

DRAC

HANDBOOK

November 2023

BLUE SKIES OF TEXAS WEST

Bylaws

Operating Procedures

Guidelines for Representatives

DRAC HANDBOOK

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PART I - BYLAWS

ARTICLE 1: NAME

A. The name of this council is the Dining Room Advisory Council (DRAC).

ARTICLE 2: MISSION

A. Our mission is to serve as the official liaison between Blue Skies of Texas West (BSTW) residents and the BSTW Dining Services Management and food service providers in matters pertaining to all aspects of dining, including menus, food preparation/quality, table service, and dining room procedures.

ARTICLE 3: OBJECTIVES

- A. To encourage Blue Skies residents to become involved in their dining experience
- B. To act as intermediary between residents and dining services management
- C. To monitor all aspects of food service on behalf of the residents
- D. To assist dining services and BSTW management by making cogent observations and suggestions for improvements
- E. To monitor the quality of meals, service, and dining procedures
- F. To Advise the Resident Services Manager in matters pertaining to food and dining
- G. To structure the DRAC so as to operate efficiently and with transparency
- H. To disseminate relevant, current, and easily accessible information to residents

ARTICLE 4: MEMBERS

- A. Any resident of BSTW is eligible to serve as a member of the DRAC.
- B. Members are elected according to the procedures detailed in Article 2 of the Operating Procedures.
- C. Representatives must be able to communicate through email.
- D. Representatives should, if possible, be residents of the area they represent.
- E. There are up to twenty elected representatives, with two each from these residential areas:
 - 1. Tower 1
 - 2. Tower 2
 - 3. Tower 3
 - 4. Tower 4
 - 5. 1100-1500
 - 6. 1600-2000
 - 7. 2100-2400
 - 8. 2500-2800
 - 9. Gardens
 - 10. Liberty House
- F. Representatives shall commence their duties after being installed during the December DRAC meeting
- G. All DRAC members are encouraged to serve on at least one committee.
- H. Duties of members are described in Part III, Guidelines for Representatives.

ARTICLE 5: TERM OF OFFICE

- A. Elected representatives serve for one year representing their neighborhood. The term limit is three (3) consecutive years. This allows the opportunity for other neighbors the opportunity to serve. If no neighbor has submitted an application to serve, and no other resident from another neighborhood has indicated a desire to serve the neighborhood, then the incumbent, if desiring to continue serving, shall advise the chair who may appoint the representative for an additional year. A Representative who has completed their 3-year term, and has a replacement, may continue serving an additional year by notifying the chair of their availability to be appointed to serve a neighborhood that has an unfilled position. After an absence of one (1) year, an individual may stand for re-election and again serve for up to three years.
- B. The term for each member of the Executive Committee is one year.
- 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.
- D. If a member of the DRAC is unable to attend a meeting, they are to inform the Secretary of their expected absence. The absent representative determines whether the other representative for that area will be attending the meeting. If neither representative anticipates being at the meeting, they shall ask another resident to attend in their place (without voting rights).
- E. If any representative misses a meeting without making the provision described above, that absence shall be considered an un-notified absence. Three un-notified absences in a single year shall result in automatically be dropped from DRAC membership.

ARTICLE 6: EXECUTIVE COMMITTEE

- A. The Executive Committee is elected from and by the newly seated DRAC members at the December meeting according to the Operating Procedures (ARTICLE 2, C).
- B. The Executive Committee consists of the Chair, Vice-Chair, and Secretary, and Webmaster.
Duties:
 - 1. Create an agenda and send it to all representatives prior to the next meeting
 - 2. Attend to urgent matters between DRAC meetings
- C. Each member of the Executive Committee shall oversee one of the standing committees.
- D. The Chair directs the activities of the DRAC.
Duties:
 - 1. Schedule and preside over all meetings of the DRAC
 - 2. Sign all official correspondence
 - 3. Appoint all standing and ad hoc committees
 - 4. Appoint the Elections Committee
 - 5. Submits monthly articles to Roadrunner publication
 - 6. Appoint a representative to fill any vacancies in the Executive Committee
 - 7. Appoint residents to fill any unrepresented areas when possible
 - 8. Provide a summary of the previous DRAC meeting at the next Residents Council (RC) meeting
 - 9. Serve as ex-officio member of the RC with voice but no vote
 - 10. Serve on the Dining Room Standing Committee
- E. The Vice-chair fulfills the duty of the Chair in the event of the Chair's absence.
Duties:
 - 1. Perform functions deemed necessary by the Chair.
 - a. Serve as Chair in the event of the Chair's absence

- b. Become Chair if the Chair can no longer serve
 - c. In the event of becoming Chair, appoint a new Vice-chair
2. Serve on the Quality Control Standing Committee.
 3. Perform other duties as directed by the Chair.

