end of this corridor is the residents’ laundry room and trash room for 1st floor B & C wings. Note there is no resident storage room on the 1st floor for either the B & C or the D & E wing. The residents on the first floor have storage assigned on other floors.

At the far end of B-corridor, next to Door-6, is the office of the Director of Marketing, 634-1824, and the marketing staff. Residents may register prospective residents and obtain marketing materials here.

Coming back to the A-corridor, B/C side, just to the right of the elevators as you exit them, is the indoor swimming pool and Jacuzzi. These pools use saltwater filtration and are open 24/7. For safety’s sake, if you use the pool area when you are alone, please notify the Front Desk staff so they can monitor you on the security camera. There are restrooms with changing areas in the pool complex.

The open area in the center of the Atrium is a place for residents to gather. Parties and entertainment are held here and is where our magnificent Christmas tree is erected. During the holiday season our model trains and beautiful railroad village are on display in the Atrium and are a big hit with our residents and visitors.

Dozing in the Atrium is never permitted.

Exterior Exits (see figure 4, page 7) There is an exterior stairway exit from every wing, including A-Corridor B/C side and A-Corridor D/E side, as well as just to the right of the front entrances, seven in all. The front entrance stairwell is accessed from the Billiard Room on the

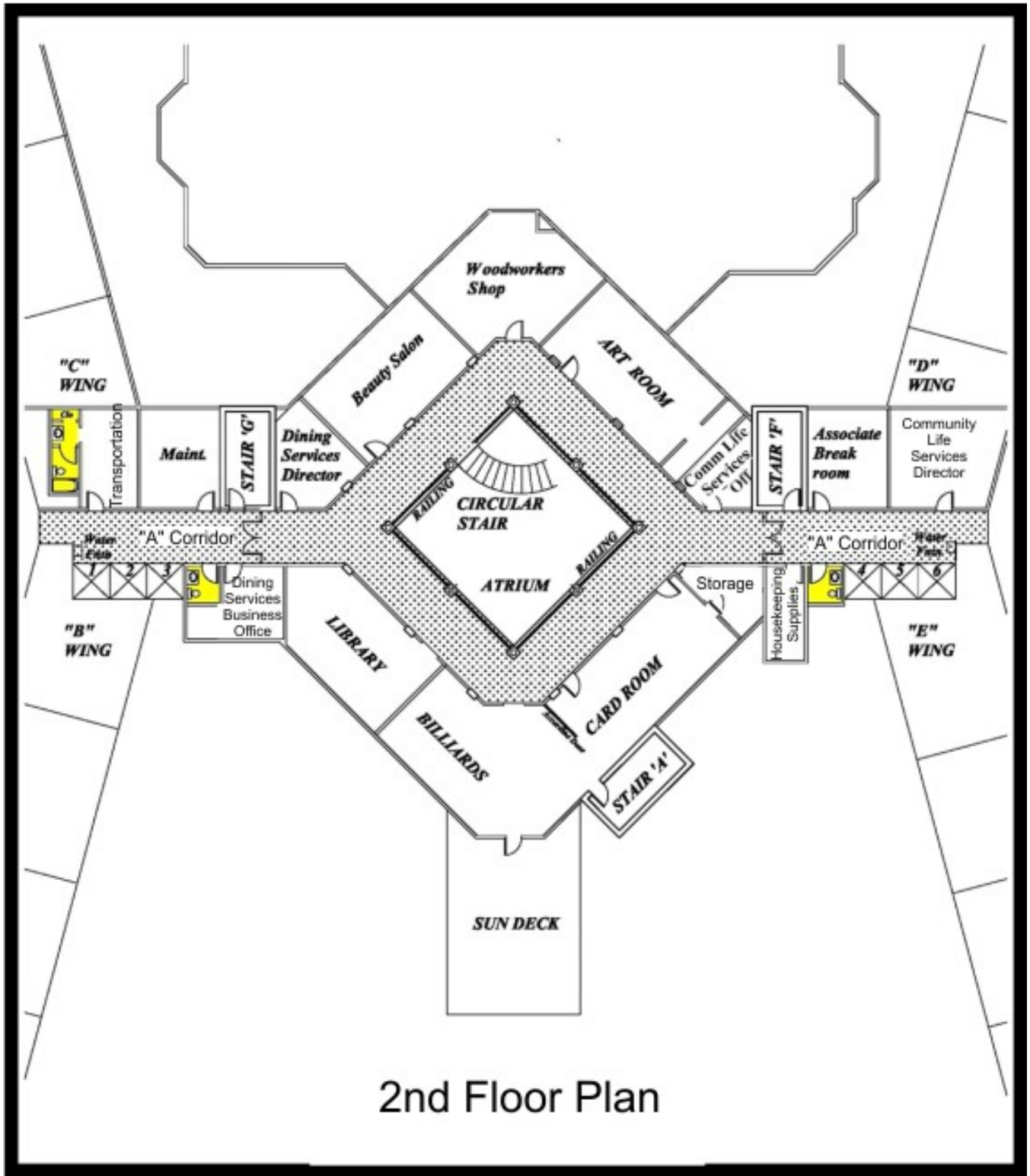
2nd floor, the 3rd floor in the Executive Assistant's office, and the Auditorium on the 4th floor. If you use these exits, you must have a key or card to re-enter. There are also exterior exits from every dining room. As noted above, all exterior exits require a key or card for reentry. The principal exterior exits are doors 1 through 6 and the front entrance. The only interior stairway from the 1st floor to 2nd floor is the curved stairway in the Atrium.

You may park in temporary parking spaces near Door #2 and Door #5 to load or unload only. Since the Plaza is a secure building and all secondary exterior doors are kept locked at all times, be sure not to leave any exit unlocked. Remember, the front entrance is locked at 10 P.M. In the case of movers or large deliveries, a special door code may be obtained from the Front Desk. Under no circumstances should exterior doors be otherwise held open by foreign objects.

Guest Apartments

There are several apartments available for rent to guests. Reserve with the Front Desk (633-1992). As holidays approach, these apartments are in high demand and frequently unavailable. Occasionally other unoccupied apartments may be used as guest accommodations. See Front Desk.

Independent living residents may request to stay at another LCS independent living community or CCRC while traveling if a guest apartment at that community is available. The guidelines for this service are these: Only independent living residents are eligible to stay at an LCS CCRC or independent living community. Residents should make requests to the Executive Director, who will assist the residents in locating and making arrangements to stay at the applicable community. The length of stay should not exceed three days. All stays are subject to availability. The residents will not be charged to stay in the guest apartments but will pay a fee for any meals provided.



2nd Floor Plan

Figure 6

Chapter Two

Second Floor (Figure 6, page 16)

There are two sets of elevators in the building, #1, 2 & 3 are on the west side and serve B & C wings. Elevators #4, 5 & 6 are on the east side and serve D & E wings.

In the A-Corridor of wings B & C, immediately opposite the elevators, is the Transportation Office. A member of the Transportation staff (642-1211) will arrange transportation for the residents to medical, dental, and financial appointments. Most such transportation is included in your contract; however, depending on distance, the terms of your contract and other factors, there may be a charge. Transportation requests require 48-hour advanced notice.



Transportation Procedures and Policies are detailed in the [Resident Handbook](#)

To the right of the elevators on your left is the Maintenance Room. The next office is that of the Director of Dining Services, (642-1267) who is responsible for managing all aspects of Dining on the campus which includes *Independent Living, Assisted Living, Memory Care, Plaza West, The Inn, The American Grille, Catering, Special Events, etc.*

Immediately to the right of the elevators is a public restroom and to the left is a drinking fountain. This configuration of restrooms and drinking fountains is repeated on floors 3 & 4. Above the fourth floor, there is a restroom in each A-corridor but no drinking fountain.

Directly across from the stairwell is the Dining Services Business Office. The Catering Manager (642-1219) who makes arrangements for special parties and customized menus is located at the Plaza Club (633-0170). Freedom Plaza offers a wide array of catering services. The Plaza Club has a dance floor, full-service bar and will accommodate up to eighty people. For smaller parties the two private dining rooms previously mentioned, and on Sunday nights the Pub or Maui Room may be booked for special events, two weeks in advance, with the Dining Room Manager (642-1224).

Moving to the right from this office we find a bulletin board on each side of the hall. The one on the west side is the board for various activities including golf at Freedom Fairways. On the opposite side is the residents' bulletin board where various items of general interest are posted as well as items for sale. Around the corner on the left is the "Plaza Salon," a full-service hair and nail salon (642-1336). Call the salon for days, hours, and services. Services are available by appointment. All charges are paid by credit card. Upon request, the card number may be kept on file for future appointments.

To the right of the salon is the Woodworker's Shop. The Woodworkers is a membership organization (\$5 per year membership fee). The shop is equipped with "state-of-the-art" tools available for members' use. This room is kept locked for safety reasons. Each member knows the combination. The club members are available to perform minor repairs at no charge, except cost of the materials. If you need their help, contact any member. There is a donations box outside the door. If you have something to be repaired, you must bring it to the shop on Mondays between 9 & 11 A.M. Members will not come to your apartment.

The next room to the right is the Art Studio which is home to the Art League. This is the studio in which members do their work and take no-charge art lessons. Members' artwork which is displayed on the walls of the Auditorium is generally changed twice a year. Annual membership fee is \$10. The Art Room is locked, and each member knows the combination as does Stephanie, our Executive Assistant.

Turning into the A-Corridor, the Community Life Services Office (Actives) is on the left. Associates there (642-1213) and (642-1215) are available to assist residents. Just outside the door are clip boards with sign-up sheets for various activities, trips, and events. Across the hall are bulletin boards with pictures of new residents and recent activities. Coming events are also posted in all of the elevators, both in the main building and at GVT (see Chapter 8), and on *Touchtown* screens. Freedom Plaza's Volunteer Resource Directory is available in this office and offers opportunities and information about where and how one can volunteer at Freedom Plaza and/or in the local community.

Immediately across from the Community Life Services Office is a closet used by Environmental Services for housekeeping supplies.

To the left of the Housekeeping Supply Closet is the other public restroom on this floor, and across the hall is the Associates' Break Room.

Next to the Associates' Break Room is the office of the Community Life Services Director (642-1244).

Heading back towards the Atrium, we find the Card Room where residents gather to play card and board games. There is a bulletin board inside the card room where one may sign up for games.

