



ROSE VILLA RESIDENTS ASSOCIATION COUNCIL PROCEDURES MANUAL

2023

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OP#100 Job Description: Council Chair

Duties & Responsibilities

- **Preside at monthly Council and Executive Committee meetings**
 - Review the Secretary's Meeting Notes from the monthly Council meetings for accuracy and completeness and forward suggested changes to the Secretary.
- **Prepare agendas for monthly Council and Executive Committee meetings**
 - Direct Council publicity and community relations activities
 - Appoint replacements for elected Councilors or appointed Officers in accordance with Bylaws Article XXII Sections 4 and 6
 - Delegate orientation and training session for Council members to the appropriate committee.
 - Select resident information for the Resident Forum each month
 - Prepare and submit event forms for Council events and meetings
 - Direct the planning of the Residents Association Annual Meeting
- **Appoint and charge standing and ad hoc committees with the approval of the Executive Committee**

OP#100 Job Description: Council Chair (continued)

- **Communicate resident issues, concerns, and ideas to the Rose Villa Administration**
 - Monitor and seek consensus among residents on Community issues as a basis for informing the RV Administration and RVI Board of Directors about resident views
- **Serve as a voting member of the RVI Board of Directors**
 - Serve as the voice of Rose Villa residents on the RVI Board of Directors



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OP#101 Job Description: Council Vice Chair

Duties & Responsibilities

Preside at monthly Council and Executive Committee meetings if the Chair is unavailable

- Review the Secretary's Meeting Notes from the monthly Council meetings for accuracy and completeness and forward suggested changes to the Secretary

Serve as ex-officio member of Council ad hoc committees, as needed

- Committees may require help on either a temporary or ongoing basis in order to function effectively. For example, that role may be in leadership, as secretary, or as an advisor.

Serve on one or more committees of the RVI Board of Directors



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OP#102 Job Description: Council Immediate Past Chair

Duties & Responsibilities

Check the Council Suggestion Box regularly, and ensure that resident issues are appropriately addressed

- Acknowledge each signed suggestion submitted
- Review each suggestion at the Executive Committee meeting for resolution which includes follow-up with the resident who raised the issue and determine if he/she is satisfied with the resolution.

Serve as Co-chair of the Governance Committee (OP#211)

Serve on one or more committees of the RVI Board of Directors



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OP#103 Job Description: Elected Councilors

The duties and responsibilities of elected Councilors are:

- Serve as participating and voting members of the Council.
- Represent and assist residents of their District.
 - Be readily available to residents of the District to hear and act on their questions and concerns.
 - The Councilors from each District shall meet at least twice a year with the residents of their District to communicate Council activities and hear resident concerns.
- Serve as Council Representative for a Functional Area which requires:
 - Presenting the concerns arising in the relevant Functional Area to the Council.
 - Assisting residents in interactions with the Council and with RVI pertaining to the relevant Functional Area.
 - Representing the Council as needed at committee meetings concerning the relevant Functional Area.

Councilors may express a preference among Functional Areas, but the Chair will assign Areas to Councilors (OP #209). Each Councilor will:

- Become familiar with his or her assigned Functional Area, and advocate for solutions to resident concerns in that Area.
- Develop a liaison with an RVI manager in his or her Area.



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OP#104 Job Description: Appointed Councilors

Madrona Grove Liaison

Duties & Responsibilities

Encourage peer relationships between Independent Living and Madrona Grove residents MG staff has identified friendship as the biggest need of Madrona Grove residents.

- In cooperation with MG staff, develop programs, procedures and training that encourage Independent Living Residents to continue relationships with their former neighbors who have moved to Madrona Grove.
- In cooperation with MG staff, develop programs that will encourage and support Independent Living residents who are new to Rose Villa to volunteer in Madrona Grove.

Educate Independent Living Residents about Life in Madrona Grove.

- Attend Madrona Grove Resident Council meetings. Prepare a brief report for the Resident Council and email it to the Council Secretary for inclusion in the monthly Committee and Group Reports.

Better integrate Madrona Grove residents into Rose Villa community activities.

- Encourage Independent Living residents to bring their Madrona Grove friends to community events.
- Work with staff and resident group leaders to ensure venues are welcoming for MG residents and ensure that MG residents are integrated into the group of attendees and not isolated with other MG residents.

OP#104 Job Description: Appointed Councilors (continued)

Rose Villa Foundation Liaison

Duties & Responsibilities

- **Attend monthly Resident Council meetings**
 - Report on Foundation activities and programs
 - Present and discuss Foundation grants available
- **Convey relevant Resident Council concerns to the Foundation**
- **Assist residents as needed with Rose Villa Foundation programs**



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OP#105 Job Description: Council Secretary

Duties & Responsibilities

Attend all Council and Resident Association meetings and record the minutes of those meetings. The minutes are the written record of the meetings, and include the Treasurer's report.