F. The Secretary communicates DRAC affairs to residents.

Duties:

1. Perform duties as per the Operating Procedures
2. Create minutes accurately reflecting what takes place in the meeting
3. Serve as chair of the Elections Committee
4. Provide a complete list of the current DRAC representatives
5. Take attendance at meetings and determine if there is a quorum
6. Maintain a current copy of the DRAC Handbook
7. Serve on the Menu Standing Committee
8. Perform other duties as directed by the Chair

G. Webmaster duties:

1. Maintain the bstwresidentsportal.com website
2. Oversee the DRAC content of the website
3. Chair the website committee
4. Train website webmasters and website editors
5. Direct website editors
6. Create website visitors reports
7. Perform other duties as directed by the Chair

ARTICLE 7: EX-OFFICIO MEMBERS

- A. Ex-officio members are non-voting participants representing dining management and BSTW staff.
- B. Ex-officio members shall include the following:
 1. Resident Services Director
 2. Food Services Director
 3. Executive Chef
 4. Hospitality Manager
 5. Any person sent to represent the above
- C. Duties of Ex-officio members
 1. Nominate candidates for the BOTH (back-of-the-house) employee of the month. The DRAC will vote on the choices to determine a winner
 2. Seek DRAC input on food and dining decisions and policies
 3. Give the DRAC committees advance notice of new menus and dining procedures

ARTICLE 8: MEETINGS

- A. Monthly meetings of the DRAC are held at a publicly designated time and place.
 1. Meetings are open to all BSTW residents and invited guests, unless otherwise stated.
 2. Residents do not participate in discussions of DRAC matters unless invited or recognized by the Chair.
 3. In case of extenuating circumstances, meetings may be held online and/or broadcast on the in-house TV channel.
- B. A quorum consists of one more than 50% of the elected DRAC representatives (9).

- C. Meetings are conducted in accordance with Robert’s Rules of Order. The Chair acts as the Parliamentarian unless the Chair appoints an alternate to perform that role.
- D. All DRAC members have the right to participate in discussions and vote on DRAC issues.
- E. The agenda for the meeting is created by the Executive Committee and posted prior to the meeting.
- F. The Secretary shall create minutes accurately reflecting the content of the meeting.
 - 1. The first draft of the minutes shall be sent to the Executive Committee.
 - 2. Upon approval by the Executive Committee, the Chair shall send the minutes to all representatives for any further comments or corrections.
 - 3. The approved copy of the minutes shall be distributed by the DRAC representative to their constituents.
 - 4. Once approved, the minutes shall be posted by the Secretary in the 3-ring binders located in the library and CC3 room.

ARTICLE 9: RESIDENT COMMENTS

- A. All residents are encouraged to provide feedback regarding their dining experience.
 - 1. Resident comments come in three categories: compliments, comments or criticisms.
- B. There are two ways to present the comments:
 - 1. The preferred method is via the BSTWRESIDENTSPORTAL.COM
 - a. Online comments go directly to Morrison management, DRAC observers, the Resident Services Director, and others so designated.
 - b. Online comments are tabulated and summarized at each DRAC meeting by the Quality Control Standing Committee.
 - c. Submissions requiring responses shall be answered within two days by Food Services Director.
 - 2. Alternatively, residents may fill out physical cards and put them into the appropriate boxes.
 - a. The Hospitality Manager shall post representative comments on the bulletin board in the servery.
 - b. Copies of cards shall be given to the Quality Control Chair on a timely basis.
 - 3. If residents feel the response is not satisfactory, they may contact their representative to bring the matter before the DRAC for consideration.

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.
- 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.

ARTICLE 11: WEBSITE

- A. The DRAC shall maintain its portion of the Blue Skies Resident Portal website.
 - 1. Website Committee shall monitor the website content.
 - 2. The editor of the website does not need to be a DRAC member, but DRAC membership is

preferred.

3. The editor shall post requested material in a timely manner.

B. A current copy of the DRAC Handbook shall be posted on the DRAC website.

Approved

PART II - OPERATING PROCEDURES

ARTICLE 1: ELECTION COMMITTEE

- A. The Elections Committee is appointed by the Chair.
- B. The Elections Committee shall consist of the Secretary and at least two members.
- C. The Secretary shall head the Elections Committee. If the Secretary is unable or unwilling to serve in that capacity, the Chair may appoint another representative to head the committee.
- D. Election Committee members do not need to be DRAC representatives.

