



---

## POLICIES AND PROCEDURES

---

Residents' Council Blue Skies of Texas West

Effective February 1, 2025

## Table of Contents

I. Policies and Procedures and Glossary	3
A. Policies	
B. Procedures	
C. Glossary	
II. Reserved for Communications Services Committee Procedures (See Bylaws for Purpose)	4
III. Technology Support Committee Procedures	4
IV. Entertainment Committee Procedures	4
V. Reserved for Finance Committee Procedures (See Bylaws for Purpose)	5
VI. Wellness and Life Enrichment Committee Procedures	5
VII. Hospitality Committee Procedures	5
VIII. Recognitions Committee Procedures	6
IX. Procedures for Election of Area Representatives	6
A. Scope of Responsibility	
B. Nomination Procedures	
C. Balloting Procedures	
D. Ballot Counting Procedures	
E. General	
X. Procedures for Election of RC Officers (Executive Committee)	9
A. Nomination Procedures for Chair-Elect, Vice-Chair-Elect, and Executive Secretary-Elect	
B. Election Procedures	
XI. Procedures for Considering Residents' Suggestions and/or Concerns	9
XII. Policies and Procedures for Formal Complaints	10

## Attachments

- A. Nomination for Recognition Award
- B. Notice of Intent to Stand for Election for RC Area Representative
- C. Notice of Intent to Stand for Election for RC Executive Committee Member
- D. Resident Suggestion and/or Concerns Form

# POLICIES AND PROCEDURES

## Residents' Council Blue Skies of Texas West

### I. Policies and Procedures and Glossary

#### A. Policies

Policies explain what the RC wants to happen and how to implement the Residents' Council Bylaws. Policies are general statements related to the operations of the RC. Some relate only to how the RC governs itself. Others relate to the interaction of the RC with BSTW residents and the AFV Board of Directors both directly and through BSTW AFV Management,

#### B. Procedures

Procedures provide step-by-step processes for completing specific tasks needed to implement policy.

#### C. Glossary

1. BSTW means Blue Skies of Texas West.
2. RC means the Residents' Council of BSTW which conveys information between the residents and the Board of Directors of Air Force Villages, Inc. through BSTW AFV Management.
3. BSTW AFV Management means both the professional operational staff who serve BSTW in such functions as Resident Services, Wellness, Maintenance, assisted living in Liberty House, cognitive care in Freedom House and the professional staff who administer the corporate functions of BSTW including the Chief Executive Officer (CEO), Chief Operating Officer (COO), Chief of Health Services, Compliance, Chief Growth Officer, Chief Financial Officer (CFO), and Human Resources (HR).
4. Representatives and Standing Committee Chairs include both
  - a) the elected representatives of the 11 geographic living areas at BSTW which include each of the 4 towers, two subdivisions of the Lakes, two subdivisions of the Oaks, the Gardens, Liberty House and Freedom House, and
  - b) the appointed Committee Chairs of the standing Committees which include Communications Services, Technology Support, Entertainment, Finance, Wellness and Life Enrichment, Hospitality, Recognitions, and Elections for RC Representatives and Officers.

## II. Reserved for Communications Services Committee Procedures (See Bylaws for Purpose)

## III. Technology Support Committee Procedures

- A. Help is available for computer systems, laptops, tablets/iPads, smart phones, digital hearing aids, wireless setups, printers, Smart Speakers (Alexa, Siri, Echo Dot, etc) sound systems, TV systems and remote controllers.
- B. The front desk maintains an updated list of volunteers and their contact information. To request assistance, contact the front desk and ask to see the current volunteers list.
- C. Select and contact a volunteer to arrange an appointment.