- Forward a draft of the minutes to the Council members for review.
- After review, send the minutes to Resident Services for filing and distribution.
- Send the Committee and Group Reports to Resident Services for filing and distribution.

Record procedures approved by the Council in the Council Procedures Manual

Assist the Council Chair with general clerical work

- Write notes and letters as requested by the Council Chair
- Assist the Chair and Immediate Past-Chair in printing and updating materials that are needed to carry on the work of the Residents Association and the Council



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OP#106 Job Description: Council Treasurer

Duties and Responsibilities

- Serve as chair of the Resident Finance Committee
- Keep accurate financial records and monitor transactions of the Employee Holiday Gift Fund (see OP #203)
 - Remove donations from Fund lockboxes periodically but at least once per month; deposit all donations in the Council checking account
 - Submit monthly report of Fund status to the Council
 - Monies left in the dining room or guest rooms and intended as tips also go to the Employee Holiday Fund.
 - After the distribution of checks in December, request analytic report of totals disbursed, and submit to the Council for release.
- Keep accurate financial records and monitor transactions of the Residents Association Council and Resident Group accounts.
 - Submit a written report of RAC and Resident Group account transactions for inclusion in the monthly Council Minutes.
 - Approve Check Request Forms, as needed. (See OP #152)

General Fund

Funding for the Residents Association Council (RAC) General Fund is provided as part of the Rose Villa, Inc. annual budget. As currently structured, the funds are to be used for chair rental, newcomer lunches, printing, and supplies needed by officers and councilors to perform their duties. All expenditures of monies from this account are to be approved by the Council.



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OP#107 Job Description: Council Archivist

Duties & Responsibilities

- The Archivist shall keep the Association file up to date including copies of the Association and Council meeting agendas and minutes (or notes), Annual Reports, Committee Reports, pertinent correspondence, newspaper clippings, and pictures relating to significant events of interest to Association members
- Assist staff, researchers, and interns interested in accessing the Archives
- Organize archival records and develop classification systems to facilitate access to archival materials
- Establish and administer policy guidelines concerning public access and use of materials



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OP#110 Removal of Council Member

The Council may remove any member of the Council for cause by a two-thirds (2/3) vote of all Council members then in office at a special meeting of the Council, provided that a statement of reason or reasons shall have been delivered to the Council member proposed for removal at least twenty (20) days before any final action is taken by the Council. The statement is to be accompanied by a notice of the date, time and place where the Council is to take action on the removal. The member proposed for removal shall be given an opportunity to be heard when the matter is considered by the Council. Voting shall be by secret ballot with a two-thirds (2/3) vote necessary to remove. The vacancy shall then be filled in accordance with Bylaws Article XII Section 1A.



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OP#150 Finance: Resident Group Requests for RAC Fund Expenditures

RAC Accounts

The Rose Villa Inc. (RVI) business office maintains a master cash account for the Council known as the Resident Association Council (RAC) account which is controlled by the Council Treasurer. A resident group or committee recognized by the Council may establish a subsidiary RAC account for managing funds they deposit and disburse (see OP #201).

Resident Groups with RAC Accounts

Expenditures from an RAC account should be related to the purpose and mission of the group recognized by the Council. The group leader or designate forwards a completed check request form (OP #152) to the Council Treasurer, whom the Council authorizes (as well as the Vice-Chair or Chair in the Treasurer's absence) to approve check requests after verifying availability of funds. When approved, the RVI business office issues the check.

Resident Groups without RAC Accounts

Expenditures from the Council General Fund (See OP #106) may be requested by any Resident Group. The expenditure must (a) be directly related to the purpose and mission of the Resident Group requesting the funds, (b) comply with the parameters of the fund, and (c) be approved by the Council.

Group leaders or designates forward a completed Expenditure Request form (OP #151) to the Council Chair for Executive Committee discussion and referral to the Council for approval. If approved, the Treasurer will countersign the check request.



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OP#151 Finance: Expenditure Request Form

This form is for the use of Resident Groups that have standing before the Council and wish to request funding from the Council for a project or activity.