ARTICLE 2: ELECTION PROCEDURES

A. Nominations

- 1. The Elections Committee shall solicit residents to participate on the DRAC.
 - a) An article about DRAC election procedures shall be placed in the October Roadrunner, on the DRAC website, and on public bulletin boards.
 - b) During the week of October 1-7, all representatives shall actively encourage their residents to run for DRAC membership.
 - 2. Residents who wish to stand for election must complete a "Notice of Intent to Stand for Election" form (see Appendix A).
 - a) The form is available at the front desk beginning on October 8.
 - b) Submissions shall be placed in the designated box at the front desk not later than midnight, October 14.
 - c) Current representatives wishing to serve for another year must also fill out a form and run for office.
 - 3. Residents interested in running for the Executive Committee (Chair, Vice-Chair or Secretary) may so indicate on the same form.
 - 4. Representatives should, if possible, be residents of the area they 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.
 - 5. Candidates must be able to communicate through email.
 - 6. In the event that sufficient nominations are not forthcoming during the nomination period, members of the Elections Committee will initiate individual contacts with residents of those areas lacking nominees in an effort to recruit individuals willing to serve.
- B. The Elections Committee shall conduct the election as follows (See Appendix B).
- 1. On October 15, collect the "Notice of Intent to Stand for Election" forms
 - 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.
 - 3. Nominees are automatically elected by acclamation for those areas which have no more than two (2) nominees.
 - 4. Areas with three (3) or more nominees will result in a runoff.
 - 5. Prepare ballots containing the names of all runoff nominees for each specific area
 - 6. Deliver to each affected residence a runoff ballot and return envelope
 - 7. During the week of Oct. 22-28, hold the runoff election(s) as follows.
 - a. Place ballot box at the front desk.
 - b. Each resident will mark their ballots, place them in the envelope provided, seal it, write their name and residence number on the outside, and place it in the ballot box not later than midnight, October 28.
 - c. Each resident is entitled to vote for two representatives in their area.
 - d. The ballot box will be emptied regularly by a designated member of the Elections Committee who shall be identified to the front desk.

8. During the period of October 29-31 the Elections Committee shall tabulate the results of the election.
 - a. Each ballot will be marked off on a master list to enumerate participation.
 - b. The envelopes will then be opened and discarded.
 - c. The ballots will be tallied for each candidate and the results recorded on a tally sheet.
 - d. The two candidates receiving the most votes in each area will be considered the duly elected representatives.
 - e. In the event of a tie vote, the winner will be determined by a coin toss. A member of the Elections Committee shall conduct the coin toss, designating which candidate shall be represented by heads and tails.
 9. The Elections Committee Chair will inform the DRAC Chair of the new members.
 10. The Chair will announce the names of the next year's Council at the November meeting.
 11. The Secretary will request the new Council members be at the December meeting.
 12. The Secretary will retain all ballots and tally sheets until the representatives are installed at the December DRAC meeting, after which all ballots and tally sheets will be destroyed.
- C. Seating the new members
1. The outgoing DRAC chair shall conduct the entire December DRAC meeting.
 2. The outgoing Chair shall conduct the election of the Executive Committee for the new representatives.
 - a. A list of Executive Committee candidates derived from the "Notice of Intent to Stand for Election" forms shall be presented by the Secretary.
 - b. Additional nominations may be submitted by the newly elected representatives.
 - c. Uncontested Executive Committee positions shall be automatically elected by acclamation.
 - d. For executive positions with multiple candidates, a separate secret ballot will be cast for each position, conducted by the outgoing Secretary.
 - 1) The Secretary shall count the votes and announce which candidates have been elected.
 - 2) In the event of a tie, the winner shall be determined by a coin toss.
 - e. In the event there are no nominees for the Vice-chair or Secretary, the incoming Chair may appoint representatives to those positions.
 3. At the end of the December meeting, the new representatives shall be seated.
 4. The meeting shall then be ended by the incoming Chair.