## IV. Entertainment Committee Procedures

- A. The Entertainment Committee meets as needed to select and prepare for upcoming entertainment events.
- B. It solicits ideas and suggestions for new events from residents.
- C. Because all events sponsored by the Entertainment Committee are funded by the BSTW Activities Coordinating Council (ACC), the Entertainment Chair submits a budget request to the ACC for the next calendar year for all proposed events, both recurring and new.
- D. Based on the budget approved by the ACC, the Entertainment Chair must approve the budget required for each event approved by the Entertainment Committee.
  - 1. If residents spend their own money for unbudgeted items and want reimbursement of these out-of-pocket expenses that were incurred for an approved event, they must submit them to the Entertainment Chair for consideration and possible approval.
  - 2. If the Entertainment Chair wants them to be reimbursed, the Entertainment Chair requests reimbursements for them from the ACC which may or may not be approved for various reasons, including lack of available funds.
- E. The Entertainment Committee coordinates with the BSTW Activities Coordinator, dining services, and a concert series representative to determine event dates and venues.
- F. It appoints an Event Manager, who may be any resident, as the responsible agent for each approved event.
- G. The Entertainment Chair reports to the RC on planned events and/or projects, including long-range planning.

## V. Reserved for Finance Committee Procedures (See Bylaws for Purpose)

## VI. Wellness and Life Enrichment Committee Procedures

- A. The Wellness and Life Enrichment Chair coordinates the recommendations and concerns about programs, facilities, equipment, and their maintenance with the Wellness Director and Maintenance General Manager.
- B. The Wellness and Life Enrichment Committee does the following:
  - 1. Make recommendations to acquire new equipment and initiate or change programs to the Wellness Director.
  - 2. Submits work orders to repair fitness equipment and correct swimming pool problems to the Maintenance General Manager.
  - 3. Follows-up on concerns and work orders to ensure they are addressed in a timely manner.
  - 4. Keeps residents informed on the status of Wellness Programs, Fitness Center, and swimming pool enclosure issues and equipment repair delays.
- C. Members of the Wellness and Life Enrichment Committee participate in the various programs or use the swimming pool or fitness center and provide feedback to the committee on problems and recommended improvements.

## VII. Hospitality Committee Procedures

- A. *Ambassadors* are recruited to meet with a prospective resident for a meal and/or conversation about life at Blue Skies when requested by a Marketing Counselor.
- B. *Sponsors* are recruited to assist new residents with their transition to living at BSTW by welcoming them, answering their questions about moving in and the community, talking about local activities and opportunities, and introduce them to BSTW residents, especially their neighbors.
- C. When a move-in contract is signed, the Relocation Liaison provides basic information about the new resident and requests a Sponsor from the Hospitality Chair.
- D. The Sponsor Coordinator uses that information to select an appropriate person or couple to be the Sponsor.
- E. Monthly, the Hospitality Chair reports to the RC about how many Ambassadors have met prospects for meals, conversations or visits to their homes and how many Sponsors have been assigned.
- F. Quarterly, the Chair invites the Chief Growth Officer to report on current occupancy and efforts to attract more new residents.

- G. This committee works closely with the Chief Growth Officer and Marketing Counselors to provide support for them and bring residents' concerns and ideas about marketing to their attention.

## VIII. Recognitions Committee Procedures

- A. The Recognitions Committee Chair selects up to three members for the Committee.
- B. Any resident of BSTW may nominate another resident for a Recognition award at any time by submitting a completed "Nomination for Recognition Award Form" to their RC representative or the Recognitions Committee Chair. Forms are available from the RC Executive Secretary. (See Attachment A). Normally nominations are well documented and submitted in writing.
- C. The Recognitions Committee meets as needed at the call of the Recognitions Committee Chair.
- D. The Recognition Committee reviews nominations submitted on the form and determines whether to recommend an award based on the following criteria:
  - 1. Recognition is normally intended for residents only.
  - 2. The same person is not eligible to be recognized for the very same activity more often than once in a 5-year period.
- E. The Recognitions Committee Chair places recommendations to make a Recognition Award on the RC agenda.
- F. The Award is presented at an RC meeting.

## IX. Procedures for Election of Area Representatives

### A. Scope of Responsibility

- 1. To provide an opportunity for all to participate in the nominating process, each Representative must take active steps to encourage and solicit nominations in their respective areas in the months before the September-October election to avoid potential nominees being excluded due to absences from BSTW.
- 2. The Elections Committee polls the current Representatives and Officers to determine which of them are willing to stand for election and serve in the next calendar year. Representative positions to be filled include vacancies created by Representative attrition due to term limits, resignations, or election to executive committee positions.
- 3. The Election Committee is responsible for preparing a slate of nominees to stand for election as Representatives in sufficient time to assure that newly elected representatives are able to assume office the first day of January.