Next to the Card Room is the Billiards Room with a billiards table, a poker table, and a table for working jigsaw puzzles. There are also VHS tapes, CDs, and DVDs in this room as well as card games and puzzles stored in the closet. These are all for residents' use. Simply take them, use, and return them. There is no sign-out sheet.

Also, in the Billiards Room is an exit to the outside Sun Deck, which can be used for group gatherings. Please schedule with Stephanie (642- 1250). The other door in the Billiards Room leads to a staircase which goes up to the 3rd and 4th floors and down to the first floor Plaza entrance.

The next and last room to be visited on this floor is the Library. The Library is operated by the Freedom Plaza Library Committee, which meets the second Monday of each month at 9 A.M. in the Library. Its source of financial support is the Executive Director. When checking out a book, you are requested to fill out a card with your name and date and leave it in a tray just inside the door so that the committee may keep track of library materials. There are various newspapers in the library. **These newspapers are not to be removed!**

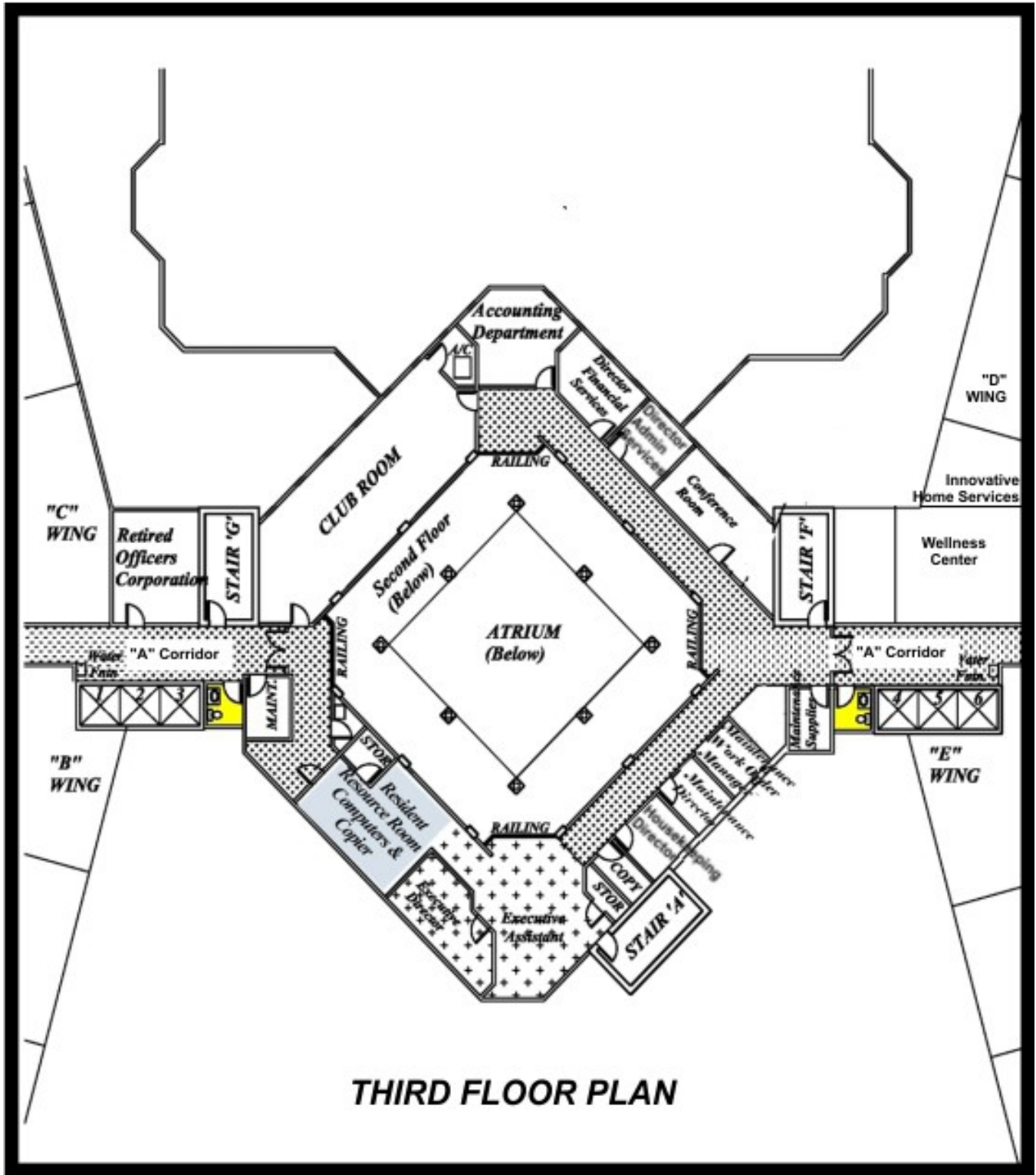
The Library is well stocked with both fiction and non-fiction books as well as reference material; however, space is limited, and not every book can be accommodated. We have a large selection of regular and large print books.

User Friendly Features for Your Enjoyment

1. Open 24/7 for all residents.
2. No “due date,” on the card in back of book. Write your name, room #, and date taken out including year. Return on your honor. Gently slide book into the slot on the desk. If a book is out longer than three months, the committee will remind you to return the book.
3. There is a magazine rack, a reading machine, large dictionary, comfortable chairs and a large table.
4. Many books are large print fiction, mystery, and western.
5. Many are paperbacks and require no sign out.
6. Due to space limitations, there are intentionally just a few categories of military, political, history, pets, humor, biographies, inspirational, nonfiction, and religion.
7. Some donated books are accepted and reviewed by a committee before being put on the shelf.
8. All books, except for paperbacks, are entered into our computerized library database. This is available on the RACrep.org website in the icon “Link to FP Library” which will allow anyone to search for a book by title or author or various tags such as ‘Mystery’ or ‘World War 2’.



To the right of the Library one will see the Poet-Tree, where all residents are invited to share their poems. Contact the Residents Programs Office if interested.



THIRD FLOOR PLAN

Figure 7

Chapter Three

Third Floor (Figure 7 page 21)

Using the B&C-wing elevators (1, 2 and 3), we rise to the third floor. On the left side of the elevators is a drinking fountain, and on the right side a restroom. This is true of all floors except the first, where the restrooms are outside the dining rooms, and floors 5-7, where there are no drinking fountains. The resident table tennis facilities are located at the south end of the B-Wing in Apartment 314 B.

Directly opposite the elevators is the office of the Retired Officers Corporation (ROC), which offers a variety of services within its means, scope of authority, and abilities, and is open to all residents of Freedom Plaza. Services include but are not limited to: notary public, faxing, Tricare for Life Express Scripts new order and refill requests, assistance with survivor issues (i.e., death notifications and paperwork), insurance claims and Medicare selection assistance, wheelchair and walker ID tags and personal affairs support. They have a paper cutter, paper shredder, staplers, and hole punches in a variety of sizes for resident use.

In addition, ROC will host memorial services for residents who have passed away; they host Annual Memorial Day and Veterans Day programs, provide and maintain all the flags in the community, and have volunteers who visit residents at local hospitals, Plaza West, and Freedom Plaza Assisted Living. If you need assistance with something and don't know where to turn, stop by the ROC office; if they cannot help you, they will help find someone who can. They are open Monday through Friday from 9 A.M. to 3 P.M. They are closed for lunch from noon to 1 P.M. and on major holidays. All ROC services are free of charge. Phone 633-4467. For more detailed information about ROC see chapter 9. Tune in to Channel 732 for the Freedom Plaza In-house Network on your TV (FPN).

On with the tour: Turning right or east out of the elevators, you pass the restroom and the Maintenance Shop/Office on your right and *The Club Room* on your left. The blood pressure kiosk is located outside the door to the *Club Room* on the balcony.

At the end of this A-corridor is a balcony, which overlooks the Atrium.

Turning right, you enter the *Resident Resource Room* open 24/7 to all residents. The Resident Resource Room is actually part of a corridor which encircles the Atrium. There are four personal computers running Windows and connected to the Internet. These computers provide easy access to the Internet. RAC meeting minutes are available in this room.

Two bins for personal documents to be shredded and a Reading Machine for the visually impaired are located in this room. There is also a copy machine and paper cutter available for use by Residents.

Continuing, you come to the office of the Executive Director, Angie Rohr (642-1248). Just outside this office is the desk of the Executive Assistant, Stephanie O'Fallon (642-1250). One might say that Stephanie is the principal interface between management, organizations, and residents. Stephanie also compiles *The Weekly* which keeps us all informed. If a question arises and you do not know whom to ask, ask Stephanie. In this office you can also have packages weighed and stamped for mailing, and have packages weighed for shipment by USPS (up to 10 lbs.). You may sign for the postage to be added to your monthly statement.

Proceeding further, you come to the copy room where Stephanie or the work order manager will do copying for residents for approved projects. This equipment and supplies are for the use of associates only.

The office of Director of Housekeeping is next. She is responsible for ENVIRONMENTAL SERVICES (Housekeeping) on the Freedom Plaza campus.

Next is the office of the Director of Plant Services. He is responsible for the maintenance of the Freedom Plaza campus and anything else having to do with the functioning of buildings and grounds.

The next office is the location of the Work Order Manager. Residents should report any maintenance problems or concerns in their apartments or anywhere on the campus, to this office in person or call 642-1221. If the manager is not available, the resident may fill out a maintenance work order and leave it in the box provided there. Please do not task maintenance workers directly.

Continuing down *Corridor A* to the Wellness Center on the left. Inside the Wellness Center, we find the office of the Resident Services Director (642-1236). The Office of the EMT is also in this area. During business hours (7:30 A.M. to 3 P.M.) during the work week the EMT is stationed here. After 3 P.M. the EMT is located at the Front Desk (633-1992). Although the EMT is permitted to provide emergency first aid to someone in need, any other nursing service must be provided under the direction of an MD or RN. The Director oversees the residents' medical files and may help you locate a doctor but is not permitted to recommend which doctor to use. Please notify this Director if you are having any planned medical procedures such as inpatient or outpatient surgery. The Director can assist with after care needs such as Home Health, Therapy and Plaza West needs.