ARTICLE 3: MEETINGS

- A. Meetings shall be held at 1:30 p.m. on the second Thursday of each month except July.
- B. In special circumstances, additional meetings may be scheduled by the Chair.
- C. In the event of extenuating circumstances, meetings may be held online (Zoom or similar).
- D. All DRAC members have the right to participate in debate during the meeting.
 1. Each member may cast one vote.
 2. Votes may be cast vocally, by raising a hand, or by paper ballot.
- E. To be official, meeting must have a quorum.
- F. Meetings are conducted in accordance with Robert's Rules of Order.
- G. The agenda for the meeting is created by the Executive Committee and distributed at least 48 hours prior to the meeting. The agenda typically contains these items:
 1. Opening of the meeting
 2. Determining if a quorum is present
 3. Comments from Chair and Ex-officio members

4. Determination of the BOTH and FOTH winners
 5. Report on resident comment submissions
 6. Reports from committees
 7. Unfinished Business
 8. New Business
 9. Comments from representatives
 10. Comments by nonmembers (at the discretion of the Chair)
- H. Any BSTW resident may attend the DRAC meeting.
1. Nonmembers do not have a vote.
 2. Nonmembers may speak to the DRAC at the discretion of the Chair.
- I. The Secretary shall perform the following duties with regard to meetings.
1. Provide public notice of all meetings at least two weeks in advance
 2. Send agenda to all members at least 48 hours before the next meeting
 3. Take attendance at meetings and determine if there is a quorum
 4. Create minutes accurately reflecting the content of the meeting
 - a. The first draft of the minutes shall be sent to the Executive Committee.
 - b. Upon approval by the Executive Committee, the Chair shall send the "DRAFT" minutes to all representatives for any further comments or corrections (within five days).
 - b. Once approved, the minutes shall receive a watermark stating "APPROVED." The Secretary shall post the minutes in the 3-ring binders located in the library and CC3 room and send them to all representatives for distribution in their areas.
 5. Maintain at least 24 months of minutes and related documents in the 3-ring binders

ARTICLE 4: COMMITTEES

- A. Members of all committees shall be appointed by the Chair.
- B. Standing committees are permanent and address specific areas of interest.
- C. There shall be four standing committees with the following duties.
 1. The Menu Standing Committee will include the following duties.
 - a. Monitor menus created by Morrison and suggest improvements
 - 1) Dinner menus (table service)
 - 2) Anytime menus (dinner)
 - 3) Bistro menus
 - 4). Advanced food sales order sheet
 - b. Suggest improvements to the menu cycle
 - c. Create menu guidelines for use by Morrison
 - d. Make allowance for special diets by offering:
 - 1) Vegetarian and vegan options
 - 1) Dairy substitutes
 - 2) Gluten-free options
 - 3) Meatless options
 2. The Dining Room Standing Committee will include the following duties.
 - a. Monitor all dining room procedures, service and setting
 - b. Make suggestions for improvements
 - c. Monitor Table Agent reservation system
 3. The Quality Control Standing Committee will include the following duties.
 - a. Tabulate electronic comment cards submitted by residents
 - b. Summarize these comments for the next DRAC meeting by category to-be-determined by executive committee.
 - c. Receive timely copies of paper comment cards

- d. Monitor events such as Coffee with the Chef
- e. Follow up on issues until they are properly addressed

- 4. The website committee will include the following duties:
 - a. This committee will perform duties under the direction of the webmaster.
- 5. Each DRAC member shall serve on at least one standing committee.
 - a. Committee membership lasts for one year.
 - b. DRAC members may request to be on a specific committee, subject to approval by the Chair.
 - c. Committee membership shall be publicly available, as with DRAC membership.

D. Ad Hoc Committees

- 1. Ad hoc committees may be created as necessary by the Chair.
- 2. The purpose of each Ad Hoc committee shall be clearly stated.
- 3. Ad hoc committees shall not last longer than the current DRAC year.
- 4. Ad hoc committees may be terminated when their purpose is complete.
- 5. Ad hoc committee shall only address matters not handled by the standing committees.
 - a. Resident surveys pertaining to dining and menus shall be handled by an ad hoc committee
 - b. The frequency of surveys shall be determined by a vote of the DRAC

E. Committee chairs shall report on the activity of their committee at each DRAC meeting

ARTICLE 5: WEBSITE

- A. The DRAC Webmaster shall maintain a section of the Blue Skies Resident Portal website.
- B. A webmaster will be appointed by the chair. The webmaster and editors need not be members of the DRAC, but membership is preferred.
- C. The website shall include items of DRAC activity of interest to residents, such as:
 - 1. Special alerts and events
 - 2. Menus
 - 3. Advanced sales order sheet
 - 4. Electronic comment cards
 - 5. Health and nutritional articles
 - 6. Minutes from meetings
 - 7. List of DRAC members
 - 8. List of DRAC committee members
 - 9. Copy of DRAC Handbook
 - 10. Postings requested by Morrison or BSTW management