Group Requesting Funding	
Date of Request	
Funds Needed by this date	
Contact Person	
Contact Phone/email	
Amount of Request	

Purpose of the Request and/or expected benefit to Rose Villa residents

Date of approval by the Executive Committee	
Date of rejection by the Executive Committee	
Reason for rejection	

Approved by _____



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OP#152 Finance: Check Request Form

CHECK REQUEST

RESIDENT ASSOCIATION COMMITTEES

Circle the name of the group requesting payment

Community Activity Fund		Wood Shop
Treasure House	Library	Green Team
Sewing & Crafting	Choir	Garden Committee

Payable to: _____

Address: _____

AMOUNT OF CHECK: \$ _____

DESCRIPTION OF EXPENSE: _____ _____ _____
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Requested by *Date*

Authorized by *Date*

Treasurer
Council Chair
Council Vice-Chair

INSTRUCTIONS:

Confirm that the Group has funds to cover this check in their account.

Confirm that the person requesting the funds is the Group's leader or a person designated by the leader to handle funds.

Sign and date the form, and deliver it to the RVI business office.



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OP#153 Finance: Best Practices for Handling Cash

- Counting cash and receipts needs to be a two-person job.
 - Always have two people present whenever cash is being collected or counted.
 - After the cash is counted, have each counter initial a form certifying how much money is being turned over to the Treasurer.
- Maintain a paper trail.
 - Give paper receipts for cash sales. At the end of the day, check your total cash against the total amount for which you issued receipts. Recount the cash if the totals don't match.
 - For small purchases, you can use a tally system. This should agree with cash at the end of the event.
- Have just one cash point at an event where money is coming in or out.
 - The more checkouts you have at an event, the more likely it is you will lose some cash.
- Deposit money from events right away.
- Require reimbursement forms.
 - Create a reimbursement form requiring two signatures.
 - Require everyone seeking reimbursement to provide all receipts.
- Keep it simple and separate.
 - Never take IOUs.
 - Never mingle group cash with your own.
- Provide monthly reports of account transactions.



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OP#200 Written Reports, RAC Accounts and Council Recognition

- Councilors may submit written reports concerning their Functional Area.
- The Council Secretary will compile all reports submitted by Councilors, Committees and Groups and, separately from the Council minutes, will distribute the compilation to the Association members.
- There are two reasons that a resident group might seek Council recognition:
 1. Only recognized groups may submit a report for inclusion and distribution by the Council Secretary.
 2. Only recognized groups may have an RAC account. (OP #150)
- Recognition by the Council:
 - Resident Groups seeking recognition send a written request to the Chair who forwards it to the Executive Committee for discussion with a representative of the Group at the Committee's next meeting.
 - The Group's representative should explain the framework of the Group and its leadership to the Executive Committee. The recommendation of the Executive Committee is then placed on the Council agenda for discussion and decision.



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OP#201 Resident Group with Council Recognition Requests a RAC Account

When a Resident Group recognized by the Council requests a RAC account for handling funds, the Council Treasurer will advise the RV Director of Finance of the following:

1. The Group's name and the names of the Group's leadership
2. The Group's recognition by the Council
3. That a RAC Account is to be created for the Group

A copy of the page from the Council minutes indicating recognition of the Group will be attached to the email.

The Finance Dept will take the following steps to set up the RAC account:

1. Review the Group's year-to-date revenue and expenditure to determine if funds need to be transferred to the RAC account.
2. Set up a separate general ledger account to track the Group's funds.
3. Account for all future revenue and expenditures through the Council account.

The Council's monthly financial report will thereafter include that Group's income and expense activity.



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OP#203 Employee Holiday Gift Fund

Introduction

The Employee Holiday Gift Fund is a gift from Rose Villa residents to Rose Villa employees. The Fund accumulates monies voluntarily contributed by Rose Villa residents during the year. The Council Treasurer collects, deposits, and otherwise manages, in a dedicated account separate from Rose Villa Inc., all Employee Holiday Gift Fund monies that accrue throughout the year. The Treasurer reports all Employee Holiday Gift Fund activity at each monthly Council meeting. The Council determines how the Fund will be allocated.

Employee Eligibility

- Anyone employed by Rose Villa on the date the Fund is distributed is eligible to participate in the Fund.
- An employee is defined as anyone hired by Rose Villa, Inc. for a full-time or part-time position.

Distribution Plan

The distribution plan is designed to do the following:

- provide a significant gift to employees who have worked at Rose Villa for at least one year
- increase the size of that gift over time (see Table 1)
- recognize and reward long-serving Rose Villa employees with an additional supplemental gift.

The actual amount of the gift is not based on either position at Rose Villa or salary. Any gift that is calculated to be less than \$100 will be increased to \$100.