The Wellness Center has been created to assist residents with their medical needs. There is a calendar of on-site doctors and laboratory hours posted outside the entrance for your convenience. This calendar is also published in the DYI (Did you know) – the quarterly Well Committee Newsletter. → → → → → → →



The Innovative Home Services Manager can be found in room D-330 along with the medication management nurse. They can provide Concierge Services, Companionship, Skilled Nursing, Additional Housekeeping, Transportation Services, Pet Care Services, etc. For further information call (642-1249).

Returning toward the Atrium past the elevators turning right we find the *Conference Room*, which also serves as an Emergency Command Center. The staff has stand-up meetings on Mondays, Wednesdays, and Fridays at 9 A.M. This room is otherwise available for small group meetings. See Stephanie to reserve.

Next is the office of Director of Administrative Services. This Department is in charge of the Front Desk, Transportation, and Security (642-1232).

The office of the Financial Services Director (642-1260) is located just beyond. The Director can answer questions you may have concerning your contract.

Outside this office there is a shredder and copier reserved for the exclusive use of associates.

The last office on this hall is the Accounting Office. The Business Office Manager (642-1214) and the Business Office Coordinator (642-1247) are located here.

The hall ends with the *Club Room*, which is used as the primary meeting room, a classroom for the Graduate School for Seniors. The *Club Room* becomes Freedom Plaza's Polling Place on election days. Residents play various card and board games here in the evenings and on weekends. See Stephanie to reserve this room.

Exiting the *Club Room* at the far end, we find we have come full circle through the common spaces on the third floor. We frequently walk through the *Club Room* on our way from one side of the building to the other. Be careful, if a meeting is in progress, please turn around and take another route.

Notice:

Freedom Plaza Tradition
At Freedom Plaza we
wear RED on Fridays to
show our support for our
deployed service men and
women.

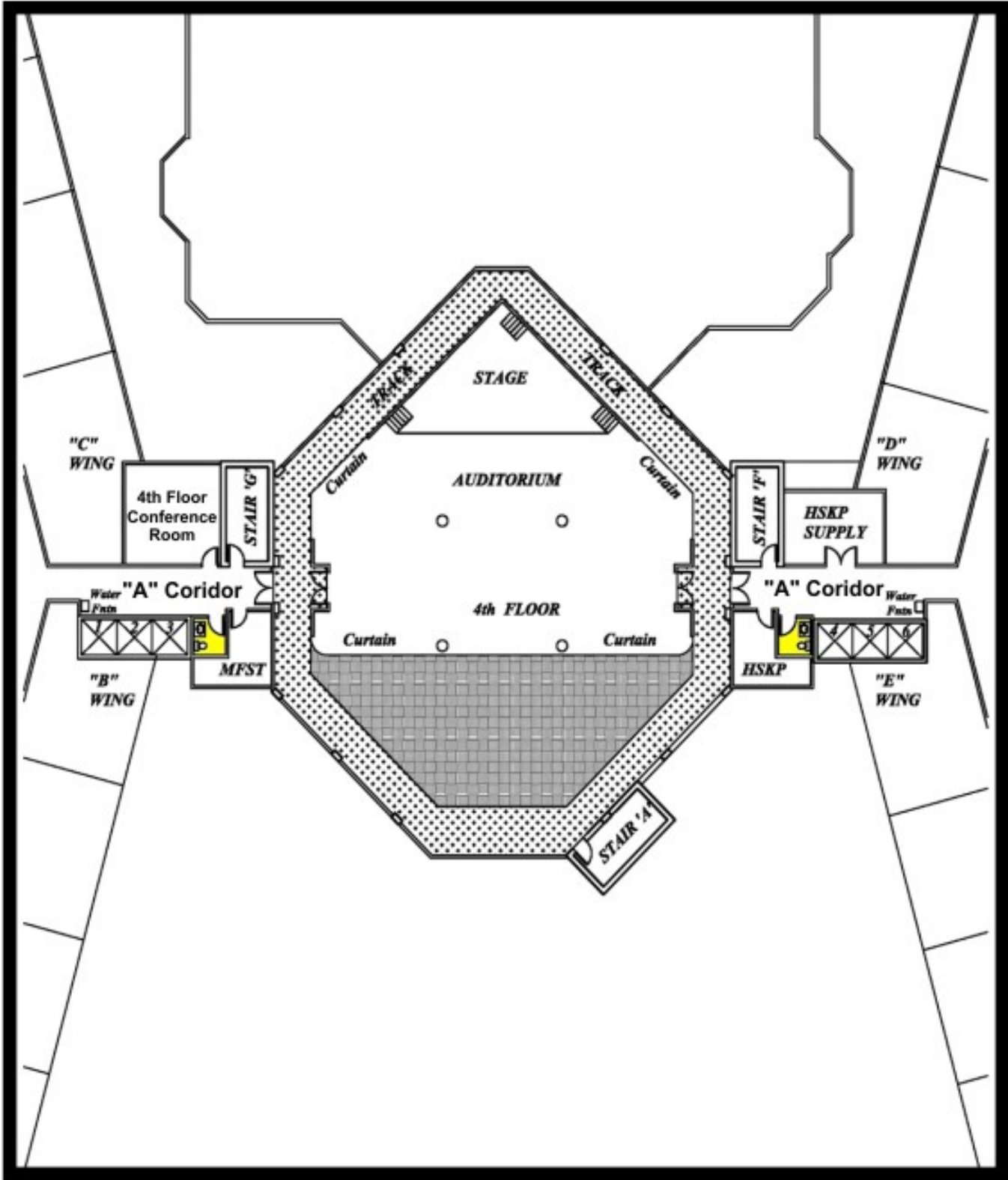


Figure 8

Chapter Four

Fourth Floor (Figure 8 page 26)

Exiting the elevators on the B/C wing side just across the hall is the *4th floor conference room*. See Stephanie to reserve this room. On the right side of the hallway is a restroom.

Opposite the *4th floor conference room* is the office of the Military Family Support Trust. The Chairman of the Board of Trustees is Colin Howgill (634-4675). MFST helps military families with the following:

- Critical Family Financial Shortfalls
- Funds for the Wounded and their Families
- Scholarships for High School Seniors
- Meeting all Types of Emergency Needs
- Continuing Education and Training Funds
- Helping with Emergency Health Care Needs
- Funding Veteran Guide Dog Training
- Assisting Homeless Women Veterans
- Single Parent Family Needs

The Military Family Support Trust is a 501(c)(3) corporation funded by donations. It is the non-profit arm of the Retired Officers Corporation.

Straight ahead you will pass through double doors which are the entry way into the Auditorium. Encircling the Auditorium is a pathway constructed to serve as a walking track. Eighteen laps equal one mile.

Turn right onto the track. As you walk around the track you will see paintings, stained glass, photographs, and needlework on display provided by members of the Art League and various Associates. On the wall just before you get back to where you began, Donor Plaques are displayed for the Military Family Support Trust, VA Homeless Women's Fund and the Military Family Support Trust Scholarship Plaques.

Beyond this on the right is the door through which you entered. Moving across the Auditorium, you will see the stage on your left and seating on

both sides. This area is used for various programs, RAC, ROC, Town Hall meetings, Opera Club, Bingo, Saturday night movies, and Sunday Vesper Services.

Our Auditorium has been equipped with a Loop System, courtesy of ROC, to assist those with programmable hearing aids.

Behind the seating area is a section used for Fitness Classes, and dances. On occasion Marketing and Community Life Services sponsor dances here. This space is also used for Indoor Shuffleboard, Corn Hole, and other indoor games. Chair Volleyball competition is scheduled here twice a month.

After you pass through the auditorium going toward the D/E wings the first door on your right is the office of the Director of Environmental Services (642-1233), and the Plaza building Housekeeping Manager (642-1220). Their duties include assigning housekeepers, arranging for tables and chairs for various events, seeing to it that requests for extra linens, chairs, tables, rollaway beds for guests, carpet cleaning, annual cleaning, and moving furniture are fulfilled. Depending upon your contract, weekly housekeeping and the annual cleaning may be included. The Director, or a member of her staff, will make an appointment with you to assess your housekeeping needs. In the absence of the Director see the Plaza building Housekeeping Manager.

NOTE: above the 4th floor (floors 5 to 7) you cannot pass directly between the B-C side of the building to the D-E side of the building; you must come down to levels 1 to 4 to pass through.



Chapter Five

Golf View Terrace (GVT) (Figure 9 page 29)

There are six apartment buildings in the GVT complex. Each building contains fourteen apartments – two on the 1st floor and six each on the 2nd and 3rd floors. Each apartment has a one-car garage with a large air-conditioned storage room and a separate Golf Cart garage.

US Postal Service mailboxes are located opposite the elevators on the first floor of each building. Each building has an in-house mail drop located in the lobby. You can send in-house mail to the *Big House*, *Freedom Plaza Assisted Living*, and *Plaza West*. In-house mail is picked up once a day. Bulletin boards on the first floor contain information about current and future activities.

External doors at GVT are locked at all times. GVT Residents have a key card which gives them access to their apartments and exterior doors. There is a telephone communications system outside the front door of each building. Visitors are able to call a particular apartment from this phone and the occupant can open the front door remotely. Ample visitor parking is available on the side of each building.

Apartments face either the golf course or the park. Pickleball courts, shuffleboard courts, bocce ball court, tennis courts, and the outdoor saltwater-filtered swimming pool, fitness center, and restrooms are located in the park. There is also a gazebo equipped with a seating area and outdoor gas grill. The recreational facilities at GVT are available for use for all Freedom Plaza residents.

There is a dinner bus available Monday through Saturday from 4PM to 8PM, which runs between GVT and the Plaza. On Sunday transportation is provided for the Sunday meal. Call the Front Desk to order transportation. At all other times of the day call the Front Desk (633-1992) for transportation to the Big House or other parts of the campus.