PART III - GUIDELINES FOR REPRESENTATIVES

A. PREPARATION

Upon your election to the DRAC, you shall become familiar with the following:

1. The DRAC Handbook
2. How to navigate the DRAC website
3. How to use Table Agent to make reservations
4. How to submit a comment card
5. The Bon Appetite cyclical menu
6. Dining room procedures and dress codes
7. All current issues being addressed by DRAC

B. PARTICIPATION

You are expected to do the following:

1. Be actively involved in the DRAC and attend the monthly meeting
2. Be a member of a working committee and attend related meetings
3. Make suggestions and proposals to advance the DRAC mission
4. Submit potential agenda topics to an Executive Committee member
5. Inform the secretary in the event of your absence from a meeting
6. If unable to attend a meeting, ask someone in your area to attend in your place

C. DUTIES

As a DRAC representative, you are expected to do the following.

1. Be vigilant for dining and food issues that need addressing
2. Be responsive to the needs and inquiries of residents in your area
3. Help residents to use electronic information such as the website and reservation system

D. COMMUNICATION

You may communicate with your residents in these (and other) ways.

1. Introducing yourself as the DRAC representative to your residents
2. Wear the name tag identifying you as a DRAC representative
3. Provide residents in your area with your contact information
4. Post, email, or hand deliver copies of monthly DRAC minutes to your area
5. Have a complete list of residents in your area and how best to contact them
6. Hold an event for residents in your area to get to know each other
7. Inform residents of DRAC activities, notices, and relevant information

E. DEALING WITH RESIDENT INPUT

You may address resident input in the following ways.

1. Suggest they fill out a comment card on the DRAC website
2. Welcome residents to work through you to address their concerns and comments
3. Encourage residents to attend DRAC meetings, possibly to speak
4. Direct residents to appropriate resources (website, minutes, etc.)
5. Give accurate and informed information in response to inquiries
6. Actively control rumors and misinformation
7. Ask for advice from members of the DRAC Executive Committee
8. Bring any relevant issues to a member of the DRAC Executive Committee for inclusion in the agenda the next DRAC meeting

APPENDIX A

BLUE SKIES OF TEXAS – WEST
DINING ROOM ADVISORY COUNCIL (DRAC)
NOTICE OF INTENT TO STAND FOR ELECTION

FROM (Please Print Full Name):

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)

PHONE: _____

CELL: _____

E-MAIL: _____

The areas of representation are: (Two from each area)

Tower 1	1100-1500
Tower 2	1600-2000
Tower 3	2100-2400
Tower 4	2500-2800
Liberty House	Gardens

I also volunteer to stand for election to the Executive Committee for:

- _____ Chair
- _____ Vice-Chair
- _____ Secretary

Return this form to the box at the Front Desk no later than midnight, October 14.

See reverse side for the responsibilities of a representative.

RESPONSIBILITIES OF A DRAC REPRESENTATIVE

- ◆ Be actively involved in the DRAC and attend the monthly meeting
- ◆ Be a member of a working committee and attend related meetings
- ◆ Make suggestions and proposals to advance the DRAC mission
- ◆ Submit potential agenda topics to the Executive Committee
- ◆ Be cognizant of menus, dining procedures, and the website
- ◆ Inform residents that they can work through you on relevant issues
- ◆ Be familiar with the working of the DRAC website and comment cards

Approved

APPENDIX B
ELECTIONS TIME LINE

LATE SEPTEMBER

Place article in October Roadrunner describing DRAC election procedures and encouraging resident participation

OCTOBER 1-7

Conduct publicity about upcoming DRAC elections Representatives encourage their residents to be involved

OCTOBER 8-14

Residents submit "Notice of Intent to Stand for Election" Residents indicate on the form any Executive position(s) they are willing to hold

OCTOBER 15-21

Elections Committee summarizes the number and location of nominees for areas with two or fewer nominees are automatically elected by acclamation.

Elections Committee seeks nominees for areas with one or fewer.

Elections Committee organizes and distributes ballots for areas with more than two nominees.

OCTOBER 22-28

Runoff elections are held for areas with more than two nominees.

OCTOBER 29-31

Results of runoff elections are tabulated. Elections Committee presents final list of incoming representatives.

NOVEMBER DRAC MEETING

Roster of new members is finalized. Roster of new members is posted on the DRAC website and in the public 3-ring binders.

DECEMBER DRAC MEETING Executive Committee elected for incoming representatives. Incoming representatives installed at end of December meeting. Elections chair destroys ballots and tally sheets from election.