4. The Elections Committee meets and establishes dates for accomplishing the following electoral tasks:
  - a) Notifying residents of the election in the September and October issues of the Roadrunner and
  - b) Providing a Notice of Intent to Stand for Election in the Roadrunner for compliance with that election procedure requirement.
  - c) Soliciting nominees
  - d) Conducting the election between October 15 and 31 with balloting, if necessary.
  - e) Closing the Election promptly at 1900 on October 31
  - f) Counting Ballots
  - g) Notifying all nominees and BSTW residents of the election results by announcing them at the November RC meeting

## B. Nomination Procedure

1. The Elections Committee Chair ensures that notices of the RC election and solicitation of nominees appear in the September and October issues of the Roadrunner newsletter and on Uniguest, or its successor application. These notices should include instructions for nominating oneself and for submitting the names of other residents as a nominee.
2. The Elections Committee makes every possible effort to ensure that there are adequate nominees for Representatives from each of the RC geographic areas of BSTW as specified in RC Bylaws Article III, A. 1. If sufficient nominations are not received during the nominee solicitation period, members of the committee initiate individual contacts with residents of those areas lacking nominees to recruit individuals to volunteer or to suggest other residents who might volunteer.
3. The Elections Chair ensures that copies of the “Notice of Intent to Stand for Election” are available at BSTW front desk.
4. The Elections Committee Chair ensures that everyone whose name is placed in nomination executes a “Notice of Intent to Stand for Election.” (See Attachment B).
5. The Elections Committee Chair ensures that completed “Notices of Intent to Stand for Election” are placed in a box labelled RC Election at the front desk and collected on a regular basis for safekeeping.

## C. Balloting Procedure

1. Balloting and voting only occur in those areas with more nominees than positions.
2. Nominees are elected by acclamation in areas where the number of nominees equal the number of positions in the area.
3. The Elections Committee prepares ballots in contested areas and ensures that ballots and ballot

boxes are available in the lobby for the entire balloting period.

4. Balloting is conducted from 15 October through 31 October inclusive. There is no specific election day or central polling place. On or about 15 October, ballots are delivered, through internal mail, to residents in those areas with contested elections.
5. Residents of geographic areas in which there are multiple candidates must:
  - a) mark their ballots,
  - b) place them in the sealed envelope provided,
  - c) indicate his/her full name and apartment/house number on the outside of the envelope, and
  - d) deposit the ballot in the RC ballot box.
6. Only one ballot per resident is counted. If there are two residents in a house or apartment both are eligible to vote.
7. Balloting closes at 1900 hours on 31 October.

#### D. Ballot Counting Procedure

1. Ballots placed in the RC ballot box are checked against a master house/apartment roster list to avoid duplication.
2. Ballots are tallied for each candidate. Tally sheets are signed by all members of the Election Committee and turned over to the RC Chair.

#### E. General

1. The Executive Committee reviews the results and determines the winners.
2. In the case of a tie in a geographic area, the Executive Committee determines the winner by flipping a coin.
3. The RC Chair announces the winners in November. The new Residents' Council is installed at the end of the regular December meeting of the RC and it assumes full responsibility on 1 January.
4. The Executive Secretary ensures that the election results are published in the Roadrunner and on Uniguest or its successor application.
5. After the RC Chair announces the winners, the RC Chair returns all ballots and tally sheets to the Executive Secretary who retains them for thirty (30) days after the results have been published.



## X. Procedures for Election of RC Officers (Executive Committee)

### A. Nomination Procedures for Chair-Elect, Vice-Chair-Elect, and Executive Secretary-Elect

1. The RC Chair directs the Elections Committee to prepare a slate of nominations for the officers-elect for an election of officers.
2. The Elections Committee prepares a slate of nominees containing the names of all those who have placed their names in nomination on a Notice of Intent. If no volunteers are available, the Elections Committee Chair contacts all current Representatives to determine if they are willing to stand for the office of Chair-Elect, Vice-Chair-Elect or Executive Secretary-Elect.