The Inn at Plaza West

Plaza West

Figure 10

**PLAZA WEST
HEALTH CENTER**

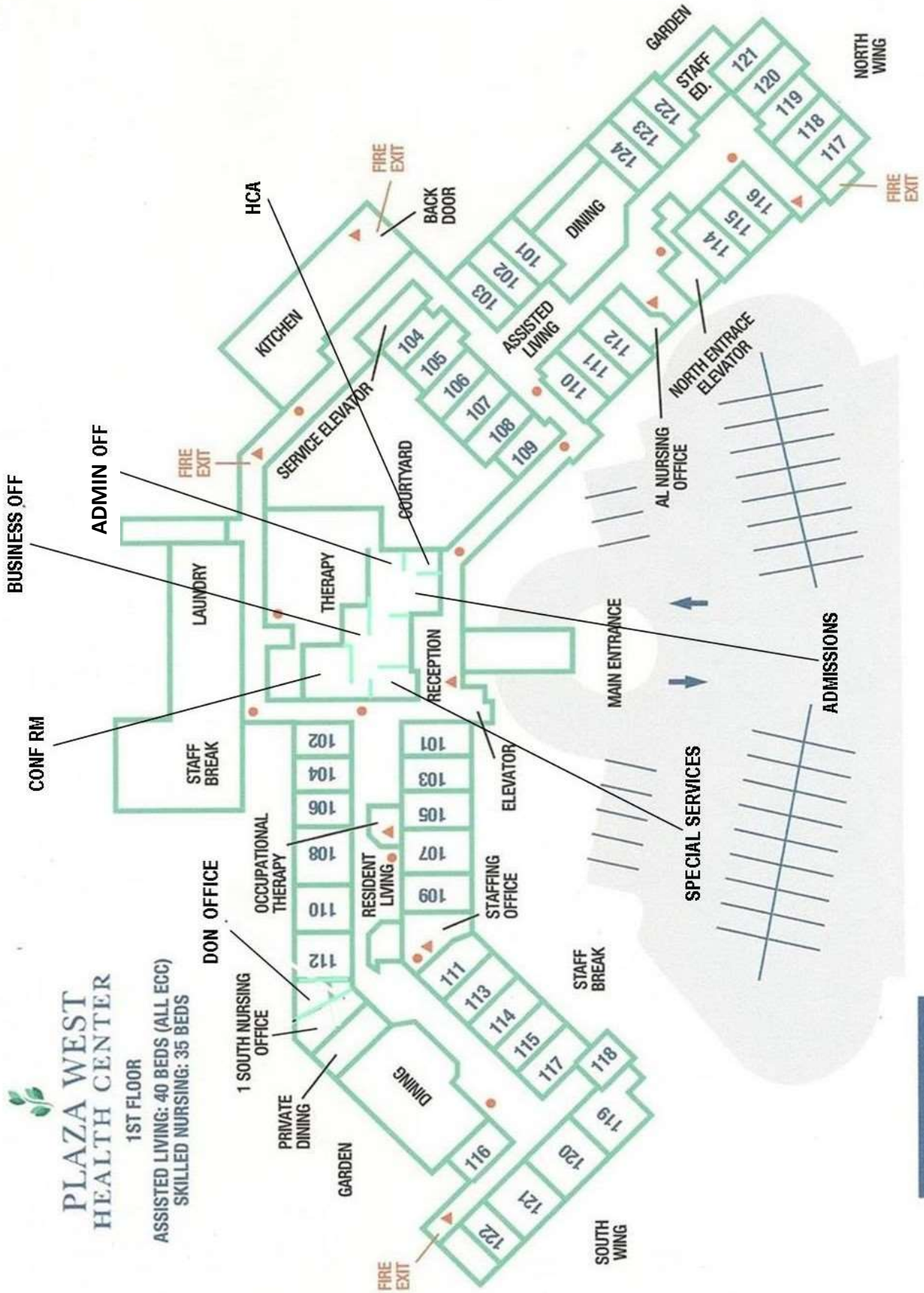


Figure 11

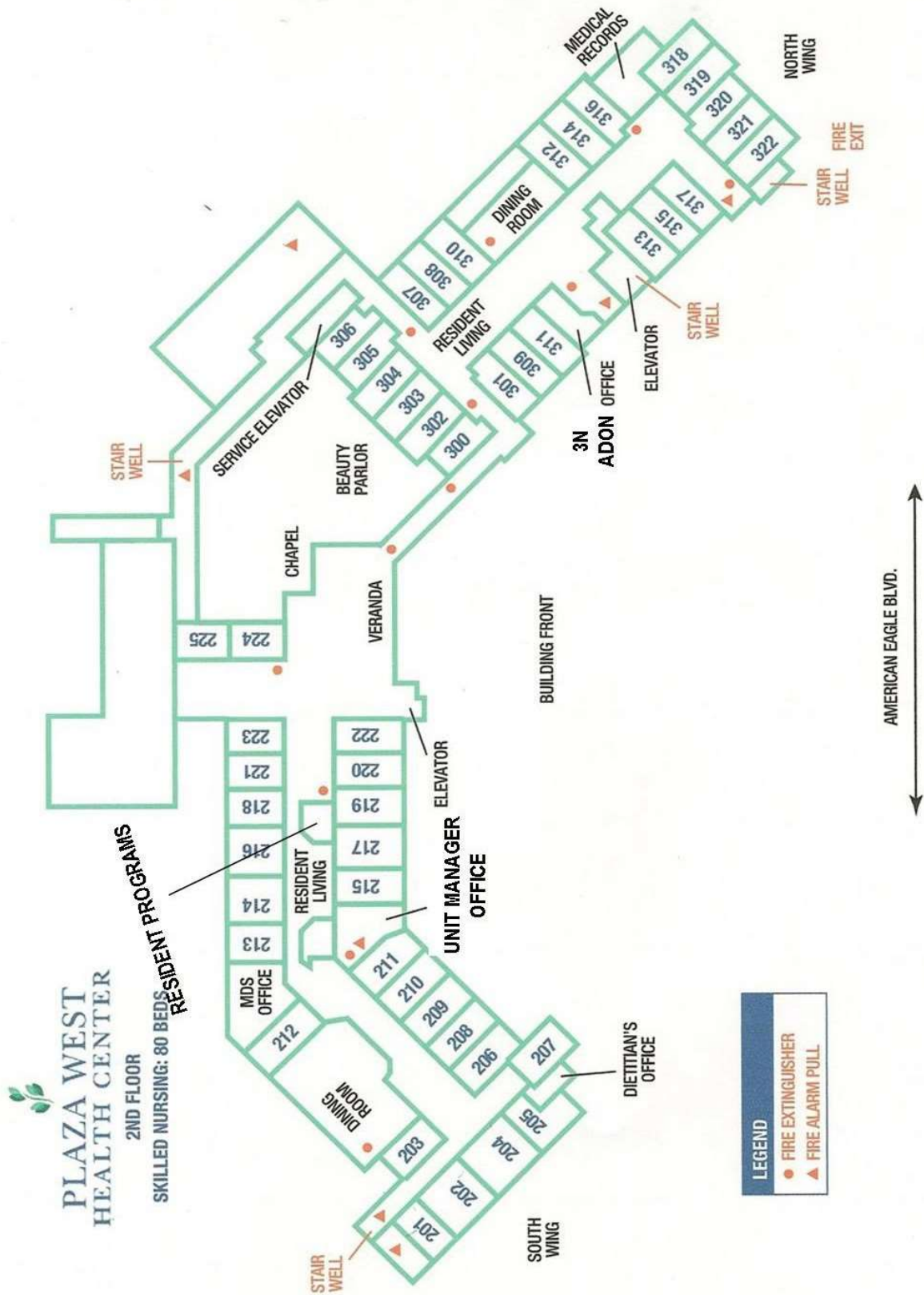


Figure 12

Chapter Six

Plaza West & The Inn at Freedom Plaza

The Plaza West (PW) Health Center opened in 1994. Because of the growing need for health care in the Sun City Center area, expansion in 2007 provided 113 beds. Presently, the Center provides 40 beds in the assisted living areas and 115 beds in skilled nursing areas. (See figure 10 page 31.)

The Inn - first floor (See figure 11 page 32.)

Entry to the Inn at Freedom Plaza is in the north wing of Plaza West. Residents in this area require assistance with various daily activities, e.g., bathing, dressing, medications, etc. A dining room in this wing serves three meals daily to these residents. There is a common area for socializing. Residents may choose between the Inn and Freedom Plaza Assisted Living when they transition to Assisted Living. Both places are covered in Life Care contracts. Entry through the main entrance in the center of the building gives access to the reception desk, administrative offices, and the south wing occupants living area. This is the nursing and skilled care area of Plaza West.

NOTE: All visitors to Plaza West are asked to use the main entrance and check in at reception.

South wing occupants are here for short-term rehabilitation. They typically receive up to three hours of therapy per day. Nurse and physician services are available. The nurse's station is near the dining room which is open for three meals a day. There are common areas with television and activities designed to encourage interaction.

There are elevators in both the north and south wings for access to the second floor. (See figure 12 page 33.)

The north wing of the second floor is dedicated to our life care residents who need a higher level of care. These residents receive the levels of care commensurate with their individual requirements. They are encouraged to enjoy various activities as well as arts and crafts. Most of these life care residents reside in the north wing on a long-term basis.

Second floor south wing occupants receive the same services as occupants on the first-floor south wing. Both are here for short-term rehabilitation. All first-floor services are also available on the second floor. The common area in the central part of the second floor provides access to beauty parlor services, physical therapy, and a chapel.

Opposite this area is a fully screened veranda with tables and chairs to allow residents and guests to enjoy fresh air.

Transportation is available to and from Freedom Plaza and may be requested at the front desk (FP), the nurse's station (PW), or from the desk at the Inn.



Transportation Procedures and Policies are detailed in the [Resident Handbook](#)

Health Care Benefits at Freedom Plaza

For a detailed description of your health care benefits at Freedom Plaza make an appointment with the director of Finance or the Business Office Manager at Plaza West.

Chapter Seven

Freedom Plaza Assisted Living & The Arbors

Freedom Plaza Assisted Living (FPAL) is a sixty apartment Assisted Living Community. Freedom Plaza features Personalized Assisted Living for those who desire social connections or clinical support or need some help with routine activities of daily living, such as bathing, dressing, or assistance with medications. Compassionate associates provide care and “respect for individual preferences,” with a smile, personal greeting, and personal attention. This customized and person-centered experience is designed to honor the resident’s individuality and respect those preferences that make each person unique.

Nowhere, more than here, does the idea of respect for the individual coupled with compassion apply. Excellence in professional care is delivered to enrich the lives of the residents.

The Arbors is a twenty-eight apartment Assisted Living community specializing in Alzheimer’s and Dementia Care. The Arbors offers programs and a secure environment for those with Alzheimer’s or other types of dementia. The Arbors program is deeply rooted in a personal-centered approach focused on sustaining feelings of belonging and purpose while seeking to preserve a sense of self. The Arbors was recently renovated and provides a beautiful home environment for those residents requiring memory care. Like FPAL, we suggest you visit to gain a better understanding of the amenities and services available there.