OP#203 Employee Holiday Gift Fund (continued)

A description of the distribution plan follows:

- Points will be assigned to each employee based on his/her length of employment with Rose Villa. See Table 1
- Units for each employee will be calculated by multiplying each employee's Points by the total number of hours the employee has worked from January 1 through the Fund Distribution Date for the Fund year. Total hours worked are not to exceed 80 hours per pay period.
- The amount of each employee's gift check will be calculated by multiplying his/her Units by the Dollar Value of One Unit of the Fund. Long-serving employees are eligible for an additional gift. See Supplemental Gift column in Table 1
- The Dollar Value of One Unit of the Fund is calculated by dividing [the total dollar amount of the fund to be distributed less funds for the supplemental gifts] by [the combined Points of all eligible Rose Villa employees].

Table 1

Length of Employment in years	Points Assigned	Supplemental Gift
Less than 1	5	None
1 – 2.99	15	None
3 – 4.99	18	None
5 – 6.99	21	None
7 – 9.99	24	None
10 to 19.99	24	\$300
More than 20	24	\$500

Report

Following each year's distribution the Treasurer will publish a report to the Association showing the actual number of checks and total amount distributed by seniority classification that year.



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OP#204 Council Election Procedure

- Election of Council Members shall be held immediately prior to the Association Annual Meeting in November.
- The Election Date shall be announced by the Council at least 20 days in advance of the Annual Meeting.
- Each member of the Association shall be notified of the Election Date by the preferred communication method he/she has specified with Resident Services: email or paper copy. In addition, flyers will be posted on the mailroom bulletin board and made available in the mailroom literature racks.
- Each member of the Association shall be entitled to one vote.
- Votes will be cast by secret ballot during the week before the Annual Meeting. Proxy voting is not permitted.
- The voting results shall be tabulated by the Elections Committee.
- The Vice Chair candidate receiving the largest number of votes and the Councilor candidate in each District receiving the largest number of votes shall be elected to the Council.
- The names of the newly elected Council members shall be announced at the Association Annual Meeting and be posted on the Mailroom Bulletin Board, by email, and on Touchtown under the Residents Association icon.
- A tally of the voting shall be preserved in the Council Archives and a listing of the incoming council shall be included in the minutes of the December Council meeting.
- The Council Archivist shall retain the physical ballots for six months following the election.



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OP#205 Council Member Terms of Office

- The term of office of the Vice Chair, Chair and Past Chair is one year.
- The term of office for all other elected Council members is three years.
- The term of office for the appointed Councilor for Madrona Grove is three years.
- The term of office for the appointed Councilor for the Rose Villa Foundation is one year.
- The term of office for the three appointed officers (ie, Treasurer, Secretary, and Archivist) is three years.
- Appointed Council members and officers may be reappointed at the end of their term of service.



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OP#206 Council Nominating Committee

Nominating Committee members are appointed in accordance with Bylaws Article XX Section 2. The Committee's duties include:

- Committee members select a Committee Chair.
- The Committee prepares a slate of nominees for Vice Chair and the expiring Council position in each District. Nominees shall have agreed to serve if elected. Nominations are not limited to one nominee for each position.
- When selecting nominees for Vice Chair, the Committee will consider each candidate's potential to actively represent Resident and Resident Council concerns to the RVI Board of Directors.
- The Committee will consider each Councilor nominee's commitment to the following:
 - Scheduling meetings with the residents in their District.
 - Keeping up-do-date on issues brought up for discussion.
 - Supporting a representative structure.
 - Listening to other opinions when they differ from their own.

When nominees have been selected, their names are forwarded to the Executive Committee for approval.



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OP#207 Meeting Process

Governance process for Council meetings shall be either the most recent edition of *Robert's Rules of Order*, or a Consensus-like approach, whichever is selected by the person chairing the meeting. The Consensus-like approach is defined as using the most recent edition of *Robert's Rules of Order* for meeting process combined with a decision process as described below.

The Process of Consensus Decision-Making

Consensus decision-making is a way of reaching agreement between all members of a group. Instead of simply voting for an item and having the majority rule, a group using consensus is committed to finding solutions that everyone actively supports or at least can live with.