### B. Election Procedures

1. During the September regular meeting, the current Representatives and Standing Committee Chairs elect a Chair-Elect, a Vice-Chair Elect, and an Executive Secretary-Elect from among themselves as the officers of the RC for the next calendar year. If necessary, the Chair-Elect may appoint a Recording Secretary from BSTW resident volunteers in January.
2. The RC Chair requests that the Elections Committee present the slate of nominees for consideration. Then he/she asks whether there are any additional nominations from the floor.
3. When nominations have been closed, RC Chair presents the slate of nominees to the current Representatives and Standing Committee Chairs for voting. Only the Representatives and Standing Committee Chairs may vote.
4. If only one candidate is standing for an office, a Representative may move for election by acclamation from the floor. If more than one candidate is standing for any office, the election is conducted by secret ballot. A simple majority of those present and voting suffices for election.
5. If there is a tie vote of Representatives and Standing Committee Chairs present, the Vice-Chair provides a ballot to all Representatives and Standing Committee Chairs, through internal mail within 24 hours and requests that they complete the ballot and return it within another 24 hours. After that, the Vice-Chair tabulates the results promptly and reports the results to the RC Chair.
6. The Chair announces the results of the balloting. for the Executive Committee-Elect positions.
7. The RC Chair-Elect, Vice-Chair-Elect, and Executive Secretary-Elect assume the duties of their respective offices on 1 January of the following calendar year.

## XI. Procedures for Considering Residents' Suggestions and/or Concerns

- A. First, residents should try to resolve issues through the work order system or the appropriate

department authority. If matters are not resolved, the resident should contact the Resident Services Director to help resolve the issue.

- B. Next, if the issue has not been resolved, the resident may submit the issue or concern to their RC Area Representative using the “Resident Suggestions and/or Concerns Form.” See Attachment D.
- C. If the issue is within the purposes of one of the Standing Committees, the Representative can submit it to the appropriate committee chair. If the issue cannot be resolved by a Standing Committee and warrants RC action, the RC Chair may recommend to the Executive Committee that an ad hoc committee be created to investigate the issues.
- D. The ad hoc committee investigates the assigned issue and attempts informal resolution whenever possible.
  - 1. The committee maintains accurate records of its actions and makes a progress report at each subsequent RC meeting until the matter is resolved and a final report is submitted.
  - 2. If the issue is not resolved, the RC will determine if any further action is feasible.
- E. The Representative ensures that the individual submitting the issue is advised of the actions taken.
- F. If the resident wants to initiate a Formal Complaint, the resident should follow the procedure in XII.

## XII. Policies and Procedures for Formal Complaints

### A. Policy

It is BSTW’s practice to solve issues and problems at a level which will allow the most practical and expeditious solution. If due to the complexity of the issue or there exists an inability to find a solution that is satisfactory for the person/s served, the issue/problem will be elevated via means outlined in the formal complaint policy. Residents are encouraged to bring issues forward. Such expressions help us grow and prosper as a community.

### B. Policy

Residents are assured there is no tolerance of retaliation within any level of the organization due to expressing concerns or ideas regarding operations, procedures, quality of life issues, etc.

### C. Procedures

- 1. Seek to Solve at the Lowest Level: Residents should work with the responsible manager to solve issues that may come about in the day-to-day business of life at Blue Skies. The Resident Services Director is responsible for taking on issues, complaints, or concerns that may, for whatever reason, not be resolved by the supervisor or manager. Residents may phone or stop by and request an appointment with the Resident Services Director. The

Resident Services Director may also consult with the Chief Operating Officer about resolving issues.