Transportation from FP to FPAL and The Arbors is scheduled by the Front Desk. From FPAL, contact the front desk there.

If you have questions about the contractual coverage at Plaza West, the Inn at Freedom Plaza, FPAL or The Arbors see Angela Roher, Executive Director (642-1248).



Figure 13

Chapter Eight

Outdoor Activities

Whether you walk, bike, drive, or take the tram, come where the outdoor action begins at Freedom Plaza.

Do you want to play, or have you wanted to play, golf? Freedom Plaza operates the “Freedom Fairway Golf Course”. This is an 18-hole Executive Course that surrounds the Freedom Plaza independent living residences. Membership is open to Freedom Plaza residents at a discount to the public rates. The Plaza Club is open to private parties and also houses the Golf Course pro-shop.

Turn in at the Freedom Fairways (Figure 13 page 37) sign. The Golf Shop with outdoor tables and chairs is on the left, and on the right a building housing the landscaping and golf course maintenance function, rental Golf Carts, and member’s golf club storage. There is also a cage for hitting golf balls and a practice putting green where you can enjoy sharpening your short game skills.

The building housing the Golf Shop also houses the Plaza Club where many social activities are scheduled for residents and outside groups. The Plaza Club may be reserved by calling Dining Services (642-1267).

Moving north on American Eagle Boulevard, you will see hole #18 of the golf course on the left and on the right, a glimpse of the Golfview Terrace buildings. Taking the first street to the right, Freedom Plaza Circle, various sports facilities will appear: a basketball hoop, two horseshoe courts, two covered shuffleboard courts with benches, a bocce court, four pickleball courts, and two tennis courts.

The shuffleboard courts have equipment that is stored in a small, unlocked shed available to all. The bocce ball equipment is kept in a black, unlocked box adjacent to the court. The pickleball equipment is kept in an unlocked chest inside the fence between courts 1 and 2. There are two basketballs that are stored in the GVT fitness center. The tennis courts are

locked, and the key is available to all residents by calling the Director of Golf and Tennis (634-7966) or the Front Desk.

These facilities are available to all residents and their guests free of charge.

The regularly scheduled times for the following sports are:

- Tennis - Monday, Wednesday, and Friday 8:30-9:30 A.M.
- Shuffleboard - Tuesday, Thursday, and Saturday 9 A.M.
- Pickleball - Tuesday, Thursday, and Saturday 8 A.M.

A current list of activities is available in the Community Life Services Office located on the second floor of the Plaza.

At GVT there is an open grassy area for croquet, and there are two croquet sets inside the kitchen area of the Community Building. There is an area on Freedom Plaza Circle which can be used as a badminton court. Equipment is in the shuffleboard storage area. The gazebo has two outdoor grills and picnic tables for the residents' use. There are three pitch and putt golf holes for the residents.

Our tennis courts have a Plexicushion acrylic surface designed for a consistent bounce, sure footing, and reduction of fatigue on players' legs, ankles, and feet. This surface is ideal for seniors. It is the same surface used for the Australian Open. Residents can reserve court time 7-days in advance by calling the Golf Pro Shop (633-4653). Rental racquets and balls are also available in the Golf Pro Shop. Proper tennis shoes are required.

The outdoor saltwater filtered swimming pool is equipped with towels, showers, and a hot tub and is available to all residents. This screen enclosed pool is a favorite also for residents and guests when they want to bask in the sun. Please shower before using the pool.

The indoor fitness center is also a popular feature of this area. Residents from the Big House as well as Golfview Terrace may use the workout area and equipment.

Moving up American Eagle Boulevard, just before the entrance to Plaza West, on each side of the road, are entrances to the Nature Trail (Figure 14 page 40). This trail, which is 1.3 miles long, encircles most of our

property, and passes two areas used by Sun City Center, one for the Tillers and Toilers and one for RV and boat storage. Window in the Woods, a building for bird watching maintained by the Sun City Center Eagle Audubon Society, is located along the Nature Trail (Figure 14 below).



Figure 14

As we move toward the main building, we see the visitor parking area on the right and the fenced Golf Cart storage behind it (See Figure 15 below). Spaces in this secure area are assigned. The Dog Park is located behind this area.

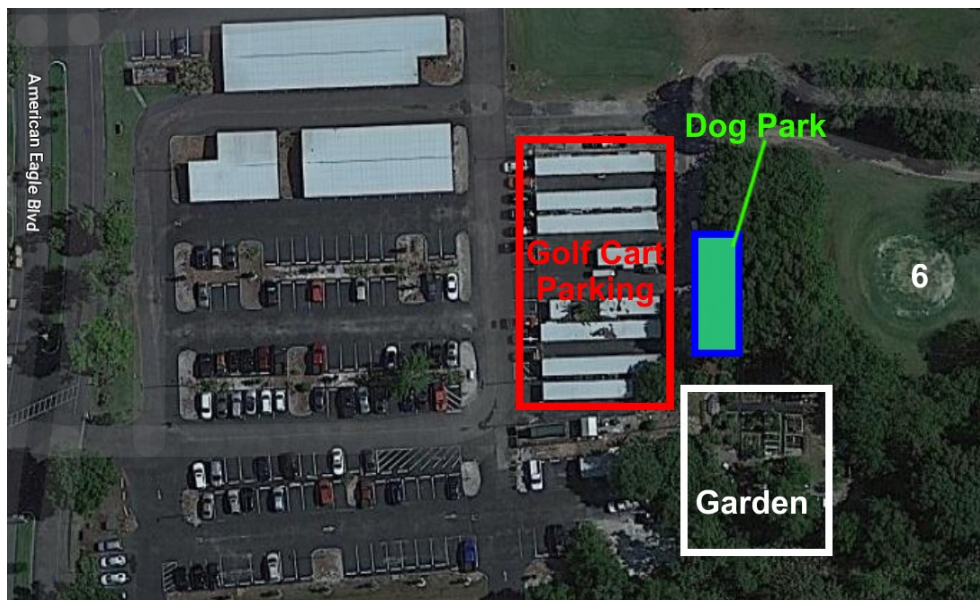


Figure 15 - Golf Cart / Dog Park / Garden

Before you operate a Golf Cart on the streets of Sun City Center be sure to ask the Director of Administrative Services (642-1232) for a copy of the *Greater Sun City Center Golf Cart Drivers Handbook* and read it carefully.

Tickets are issued in Sun City Center for infractions. Your Golf Cart should be registered with Transportation and have an assigned number, for your protection. It will not include your name or address.

For your convenience there is a vehicle care center which includes a water hose, air pump, and auto vacuum located just past the Golf Cart storage area and across from the yellow call box. You may wash your automobile or your Golf Cart here.

The garden plots that are available for the residents of Golfview Terrace and the Big House are located to the rear of the Golf Cart storage. Plots are managed and assigned by the Freedom Plaza Garden Club. See Appendix 6 for more information.

A complete list of outdoor activities and regularly scheduled sports is published as an addendum to the *Weekly*.

Chapter Nine

Clubs, Organizations & Committees

There are two principal resident organizations at Freedom Plaza. They are the Freedom Plaza Residents' Association managed by the **Residents' Association Council (RAC)** and The **Retired Officers Corporation (ROC)**.

All residents of Freedom Plaza and Golf View Terrace who hold continuing care contracts are members of the Residents' Association.

The purposes of **RAC** as stated in its By-laws (<https://racrep.org/BylAWS.pdf>) are to:

1. Ensure that both RAC and management shall at all times be in conformity with Chapter 651, of the Florida Statutes.
2. Ensure that the Plaza and Golfview Terrace are places of safety, satisfaction, enjoyment, and pride for residents and at a cost as reasonable as possible.
3. Facilitate communication and mutual cooperation among the Residents, Management, and Staff.
4. Maintain procedures for receiving suggestions and complaints from Residents, for which RAC Committees shall seek resolution working with appropriate staff department heads.
5. Review and evaluate all RAC committee reports. Take necessary action to address all significant matters not resolved at the Committee level. Pursue and resolve such matters with the executive director of Freedom Plaza, or if necessary, corporate level management.
6. Review and respond to proposals by management for changes in facilities or services.

Much of the business of RAC is conducted by and through its twelve committees. Any resident may attend any RAC meeting as an observer. Check with the committee chairs to confirm time & date of meeting.

1. **Administrative Services Committee** monitors and advises the Administrative Services Department, which includes the functions of Front Desk/ Concierge, Transportation, and Security, providing input and advice to management regarding procedures and concerns in these areas.

2. **Associate Appreciation Committee** meets as required. Freedom Plaza has a strict “no tipping” policy. This committee was formed to solicit donations so that a monetary gift might be made to each eligible associate. Eligible associates are those associates who are not salaried. Each resident is encouraged to donate \$2.00/day to this fund. Donations are de- posited anonymously in an account at Wells Fargo. Donations are **not** tax deductible.
3. **Community Activities Committee** Its purpose is to assist and advise 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. (Includes the **Movie Committee Sub Committee**).
4. **Dining Services Committee** acts as an interface between the residents and management on all things dining. In the process of this function this committee considers the “Comment cards” from the residents and suggests appropriate action (Includes **Casual Dining Sub Committee**)
5. **Finance Committee** monitors and reports on the security of the residents’ financial investment in Freedom Plaza.
6. **Golf Committee** The mission of the Golf Committee is to address and identify the concerns and needs of the golfers and make recommendations for improvements to the course and its operation and assist in support of golf functions.
7. **Health Care Committee** works with the Resident Services Director to ensure health care information and access to services are available to residents, plans activities and programs for residents including presentations from physicians and experts in various fields, provides support groups in areas of needs, and publishes a quarterly Health Care Newsletter, "Did You Know."
8. **Housekeeping Committee** Members make monthly inspections of common areas of Freedom Plaza and Golfview Terrace, and report on findings and advise Director of Environmental Services of issues that require immediate attention.

