

DINING ROOM ADVISORY COUNCIL – MINUTES

Thursday June 8, 2023

13:30pm Roadrunner Room

Representatives & Residents Invited – in Person meeting

1. Call to Order and Determine Quorum

The meeting was called to order at 13:30 and a quorum was met.
Minutes of the May meeting were approved.

2. Announcements / Comments

A. Leo Bell, Jr. Chair

1. Mr. Bell presented a challenge coin which reflects the Front of the House & on reverse side the Back of the House. Mr. Bell had a demo made and passed around the committee for review and approval. The objective is to present to the winners on a monthly basis starting with the July winners. Mr. Bell states he will absorb the cost and will accept donations.
The challenge coin was approved unanimously and enthusiastically.

3. Dining Services – Ex-Officio Member Reports

A. Lori Dewitt – Resident Services Director BSTW – absent

B. Guy Fanelli – Director Dining Services

1. Mr. Fanelli reported that the Freedom House menu is under review and revision and will be presented to the Family Council in the near future.
2. Liberty House reported loss of staff and addition of new member.

C. Jennifer DeJarlais, Chef

1. We have a new grill and service line employee
2. Evaluation of current dinner sides is underway to include different green vegetables and new starches.
3. Several other seasoning issues are being addressed.
4. More items will be added to the Sunday brunch menu effective July 2nd.
5. Resident request to add wings as an appetizer

D. Nikki Villa – Dining Services Manager

1. Announcement that parties of 5 or greater must all be present prior to being seated. This has been implemented due to the fact that the server has to take drink and/or meal orders several times as members of the party arrive.

E. Althea (Ally) Knight, Chief Health Services Officer – absent

F. FOTH & BOTH nominations

Lydia Balderama, Liberty House, was nominated and approved for the BOTH award and Jocelyn Navarro was nominated and approved for the FOTH award.
See Attachment #1.

4. Standing/Ad Hoc Committee Reports

A. Dining Room Committee – Chair Leo Bell, Jr.

Reminder that the next kitchen tour is on June 26th.

Mr. Bell reminded committee members to wear their DRAC representative name tags. Members who need a tag should inform Ms. Reeder who will relay to Teresa in Resident Services.

- B. Quality Control Committee – Vice Chair Sandi Snyder
See attachment #2 report. All names of staff nominated for awards will be documented in this report.
- C. Menu Committee – Secretary Nancy Reeder
Disposables cost calculations are not complete. They will be available at the August meeting.
Menu Committee – Debbie White, chair. Mrs. White discussed review and modifications of the side dishes on the dinner menu with Chef Jen as reported earlier. She also requested addition of cookies as a dessert choice at dinner.
- D. Webmaster Committee – Webmaster Ron Miller; report given by Mr. Bell.
 - a. June report emailed to members
 - b. Rosters will be updated on TouchTown

5. DRAC Representatives Comments

1. Member questioned why minutes need to be emailed/sent to constituents as they are posted on TouchTown and posted in minutes binders in the Library and in CC3. Consensus is that we want to make minutes available in several different options.
2. From Liberty House representative: veggies are often not fully cooked, there are frequent substitutions for menu items, no onions with the liver entrée, a la carte does not change and few options for desserts.
3. Other comments: rice not fully cooked & lid on green reusable soup container is difficult to remove and has resulted in spilling the soup.
4. Use of paper/wax paper on trays used to serve baskets and ribs rips easily and becomes attached to the food. Chef Jen stated that because of the size of the items, it is difficult to arrange on a plate; however, if the resident wants the meal on a plate, it can be requested of the server at the time the order is placed.
5. Resident questioned meaning of the BYO meal on the brunch menu and it was explained.
6. Discussed frequency of buffet for brunch – it was reported by Chef Jen that she had administrative approval to do a buffet for Easter, Mother’s Day, Father’s Day, Thanksgiving and Christmas. It was also noted that linen costs have skyrocketed from \$1500 to \$4000/month.

6. Old Business

- a. One more Representative needed for 2500-2800, Tower 1 and Liberty House.

7. New Business

- A. Motion for change in Bylaws regarding neighborhood representatives made by Ron Miller. Motion to accept bylaw changes approved unanimously.

MOTION by Ron Miller, DRAC Representative Tower, 3 submitted in writing (via email) to the DRAC Secretary IAW BY LAW Article 10: AMENDMENTS

A. Proposed amendments or revisions of the Bylaws or Operating Procedures must be submitted in writing to the DRAC Secretary who will present the proposal for discussion at the next DRAC meeting.

Motion: Amend the DRAC By Laws for allowing representation by residents not living in a residential area.