2. Formal Process: If a resident wants to address their issue, concern, or complaint, in a more formal manner, the resident writes their concern or complaint on the form in Attachment D or in letter format. The first level of action should be Resident Services Director or the Assistant Director. Matters not resolved at that level are referred to the Chief Operating Officer, COO, or the Chief Executive Officer, CEO.
3. Matters not resolved on the Operational Chain of Leadership may be referred to the Board of Directors.
4. Any matter may be directly referred to any level of leadership. However, as a matter of practicality, higher levels of leadership return to the operations management team and ask operations about an appropriate road ahead. This approach seldom saves time, but instead may create a longer wait time to resolution since responses will travel through each level of leadership to make their way to a level of leadership requested to engage, e.g., Resident Services Director, corporate level, or BST Board of Directors.
5. Time frame for Responses: Written formal concerns should be acknowledged by the receiving office the same day received. This acknowledgement may be face-to-face, over the phone, email, etc. and is in place just to let the person know their issue has been received.
  - a) An initial letter of response should be made within two weeks of receipt, earlier, if possible.
  - b) Follow-up correspondence with progress notes (could be through email) should be received every two weeks or on a time frame mutually agreed to by both parties until a resolution is achieved.
6. Residents' Council Involvement: As part of the Residents' Council's bylaws, the elected Council members are committed to helping residents work with BSTW leadership to resolve resident concerns or complaints. Residents' Council members serve as an impartial representative of the community to help provide an objective voice between parties. Please refer to the BSTW bylaws or charter.
7. Tracking of Trends: The Independent Living Resident Services Director will conduct an annual analysis of formal complaints to identify trends and evaluate feedback for other opportunities for improvement.

## ATTACHMENTS

- A. Nomination for Recognition Award
- B. Notice of Intent to Stand for Election as RC Area Representative
- C. Notice of Intent to Stand for Election as RC Executive Committee Member
- D. Resident Suggestion and/or Concerns Form

NOMINATION FOR RECOGNITION AWARD FORM  
**(Attachment A)**

To: Residents' Council Recognitions Committee

From: \_\_\_\_\_ Apartment # \_\_\_\_\_

Date \_\_\_\_\_ Phone \_\_\_\_\_ Email \_\_\_\_\_

Subject: **Nomination for RC Recognition**

(Please print) I/we recommend \_\_\_\_\_ to be given recognition because of

---

---

---

**Supporting data (use reverse side if necessary)**

Please provide information about the nominee's activities in support of the BSTW. Highlight specific and long-term activities that have impacted, changed, or improved the lives of residents in independent living, Freedom House and/or Liberty House. The recommendation should provide specific examples of how the nominee has exceeded expectations to help BSTW residents.

---

---

---

---

---

---

---

---

---

---

---

---

Signature \_\_\_\_\_

**NOTICE OF INTENT TO STAND FOR ELECTION  
AS RC AREA REPRESENTATIVE  
(Attachment B)**

TO: Residents' Council

FROM: Name (Please Print) \_\_\_\_\_

Apt# \_\_\_\_\_ Phone \_\_\_\_\_ e-mail \_\_\_\_\_

Subject: Notice of Intent to Stand for Election As Area Representative

I agree to be a candidate for the position of Area Representative to The Residents' Council.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Forward this form to the RC Executive Secretary through the BSTW Front Desk by **noon on October 31.**

**NOTICE OF INTENT TO STAND FOR ELECTION  
AS RC EXECUTIVE COMMITTEE MEMBER  
(Attachment C)**

TO: Blue Skies West Residents

FROM: Name (Please Print) \_\_\_\_\_

Apt# \_\_\_\_\_ Phone \_\_\_\_\_ e-mail \_\_\_\_\_

Subject: Notice of intent for Stand for Election as Member of RC Executive Committee

I agree to be a candidate for the circled position on the Residents' Council's Executive Committee:

Chair-Elect/Chair

Vice-Chair-Elect/Vice-Chair

Executive Secretary-Elect/Executive Secretary

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Please forward this form to the RC Executive Secretary through the BSW Front Desk by **noon** on **September 15**.

**RESIDENT SUGGESTIONS AND/OR CONCERNS FORM  
(Attachment D)**

Issue(s) to be brought to the attention of the RC:

Initiator's Name \_\_\_\_\_ Apartment # \_\_\_\_\_

Telephone \_\_\_\_\_ Email \_\_\_\_\_

1. On what date was the work order submitted?
2. On what date was the issue presented to your Resident Council Representative?
3. What is the nature of the issue?
  
4. What have you done to resolve this issue? (Give the names of the BSTW staff Members contacted and their responses.)
  
5. What action would you expect for a satisfactory resolution of the issue?

**Submit this form to your Residents' Council**