10. **Maintenance Committee** works in concert with the Plant Services Department to ensure the buildings and associated common grounds and landscaping are well maintained. Members make monthly inspections of all independent living buildings and grounds. The committee maintains a list of all open maintenance issues and concerns.
11. **New Resident Orientation Committee** Works with the Freedom Plaza Marketing Department and Residents Association Council (RAC) members to provide necessary information and assistance to ensure new residents a smooth transition into the Freedom Plaza Community.
12. **Outdoor Sports Committee** Its purpose is to assist the *Golf & Hospitality Director*, encourage interest in tennis, Pickleball, Shuffleboard, and Cornhole Toss, and provide residents with the opportunity for a healthy and safe outdoor sports experience.
13. **Technology Committee** Its purpose is to facilitate, encourage, support, educate, and familiarize the residents of Freedom Plaza with the use of technology.

Typically, there is a Residents Association General Meeting (RAG) on the 4th Friday of odd numbered months in the *Auditorium* at 10 A.M. There is a regular meeting of the Council every month on the 4th Friday at 9 A.M. in the *Club Room*. Generally, there is no meeting in December. The RAC General Meetings are announced in the *Weekly* and notices are posted in the elevators.

The RAC officers are elected at the February meeting and formally installed at the March RAG, as are any newly elected RAC Representatives. The officers of RAC serve for a term of two years as do the RAC Reps, and most RAC committees are limited to nine members. Committees designated as working committees such as the Maintenance Committee may have additional members as required. Committee members serve for one two-year term and may serve for additional terms by approval of the Council. Residents of the same apartment are not allowed to serve together on any committee, and no resident may serve on more than two committees concurrently. Meetings of the RAC are announced in the *Weekly* and notices are posted around the campus.

Retired Officers Corporation (ROC) is the successor organization to the original organizing group that created Freedom Plaza. ROC offers many valuable services to residents. ROC also conducts national advertising campaigns to attract residents to Freedom Plaza. ROC is compensated for sales to certain military or retired military persons. ROC also maintains Freedom Plaza's web-site – www.freedomplaza.com , and FPN - our In-house channel on 732. All residents are members of ROC.

Voting members of ROC are all former military or government employees and their spouses. ROC provides survivor services and memorial services for all deceased residents on request. It conducts the annual Memorial Day Program and Veterans Day Programs and maintains all flags on the Freedom Plaza campus.

ROC has four standing committees and two Ad Hoc committees:

1. **Internal Review Committee:** Purposes - Formulation of an internal audit program; annual audit of ROC Financial Procedures; and annual internal audit of ROC Financials
2. **Investment Committee:** Purposes - Review investments and recommend changes as needed; report quarterly to the ROC Board with plans of action.
3. **Joint Advance Coordinating Committee:** (Six FP Associates and five ROC members); Purposes - Meets at least quarterly to discuss operational matters.
4. **Visitation Committee:** Purpose - to establish and execute a program of visitation to Freedom Plaza residents at local health care facilities.

ROC Ad Hoc Committee:

Flag Committee: Purpose - Maintain flags, poles, ropes, etc.; place flag at half-staff as required; and position flags on the Boulevard on pre-determined dates. Provide and maintain indoor flags and flag displays.

Education Stipend Committee: Purpose - to oversee an annual education stipend for ROC employees.

The Scholarship Fund, Inc. This is a 501(c)(3) organization, not associated with either ROC or RAC. Its purpose is to provide scholarships to worthy Associates of Freedom Plaza, Plaza West, and Freedom Plaza Assisted Living. These scholarships are typically \$2,500 each and are awarded to approximately twenty Associates annually. Donations come from individual residents, the Woodworkers Club, Management, and other fund-raising activities. Donations are tax-deductible.

Military Family Support Trust. This is a 501(c)(3) organization. It is the non-profit arm of the Retired Officers Corporation (ROC) at Freedom Plaza. It is not associated with RAC. It is a separate charity with offices on the 4th floor. MFST Chairman of the Board of Trustees is Colin Howgill. MFST provides assistance to military families on a nationwide basis. Donations are tax deductible.

Florida Life Care Residents' Association (FliCRA). This is a lobbying organization on behalf of all Seniors who live in Continuing Care Retirement Communities (CCRCs) in Florida. Freedom Plaza has a chapter. Upon payment of annual or lifetime dues one becomes a member. Among its notable achievements is the deduction of real estate taxes (Homestead exemption) from your monthly service fee (MSF). Florida Statutes Section 651 is the governing statute for CCRCs, is carefully monitored by FliCRA. FliCRA is responsible for many positive changes in the FL 651. RAC recommends that Freedom Plaza Residents join FliCRA. (see Appendix 1 page 55)

Graduate School for Seniors (GSS) – This resident group offers one or two six-week semesters of classes starting each year in February and/or September. The trustees choose instructors for classes believed to be of general interest to residents. Instructors may be residents or come from outside. The cost is \$10 per class. The GSS offers 9 to 10 classes/semester.

Other Groups and Activities – There are a wide variety of groups and activities available for Residents at Freedom Plaza. Many of these are resident organized and managed. Information about these activities is listed in the *Activities Department Plaza Planner* which accompanies *The Weekly* (<https://racrep.org/Weekly/weekly.pdf>). Some of these are described in this book.

Art League – See Chapter 2 page 18.

Chair Volley Ball – Twice a month in the auditorium. Check the *Weekly* for the schedule.

Crotchety Knitwits – One of our most popular organizations is an informal group of residents who gather in the Atrium four times a week to knit, crochet, and do other types of handwork while they chat. This group has made the local and area news because they make items of comfort for those in need. The many items they produce are donated to local area hospitals, Breast Cancer Survivors, and other philanthropic groups. There is no requirement to know how to knit or crochet since our members are willing to teach newcomers. If you have no desire to do needlework, you are welcome to just sit and chat. All residents are welcome, both male and female.

D.O.G. (Dog Owners Group) – This group is associated with the *Freedom Plaza Dog Park*. Contact Jean Aronson (938-3118) for more information.

Duplicate Bridge – On every Monday at 12:30 P.M. there is an open duplicate game, sanctioned by the American Contract Bridge League, in the Card Room on the second floor. This is an ACBL open game. There is a \$3 entry fee for residents of Freedom Plaza, Sun City Center, and Kings Point. There is a \$4 fee for non-residents of these communities.

Garden Club – See Appendix 6, page 63.

Library Committee – See Chapter 2 page 19.

Trivia Challenge – Teams of six Residents compete to answer questions purchased by management from a Trivia Service. Check the Plaza Planner for location, day, and time. Sign up at the Activities Office.

Woodworkers – See Chapter 2 page 18.

There are other, organized clubs e.g. book clubs, bridge clubs, Mahjong, sewing, knitting, beading, writing, and poetry groups.

Chapter Ten

Sun City Center

“The home of Cadillacs and cardiacs, newlyweds and nearly dead - where if you’re on time you’re late.” (anonymous)

Sun City Center is located in Hillsborough County. The county is a Charter County in which there are only three incorporated cities - Tampa, Temple Terrace, and Plant City. All the other named places such as Sun City Center, Brandon, Wimauma, Ruskin, etc., are simply that, named places. All of them are governed officially by the Hillsborough County Board of County Commissioners. For more information on the county see <https://www.hillsboroughcounty.org/>. For information on Sun City Center, see <https://www.suncitycenter.org/> .

In a recent agreement, residents of Freedom Plaza may become limited members of the CA (the [Sun City Center Community Association](#)) with 100% access to all clubs and facilities but without ability to obtain guest passes or to vote. Upon approved application, management will pay your dues. Application forms may be obtained from Stephanie, FP’s Executive Assistant.

In another agreement, Freedom Plaza residents may obtain gate passes to Kings Point to play bridge in the Card Room of the North Clubhouse. These passes are available from the Sun city Center Bridge Club.

Information, business hours and phone numbers of businesses in Sun City Center and South Hillsborough County is available from <https://members.southhillsboroughchamber.com>

Also, simple internet searches using your Smart Phone, Tablet, or Computer provides the most current and accurate information on local businesses, and Places of Worship.

Freedom Plaza provides scheduled bus service several times a week to local shopping areas in addition to transportation to the several of the local Places of Worship for Sunday Services. Space is limited so Residents must sign up in advance for this transportation at the Front Desk.

GOLF Carts

Sun City Center is a 'Golf Cart Friendly' community meaning that Golf Carts are permitted on most roads during DAY LIGHT HOURS (Sunrise to Sunset). They are NOT PERMITTED on the roads or Golf Cart Paths after Sunset. (see Figure 16, Page 50 for approved roads and Golf Cart Paths). Also see the [Sun City Center Golf Cart Handbook](#)

Golf Carts MUST observe ALL **traffic signs** and **lights**.

Golf Carts may not cross SR-674 (Sun City Center Blvd) or US-301 except at designated locations (see Figure 16, Page 50 for Approved Crossing points). Golf Carts MUST observe ALL **traffic signs** and **lights**.

On Freedom Plaza property, Golf Carts may be operated after sunset if they are equipped with operational headlights and taillights. Assigned Golf Cart parking is available for Plaza Building residents. GVT residents are expected to park in the assigned garage.

All residents that own Golf Carts SHOULD have vehicle insurance that includes Thief and Liability coverage. For thief protection, it is also recommended that Owners check that their Golf Cart requires a UNIQUE key to be operated (original equipment on most Carts is a lock keyed to a common master key for the make of cart. Most local Golf Cart dealers can install a key switch requiring a unique key for a reasonable price).