BACKGROUND:

Some residential areas do not have DRAC representation. Solicitation of DRAC representatives or replacements have been unsuccessful. This impacts residents who do not have a dedicated DRAC Representative, and also impacts meeting quorum requirements. Currently there are five (5) unfilled representatives: Tower 1 (2); Residential Area 2500 - 2800 (1); Liberty House (2). Therefore these By Law changes seek to provide for all residents to have DRAC representation, and to lessen the impact of vacancies on meeting quorum requirements that if not met may negatively impact the ability of DRAC to conduct business.

BY LAWS to be amended:

ARTICLE 2: ELECTION PROCEDURES

Current By Law:

A. Nominations

4. Candidates must live in the area they wish to represent.

Proposed By Law:

A. Nominations

4. Candidates **should** live in the area they wish to represent. Candidates from any area may complete a "Notice of Intent to Stand for Election" if they want to make themselves available to fill vacant positions if appointed by the Chair.

Current By Law:

B, The Elections Committee shall conduct the election as follows (See Appendix B.)

2. Prepare a slate of nominees for all areas.

Proposed By Law:

B, The Elections Committee shall conduct the election as follows (See Appendix B.)

2. Prepare a slate of nominees for all areas. **If there are vacant nominees for any area then residents from another residential area may be appointed by the Chair.**

Current By Law:

ARTICLE 4: Members

D. Representatives **must** be residents of the area they represent.

Proposed change:

ARTICLE 4: Members

D. Representatives **should, if possible,** be residents of the area they represent.

Current By Law:

ARTICLE 5: TERM OF OFFICE

C. If a member is unable to fulfill the normal term of office, the Chair will solicit a replacement from the same residential area for the remainder of the year.

Proposed By Law:

ARTICLE 5: TERM OF OFFICE

C. If a member is unable to fulfill the normal term of office, the Chair will solicit a replacement from the same residential area for the remainder of the year. **If no resident is able to serve, a resident from another residential may be appointed by the Chair.**

Current By Law **APPENDIX A:**

RESIDENCE number: _____

(You must be a resident of the area you represent)

Proposed By Law **APPENDIX A:**

RESIDENCE number: _____

(You must be a resident of the area you represent **unless you are volunteering to fill any unfilled area nominations if appointed by the Chair**)

ADMINISTRATION:

ARTICLE 10: AMENDMENTS

B. A vote for approval of the proposed changes will occur the next regularly scheduled meeting following the discussion.

1. Changes may not be finalized the first time they are proposed.
2. Voting on proposed changes is delayed until the subsequent meeting.

C. A change in the Bylaws or Operating Procedures requires a majority vote of those DRAC members present.

8. Next DRAC Meeting: Thursday August 10, 2023 @ 1:30pm Roadrunner Room. There is no meeting in July.

9. Adjourned 14:35.

FRONT of HOUSE (FOTH) & BACK of HOUSE (BOTH) AWARDEES

2022 - 2023

MONTH	FOTH (front of house)	BOTH (back of house)
2022		
January	Committee nominating only 1 person/month until June	Brittney Welch
February		
March		Victor Compean
April		Nathan Schaeffer
May		
June	Haley Corbitt	Roberto Corvera
July	Payton Griffin	Andra Griffin
August	No meeting	
September	Khoa Dang	Dixie Garcia, Melvin Singleton & Rewa Melendurez
October	Ian Comuzzi	Jacqueline (Jackie) Arellano
November	Yvonne Doerfler	Ismael Cruz
December	Judith Rodriguez	Frailen Vallejo
2023		
January	Caitlin Brennan	Keith Lingard
February	Ian Cummuze	Adela Chimal
March	Dee MacDonald	Dixie Garcia
April	Kirsten Dunn	Austin Diaz
May	Wilma Jones	Daniel Golembiewski
June	Stephany Cardenas	Roberto Corvera
July	Jocelyn Navarro	Lydia Balderama, LH
August		
September		
October		
November		
December		