Presentation of Initial proposal	Discussion	Modify the proposal	Restate The modified proposal	Assess the degree of support or non-support	Finalize Decision or circle back To Step 1 or Step 3
<p>A person will be assigned to present the agenda item requiring a Council decision.</p> <p>The presentation will include preliminary background material and a statement of pros and cons whenever possible.</p>	<p>Council members discuss pros and cons of the decision item and ask questions.</p> <p>Pass the microphone to give each Council member the opportunity to speak.</p>	<p>Modify the proposal to reflect comments by Council members and residents and to generate as much agreement as possible.</p>	<p>This helps the Secretary who is taking notes, and clarifies the proposal that is ready for decision.</p>	<p>Thumbs Up: I support the proposal or can at least live with it</p> <p>Thumbs Down: I do not support the proposal</p> <p>Hand Flat: I would like to have more info/discussion.</p>	<p>Agreement by 75% of the elected Council members present is necessary to finalize the decision.</p> <p>(If all voting members are present, that means that 9 of 12 Council members agree.)</p>
Step 1	Step 2	Step 3	Step 4	Step 5	Step 6



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OP#208 Special Meetings of the Council

Resident Council meetings shall be open to all members of the Rose Villa Residents Association. If there is business of a confidential nature to be discussed, the Council Chair may declare, or any three members of the Council may request, a special meeting which is to be for voting members of the Resident Council only. Only business related to the purpose of the special meeting shall be conducted at that meeting.



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OP#209 Councilor Functional Areas/Assignment

Each December the six Councilors with unexpired terms who will remain into the next year, and the three newly elected incoming Councilors, will meet to determine Councilor Functional Area assignments for the new year. The Chair, Vice Chair, and Past Chair will also attend this meeting.

Prior to this meeting, each Councilor will submit to the Chair his or her top three preferences of Functional Area in order of preference. At the meeting Councilors will discuss their preferences with the goal of coming to agreement on Functional Area assignments. However, the Chair shall make the final decision on Functional Area assignments, and is not bound by individual preferences.

The 9 functional areas are:

- 1. Finance** - Councilor serves on the Finance Committee, and reports regularly to the Council on Finance Committee concerns.
- 2. Communications** - Councilor fosters clear and effective communication among residents, facilitates communications between the Council and residents, and works to improve communication between RVI and residents.
- 3. Safety and Preparedness** - Councilor works to improve resident safety inside and outside of their units, and assists with preparation, training, and coordination regarding community disaster response and resilience.
- 4. Dining Services** - Councilor provides an avenue for resident concerns regarding RVI dining experiences, menus, and nutrition within a senior living community.
- 5. Resident Life** - Councilor is concerned with community living and the overall quality of life of residents. The Councilor helps RVI develop events, social groups, and functions for residents.

OP#209 Councilor Functional Areas/Assignment (continued)

6. General Services (Grounds, Maintenance, IT) - Councilor monitors resident concerns with the cleanliness and aesthetics of common areas, with maintenance of dwellings, appliances, and grounds, and with IT services.

7. Health and wellness - Councilor works with the RVI Health and Wellness staff to develop and promote health programs for the community.

8. Sustainability. Councilor coordinates collaboration with RVI in promoting sustainable and resilient community actions to address climate change.

9. Governance. Councilor serves on the Governance Committee as co-chair; assists the ad hoc Nomination and Elections Committees; monitors the Resident Handbook and RVI contract and reports any changes to the Council; and tracks suggested changes in Bylaws or procedures.



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OP#211 Governance Committee

- **The Governance Committee is a standing committee of the Resident Council**
- **Members of the Governance Committee shall include:**
 - The Past Chair and the Governance Councilor, who will serve as co-chairs of the Committee.
 - One or more additional residents.
- **Duties of the Governance Committee include:**
 - Provide preparatory training for each Resident Council officer serving on the RVI Board of Directors
 - Assist the Council Chair in providing orientation and training for Councilors
 - Assist the ad hoc Nomination and Elections Committees
 - Offer expertise for the resolution of governance issues that arise within the Council or in the Council interaction with RVI



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OP#212 Executive Committee Councilor Selection

- The Executive Committee is a critical element of Association governance. The Chair will select one Councilor from each District to serve on the Executive Committee.
- In selecting Councilors to serve on the Executive Committee the Chair will take into account diversity in background, including education, experience and skills.
- In the selection process, Councilors from each District may request a position on the Executive Committee by completing and submitting a confidential application form to the Chair.
- The Chair shall select one Councilor one from each District in consultation with the Vice Chair and Past Chair.
- The application form is developed by the Chair. Typical questions on the form might include:
 - Why are you interested in serving on the Executive Committee?
 - What experience, skills and abilities would you bring to the Committee?
- The term of service for Councilors appointed to the Executive Committee is one year. A Councilor can be reappointed.



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OP#213 Executive Committee Tie Breaking

- In the event of a tie vote on the Executive Committee, the tie will be broken by the following process:
 - The Chair, Vice Chair, and Past Chair only will vote on the issue in question.
 - The winning position from that vote shall break the tie.