Greater Sun City Center Golf Cart Map

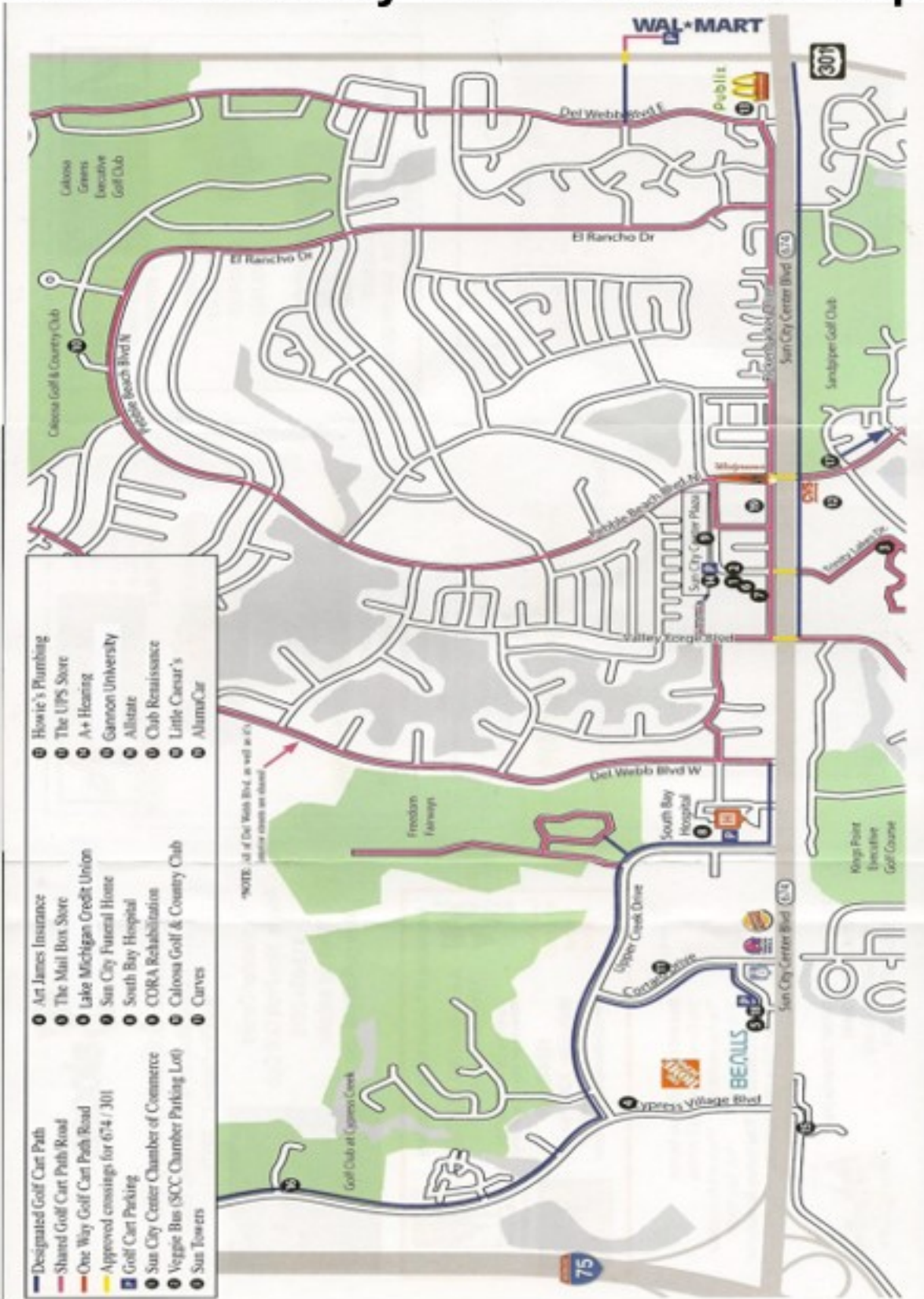


Figure 16

Chapter 11

Government Offices In The Area

Sun City Center is located in Hillsborough County. Hillsborough County provides excellent online information at WWW.HCFLGov.net

When you make a move, frequently personal identification documents need to be brought up to date. The following information is provided to assist you.

Hillsborough County Tax Collector

406 30th St. Ruskin Fl 33570 813-655-5200 WWW.Hillstax.org

You are going to need documents to acquire a Florida Driver's License, Florida ID, Disabled Parking Permits, Motor Vehicle Registration, and Change of Address to name just a few. In order to know what documents are needed, access the web site above and go to Locations/South County Branch. There, click on the item needed and fill out the information requested.

You can schedule your Driver License Appointment online.

Note: The Florida Licensing on Wheels (FLOW) Bus comes to Freedom Plaza regularly. All transactions regarding Florida DMV are provided. Check with Front Desk for date and time.

Voter registration is done in the Tax Collector's office.

Hillsborough County Clerk of Court

WWW.Hillsclerk.com

The many services offered by Hillsborough County Clerk of Circuit Court are listed on the printed web site page. Passport services, traffic citations, probate, and marriage services are used most often. Printable online forms can be accessed from the web site.

Social Security Office (By appointment only)

866-593-8721

The nearest Social Security Office is located at 1947 E. Brandon Boulevard, Valrico, FL. The location is in the Publix shopping center on the SW corner of Hwy 60 and Valrico Rd.

SouthShore Regional Library

15816 Beth Shields Way <http://www.hcplc.org/hcplc/locations/sho/>
Ruskin, FL 33573-4903 ((<https://hcplc.org/locations>))
813-273-3652

About the South Shore Regional Library Overview

Opened in October of 2006, the 40,000 square foot SouthShore Regional Library offers a wide variety of materials including books, magazines, online databases, music & DVDs for children, teens and adults - in both English and in Spanish. There are 49 public Internet access computers as well as wireless Internet service available throughout the library. A variety of programs for all ages is offered each month.

The library has a large community room as well as smaller meeting rooms of varying sizes available for community and non-profit groups. The Genealogy Center offers computer workstations, print and online resources for genealogical research. The Children's Library, decorated in a Florida wildlife theme, offers the library's youngest visitors books, magazines, media and computers for fun and learning. The Friends of the South Shore Regional Library host a bookstore and vending cafe for the public.

Friends of the Library

The Friends of the South Shore Regional Library host a bookstore and vending cafe for the public.

History

The 25th and largest library branch in Hillsborough County, SouthShore Regional Library serves a growing and diverse population in the south county area. The library was completed at a cost of \$10,138,000, with the aid of a \$500,000 State of Florida Department of State, Division of Library and Information Services Public Library construction grant.

Chapter 12

Emergency Procedures

Freedom Plaza management produces a Safety & Emergency Information Booklet. The latest revision is dated May 2020. This booklet contains complete information for residents concerning emergency procedures. Please make sure you have a copy readily available.

If you do not have a copy, please request a copy from Stephanie O'Fallon at 642-1250.

Assurance System

One bathroom in each apartment is equipped with an assurance system. The purpose of this system is to assure the Front Desk the residents of each apartment are up and about.

The assurance system consists of a motion sensor mounted near the ceiling of the master bathroom and a panel located next to the toilet in that bathroom. The panel also houses the emergency pull cord.

If no one enters the master bathroom between the hours of 5 A.M. and 10 A.M., the Front Desk will call your apartment to ensure that you are all right. If they receive no answer, someone from the Front Desk will come to your apartment to check on you.

Other pull cords are located in your apartment for your protection.

Keyless Entry

Each new resident is issued a plastic card with an embedded electronic chip and a magnetic strip. When the card is placed on the door entry panel of the resident's apartment-home, the electronic chip is programmed such that the tell-tale light on the lock will flash green and the door will unlock. If the light on the lock flashes red and green, it indicates that the battery in the lock is low. Request a battery change from Maintenance immediately. If the light on the lock flashes red, the battery in the lock is dead. The door will not open until the battery is replaced. The keyless entry card will unlock building entry doors.

Personal Notes

Appendix 1

STAFF LISTINGS

ADMINISTRATION

Executive Director - **Angie Roher**

roherangie@freedomplazafl.com

Executive Assistant - **Stephanie O'Fallon**

ofallonstephanie@freedomplazafl.com

ADMINISTRATIVE SERVICES

Director - **Jeff Dickerson**

Dickersonjeff@freedomplazafl.com

ASSISTED LIVING & MEMORY CARE

Executive Director - **Kim Haberkorn**

haberkornkim@freedomplazafl.com

COMMUNITY LIFE SERVICES

Director - **Suzy Burt**

burtsuzy@freedomplazafl.com

DINING SERVICES

Campus Dining Services Director - **Theresa Lehman**

lehmantheresa@freedomplazafl.com

Executive Chef - **Jaime Simoes**

mailto:msimoesjaime@freedomplazafl.com

Associate Dining Director- **Pamela Evans**

evanspamela@freedomplazafl.com

Dining Room Manager - **Melissa Aguilera**

aguileramelissa@freedomplazafl.com

ENVIRONMENTAL SERVICES (Housekeeping)

Director - **Martha Alanis**

alanismartha@freedomplazafl.com

Plaza building Housekeeping Manager - **Kari Ratcliffe**

GVT Housekeeping Manager. - **Emmy Puga**

FINANCIAL SERVICES

Director - **Dennis Kimble**

kimbledennis@freedomplazafl.com

STAFF LISTINGS CON'T.

FRONT DESK

Front Desk Lead - Taber Karppe

karppetaber@freedomplazafl.com

HOSPITALITY & GOLF

Director - Ron Larkin

larkinronald@freedomplazafl.com

HUMAN RESOURCES

Human Resources Director - June Ripley

ripleyjune@freedomplazafl.com

INNOVATIVE HOME SERVICES

Manager - Arlene Jacobson

thadathiljacobsonarlene@freedomplazafl.com

PLANT SERVICES (Maintenance)

Director - Siby Thadathil

thadathilsiby@freedomplazafl.com

Work Order Manager - LaVinia Karppe

karppelavinia@freedomplazafl.com

PLAZA WEST

Health Care Administrator - Chris Grella

grellachris@freedomplazafl.com

RESIDENT SERVICES

Director - Lisa Frank

franklisa@freedomplazafl.com

RETIRED OFFICERS' CORPORATION (ROC)

President - Corena Fristad

fristadcorena@Rocfreedomplaza.com

Resident Support Specialist - Heather Hampton,

hamptonheather@Rocfreedomplaza.com

SALES & MARKETING

Director - Iris Martin

martiniris@freedomplazafl.com

TRANSPORTATION

Supervisor - Vanessa Ivy

vasquezvanessa@freedomplazafl.com

Appendix 2

FLiCRA Needs You and You Need FLiCRA!

Dear Resident,

Florida Life Care Residents' Association (FLiCRA) is the **VOICE** of Continuing Care Residential Communities like Freedom Plaza. It lobbies for us with the legislature in Tallahassee. The more members we have the greater our advocacy and our VOICE.

Without FLiCRA's help, we would not be eligible for the \$4-600.00 **homestead exemption** which we received on our statement this January. (If you weren't a resident on January 1 this year, you'll get a rebate on your January service fee statement starting next year.)

FLiCRA has repeatedly and successfully lobbied to save us from paying **sales tax** on our entry fees, food and services. **With budget shortfalls**, this is bound to come up again when the legislature meets. YOUR membership helps ensure that our FLiCRA representatives will be able to speak for us. Your GOLDEN YEARS deserve the best protection.