EXPANDED AND REVISED DRAC EMPLOYEE OF THE MONTH PROCESS

Originally Submitted by Leo Bell, Ron Miller, & Sandi Snyder

Approved by the DRAC on August 11, 2022

1. The point of awarding and selecting a kitchen/back-of-the-house employee and a server of the month should be to improve the quality of the work done in both areas and to reward excellence in both areas.
2. Guidelines for selecting the back-of-the-house employee of the month:
 - a. Guy, Brad, and Nikki should normally make this nomination
 - b. The employee's response to training received
 - c. Scholarship eligibility for a BSTW award
 - d. Shift performance
 - e. Unexcused absences
 - f. Positive comments from residents
 - g. Supervisor's assessment of work quality and attitude
3. Guidelines for selecting the server of the month:
 - a. The DRAC members should normally make this nomination
 - b. The server's courtesy toward BSTW residents
 - c. Acknowledgement of residents as they enter or get seated
 - d. Cheerful attitude and accommodation to resident dining requests
 - e. Appearance including name tag displayed and dressing
 - f. Observed actions beyond expectations
 - g. Any pertinent comments from the portal and comment cards
 - h. Guy, Brad, and Nikki's comments
4. Other considerations:
 - a. The DRAC secretary will keep a record of each awardee for the previous 6 months
 - b. A photo of the awardee should be posted in the servery and printed in the Road Runner

Table 1

NAME APT	DATE	COMMENT	COMPLEMEN T	CRITIQUE	QUALITY	PERSONAL TASTE	STAFF KUDO	RESPONSE ?
Kathy Heidemann	May 10	Bistro Dinner (Chicken Fried Chicken) was fantastic. I think it should be incorporated into the monthly recycle	Yes					
Ronald Miller 433	May 13	Saturday takeout. Ordered chicken basket - broiled. Has been OUTSTANDING and DELICIOUS in the past. But today it was peppery and seemed like it was grilled, not broiled. I know broiled chicken is not commonly ordered. The meal was not a total failure, but I don't particularly care for pepper. I yearn for the plain broiled chicken that has so WONDERFULLY prepared. Hope this was a one-off event		Yes - Change to usual preparation. Too much pepper on chicken, grilled vice broiled?	Yes - change from usual recipe			Yes
Edith Kelly	May 14	What an amazing mother day brunch. Thank you so much for making our day so special. Please thank everyone from dishwasher to chef Jennifer and all the servers, as they had to give up spending time with their families to be with us. It was a	Yes - Mother's Day Brunch				Anna - excellent	
Kyle Hood	May 14	Mothers Day Buffet was spectacular in every way -delicious food of all kinds, super staff from top to just starting, and beautiful surroundings. Thank you to all who had a part in bringing the meal to the Residents and guests. We appreciate you	Yes - Mother's Day Buffet					
Dorothy Conner 1505	May 14	The Sunday May 14th Mother's Day brunch was outstanding in every way. The room was set up and decorated beautifully. Just walking into it set a happy mood. The food was all	Yes - Mother's Day Brunch				Anna - new and excellent Chef Jennifer Guy - both have excellent rapport with their workers	
Diane Marx	May 14	WOW!!!! give 5 stars to everything about this meal. It was a wonderful occasion. The dining room never seemed crowded. The seatings were space far enough apart that everything seemed to move smoothly. The whole affair was well	Yes - Mother's Day Brunch				Niki cool and calm also Entire Staff was fabulous	
Marilyn Williams 2308	May 16	We have been enjoying the addition of non-fried fish to the menu rotation. And also turkey, especially roasted with traditional sides. Plus the special luncheon buffets are a treat! Great	Yes - non fried fish & turkey				And service from the front staff is always good!	
Mike Slominski 434	May 16	Chaff mushroom bisque was absolutely tasteless. It did not even remotely compare to the outstanding mushroom bisque you made before. Looks like someone forgot to check the recipe. I sent it back. There was no amount of salt or		Yes - mushroom bisque not consistent with previous one	Yes - inconsistent recipe			Yes
James Conner 1505	May 17	Stewed tomatoes at lunch 17 May were excellent!!	Yes					
Ronald Miller 433	May 16	Tuesday Lunch Mushroom Bisque Soup was a disappointment. It didn't have the wonderful flavor of previous batches offered in the past. I ordered a quart . . . wasted money. Please have someone follow the great recipe used in the past.		Tuesday Lunch Mushroom Bisque Soup was a disappointment. It didn't have the wonderful flavor of previous batches offered in the past. I ordered a quart . . . wasted money. Please have someone follow the	Yes - inconsistent recipe			Yes
James Conner 1505	May 19	Lunch 19 May. Broccoli salad & Shepard pie - excellent!!	Yes					
D. E. MacAllister	May 20	20 May 2023 SORRY LUNCH MEAL!!!!!! 1. We were given 2 nice looking pork chops. trouble was they were very tough. Hard to cut with the steak knife, threw 3 pieces away. 2. Peas and onions were too spicy for me to eat. One bite and my mouth burned for over 30 minutes. Threw them away. 3. The sweet potatoes were hard. My wife could hardly get a fork in them. Threw them away. THERE IS NO EXCUSE FOR SERVING FOOD LIKE PEAS SPICY OR UNDER COOKED SWEET POTATOES. I		Yes				
Leo Bell 424		Jane Hill complimented Guy and Chef Jenn in the Resident Council meeting for the new food menu for FREEDOM HOUSE. She said that the menu had not been changed in over three years. She is very grateful for the update and the variety in FREEDOM	Yes - Freedom House food selection improved				Guy Fanelli and Chef Jenn	
Guy Fanelli and Chef Jenn		We are considering moving out because of the poor quality of the food. The food provided by the previous food provider at BST-W was						