We need FLiCRA and FLiCRA needs us! We hope you will take advantage of this invitation.

Glenn Spoerl, President, 813-812-7515
FLiCRA, Chapter #163

February 2023

You **MAKE** a difference!



Goal: 100% Member Participation!

Estimated Annual Savings per Resident Includes:

- Prescription Drug Repackaging: Average of \$350 a month (\$4200 annually)
- Homestead Exemption Equivalent: Average of \$450 annually per living unit (based on county millage rate)
- Sales Tax on Meals: Average of \$482 annually
- Liability Insurance Premiums in Minimum Liquid Reserves: Average of \$833 annually in reduced operating expenses per resident (based on 300 resident CCRC)
- Defeat of Bed Tax for Nursing Beds at CCRCs: Average of \$1800 savings per year per resident for 300 resident CCRC with 100 skilled nursing beds

FLiCRA Membership Application at Freedom Plaza

Name: _____ Date: _____

Email Address: _____

Address: _____

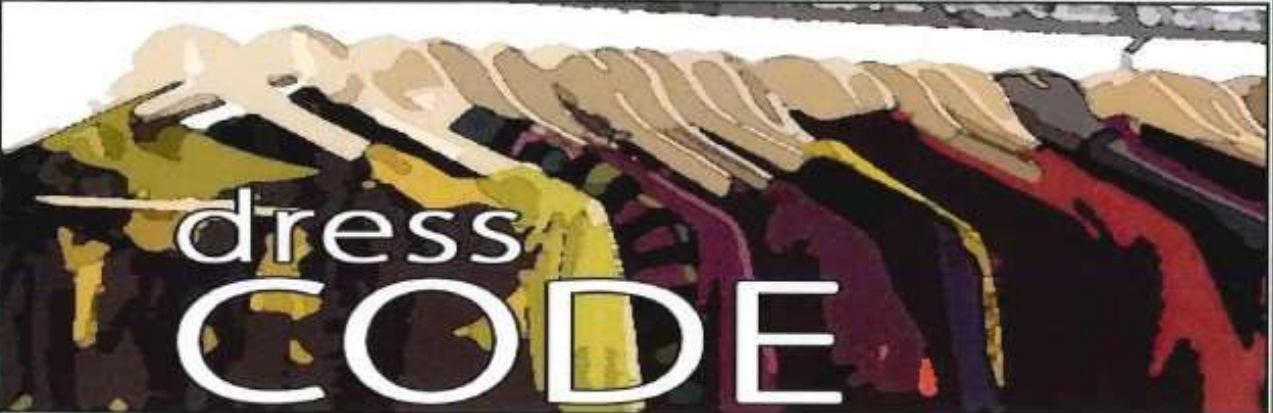
Annual Dues: \$22.00 annually for 1 person in unit **or** Life Membership: \$200.00

\$37.00 annually for 2 person unit **or** Life Membership: \$325.00

Please:

1. Make check payable to FLiCRA
2. Deposit in the FLiCRA box at the front desk.
3. Thank you for your participation with FLiCRA!





**dress
CODE**

American Grille

This restaurant offers an optional venue for a breakfast, lunch, or dinner plus a variety of retail convenience items. You may pay by credit card or charge to your monthly bill. We are a cashless community.

The Grille is open:

Monday – Saturday	7:30am – 1:30pm*
Holidays	Closed*
Sunday	3:00pm - 6:00pm*

**Jade, Maui, Pub, Nile, Tea Rose & Williamsburg
Dining Rooms**

At the midday meal, Monday through Saturday, casual dress is acceptable including golf attire, skorts and capris. In the Dining Rooms for the evening meal, dress as if you were going out to a nice restaurant. Avoid casual clothing such as shorts, sweat suits, and in-home garments (robes, dusters, dressing gowns). Nice capris that reach halfway down the calf are acceptable. Dress Denim slacks are acceptable **only** in the Pub and Maui Dining Rooms at lunch and dinner, Monday through Saturday. Dress Denim is defined as nicely tailored denim trousers that are not bleached, fringed, or torn and are appropriately hemmed.

On Sundays and Holidays, although not required, residents usually wear their Sunday best and it is recommended that men wear jackets. Ties are not required. Denim, dress or otherwise, is **not** allowed on Sundays and Holidays in the dining rooms.


The Dining Rooms are open:

Monday-Saturday	Lunch	12:00pm - 2:00pm	Last Reservation 1:15pm
	Dinner	4:30pm – 7:00pm	Last reservation 6:15pm
Sunday	Brunch	11:30am – 3:00pm	Last reservation 2:00pm

In Room Dining (IRD) - available for pick up only:

Monday-Saturday	3:00pm – 4:00pm
Sunday	10:00am – 11:00am

*Subject to change


Freedom Plaza

Appendix 4

Holiday Meal Schedule for 2023

A special meal will be served in the dining rooms on the following holidays:

Sun, Jan 1, 2023	New Year's Day**
Sun, Apr 9, 2023	Easter*
Sun, May 14, 2023	Mother's Day*
Mon, May 29, 2023	Memorial Day**
Sun, Jun 18, 2023	Father's Day*
Tues, Jul 4, 2023	Independence Day**
Mon, Sept 4, 2023	Labor Day**
Thurs, Nov 23, 2023	Thanksgiving*
Sun, Dec 24, 2023	Christ Eve**
Mon, Dec 25, 2023	Christmas Day*
Sun, Dec 31, 2023	New Year's Eve***
Mon, Jan 1, 2024	New Year's Day*

All Holidays will have ONE MEAL SERVICE between 12 noon and 4 P.M.

→ **RESERVATIONS** are **REQUIRED**. →→→→→



In Room Dining pickup 10:00 A.M. to 11:00 A.M.

Family style pickup 11:30 A.M.

Medical IRD Deliveries at 10 A.M.

* Grille will be CLOSED. Continental Breakfast 9 to 10 A.M.

** Grille Open for Breakfast 7:30 A.M. to 10:30 A.M.

*** Grille Open for Breakfast 7:30 A.M. to 12 noon

(Updated April 12, 2023)

RACrep.org

2020 was not only the year of Covid-19 but it was the year Freedom Plaza moved into the 21st Century. During 2020 Freedom Plaza added the Full Count dining portal and TouchTown – a resident information system. Your Resident Association Council, RAC, took this opportunity to develop a website that will not only make it easier to access these new portals but also provide multiple tools that allow easy access to information from RAC and also Freedom Plaza Management. It also allows you to communicate issues to various Freedom Plaza departments. This website is called RACrep.org.

What does RACrep.org offer? You can access RACrep.org from any web browser using a desktop, laptop, or tablet computer or from your cell phone. When you do it will bring up a page that looks something like the picture below:



It will most likely be slightly different because RACrep is always growing and changing.

Let's go through some of the key items:



Dining Portal: Point and click on *Login Help* and you get a short presentation on how to use the Freedom Plaza Dining Portal.

And when you click on the lower part of this tile you will enter the *Dining Portal* and be able to order food, make reservations and much more.



Dining Experience: Clicking here allows you to fill out a form to comment on the food, the service and to give you input as to how to make improvements. You also can give compliments. Your comments are sent to the RAC Dining Committee and to the Freedom Plaza Dining Department.

You also have similar capabilities to provide feed-back and enter work orders to Freedom Plaza Maintenance and to the Freedom Plaza Housekeeping staff.



Technology: A click on this tile allows you to put in a request to your RAC Technology Committee that you need help with a tech item such as a computer, printer, phone, Amazon Echo or similar device. This request first goes to the ROC office and if they can help you quickly, they will, otherwise the request is routed to one of the Tech Committee volunteers who will try to help you.



Associate of the Month: Click on this tile when a Freedom Plaza Employee (Associate) does something special for you, which they do often. You can then submit their name and act to the Freedom Plaza HR department. HR may pick them for special Monthly Recognition. *Hint: since only one Associate is picked each month, if you have multiple compliments, do them in different months.*



Touchtown: Here are just some of the features of Touchtown:

- Activities — A complete, searchable community event schedule.
- Dining — A mouthwatering display of daily meal offerings
- Directories — Searchable Resident and Staff Directories
- Messages & Announcements
- Alexa — Touchtown is easily integrated with Alexa
- And more...



Movies: This tile provides two functions. If you click on *Reviews* you can rate a movie that was shown at Freedom Plaza recently and make suggestions for future movies. And if you click on *Times* you will get a schedule of upcoming movies with links to trailers and you can make suggestions on other movies to show.



RACPAC:- Meeting Minutes: Click here and you can review the RAC Council and all the RAC Committee Minutes – a full history of all the activities RAC is involved with.

The history starts in 2020 and continues forward every year.

And so on...

There is a world of information on RACrep.org. Visit it and click on the various tiles and discover all the information including resident pictures, report, videos, townhalls, handbooks, and so much more. And remember new info is always being added – so visit RACrep.org often.

Appendix 6



FREEDOM PLAZA GARDEN CLUB

The garden club is open to all Freedom Plaza residents and employees.

The club was established in 2019 and it is located behind where the newly renovated Golf Cart parking is and adjacent to the new dog park.

The garden is a place for residents, family members, and employees to enjoy. It is an environment developed and created by residents for the purpose of serenity, creativity, and personal enrichment. It also promotes wellbeing, a sense of belonging to the beauty of living in Freedom Plaza. It includes the gardening of vegetables, fruits, herbs, and flowers including orchids.



Freedom Plaza has recently invested \$75,000 in this garden to improve the ground to include: cement paths that accommodate ADA access, Sprinkler System, a Fountain, and other improvements are being contemplated.

The garden is composed of standing raised garden beds, and lower ground

level beds. Throughout the garden there are five benches and three sheds for tools. Currently it has eight locations for water hoses and five sprinkler systems. The Club has eight small and 11 large, raised Garden Beds. The club membership is \$100 per year whereby we purchase member supplies needed. Available for use are battery operated leaf blower and Weed Wacker, also we have many garden tools, saws, shovels, and other gardening tools including benches and knee pads for gardening.



Additionally, members have access to a life alert system which fits around the neck while working in the garden. Currently, we have four for member use as needed at no additional charge.



The garden has over 3,000 square feet available for gardening use by Garden Members. The garden club is open to residents and employees of Freedom Plaza.