Attachment #2

June DRAC Website Report

Page	Views
Activities	59
Activity Computer Support Group	7
Activity Dabblers (Arts & Crafts)	1
Activity-Fishing Club	109
Activity-Roadrunner Golf Club	8
Activity-Seasoned Soles	4
Activity-VA Disability & DIC Assistance	3
Activity-Wheelmen Cycling Club	1
Advance Sale Form	5
Beer and wine Menus	9
Bistro Always Available	8
Bistro Drink Special - May	1
Bon Appetit April	1
Bon Appetit June	1
Bon Appetit May	15
Channel_1890	64
Chef DeJarlais profile	3
Dinner Menu Spring	2
DRAC Committee Assignments.	3
DRAC Council Members.	5
DRAC Handbook.	4
DRAC Minutes	14
DRAC Minutes 1/1/2023	1
DRAC Minutes 2/1/2023	1
DRAC Minutes 3/1/2023	3
DRAC Minutes 5/1/2022	1
DRAC-Comment	46
East Campus Table Agent: Instructions to access	4
Financial Status (Meal Plan)	33
Food for thought	18
Green Container Information - Home Page	5
Home	1375
https://runsignup.com/Race/TX/SanAntonio/BigRedandBarbacoa5K202	
1	1
https://www.wunderground.com/dashboard/pws/KTXSANAN1985	20
June-B&A	2
Lakeview Room Dress Guidelines	9

Library Database	16
List of 2023 RC Members	9
Locations	34
Lunch Deli Menu (Sandwich & Salad)	8
Lunch Grill Menu	8
Menu	258
Menu April 23 , 29	3
Menu April 30 , May 6	12
Menu June 11 , 17	2
Menu Dinner Spring	11
MENU June 18 , 24	1
MENU June 25 , July 1	2
Menu May 14 , 20	16
Menu May 21 , 27	15
MENU May 28 , June 3	11
Menu May 28 , June 3	8
Menu May 7 , 13	19
Minutes April	6
Mother's Day Brunch - Home Page	7
movie-information	17
Newsletter Archive	2
Notes from the director of dining services	16
Nutrition Information	7
Paula, Potpourri May 1-7 Events (3 page PDF)	7
Paula, Potpourri May 15-21 Events (3 page PDF)	10
Paula, Potpourri May 22-28 Events (3 page PDF)	7
Paula, Potpourri May 8-14 Events(3 page PDF)	7
Resident Suggestion Form	2
Resident Survey - Holleran	11
Restaurant suggestions from the Clandestine Gourmet	11
Roadrunner	18
Roadrunner April 2023	1
Roadrunner February 2023	1
Roadrunner May 2023	14
Sunday Brunch	4
Superfoods	4
Table Agent	10
Thrift Shop Furniture	49
TouchTown Link	67

Tower Fire Procedures	4
Vote by mail link	4
Wellness & Life Enrichment - May	9
Wellness & Life Enrichment - May	8
What, Happening This Week - May 1	4
What, Happening This Week - May 22	8
What, Happening This Week - May 29	1
What, Happening This Week - May 8	12

BSTW 2023 Resident Portal Website User Visits*

*Accessed using a device or browser. E.g. Resident uses phone & desktop = 2 users

Selected page USERS and links visited. Contact the Webmaster for detailed page and links visited data.

Potential Users (Estimated): BSTW 587 total residents - 392 Households. Note: 190 Single Households & 199 Couple Households

2023	Home page	DRAC Comments**	DRAC Menu pages	DRAC Table Agent	DRAC Nutrition Data	TouchTown	RC 1890	RC Roadrunner	RC Movies	RC Library	RC Campus Locator	RC Activities	RC Financial Status
January	579	99	278	32	33	NA	132	40	10	18	30	42	57
February	576	55	204	27	19	74	85	42	14	15	29	33	61
March	441	38	124	17	14	96	71	41	15	16	18	43	46
April	550	47	178	18	7	70	36	29	8	0	15	51	48
May	1375	46	258	10	7	67	64	14	17	16	34	59	33
June													
July													
August													
September													
October													
November													
December													
		**Users may input multiple comments.											