

# Activities Planning Guidelines

## General Information

This guideline describes the interactions (responsibilities, routine timing) among volunteer leadership and staff to best deliver various ongoing and special activities to appreciative residents.

*The Board recognizes and appreciates that the Activities Committee Chair (or her/his specified delegate), supported by event chairs and onsite staff, manages necessary deliverables to provide quality activities for Heritage Grand (HG) residents.*

All uses of HG facilities are pre-approved by the Board of Directors (Board), and, for routine events, these approvals are “rollover” approvals from previous years. The Activities Committee Chair is responsible for obtaining timely approvals for any “non-routine” events.

All ticket sales-funded events are Board-expected to either break even cost-wise or generate a profit for the Association. An event failing to financially “break even” multiple times is expected to either be terminated by the Activities Committee Chair or for the chair to tell the Board what actions have been taken to correct the unacceptable financial situation.

Events are preferentially generated for HG residents and ticket sales procedures must support this.

In some specific cases however, visitors are also given special ticket-buying status.

Examples of visitor preferential treatment: (a) a single-resident home owner may always purchase one guest ticket (for a total of two tickets) during the first-day ticket sales period; (b) for the Christmas Luncheon where individual residents design and provide for individual table decorations, this individual may also obtain one visitor ticket (a table decoration “helper”?) associated with the Luncheon; (c) with respect to drama presentations, non-ticketed dress rehearsal attendance is per the invitation of drama team organization, also drama team members may purchase tickets for friends and family before open ticket sales begin; and finally (d) Trivia has become a “team event” whereby all table members are regular members of that team. The team may consist of both residents and visitors and tickets for a full table may be purchased in mass.

**To implement the routine preferential treatment for residents, “day one” ticket buying is limited to residents only; starting “day two” of sales and ongoing, tickets may be purchased for both residents and visitors.** (Other than the special cases above, any variation of this policy must be pre-approved by the Board before taking action.)

Other than the special cases of Drama and Trivia where additional visitor tickets may be obtained, a maximum of two visitor tickets per home may be purchased once visitor tickets go on sale unless either (a) other visitor numbers for a specific event is specified in advance by the Activities Committee Chair or (b) ticket purchases become unlimited after a certain day of purchases.

Due to space limitations, no event may “hold space” for a future event. Blockage of refrigeration/freezer space or audio/video screen usage in preparation for future activities is not allowable.

Event “overlap” timing – the starting of one event immediately following the termination of a previous event – shall be included in event scheduling based on the best benefit to the Association.

## Chairs and Staff Responsibilities

### Activities Committee Chair Responsibilities

- Facilitate the annual Event Planning Meeting and manage the activities schedule.
- Facilitate the monthly Activities meeting and approve monthly meeting minutes
- Keep the event calendar up-to-date.
- Confirm that the additional events planned during the year either follow routine procedures and timing, or confirm necessary adjustments needed with the Event Chair to successfully perform the activity.
- Confirm that other event leadership as required per the Event Scheduling Form is identified and then approve the Event Scheduling Form.

- Approve event advertising proposals as generated by the Event Chair.
- Maintains a volunteer list of documentation support individuals for use when requested.
- Assist the Event Chair with budget planning and management.
- Utilize the Underinsured Vendor Program (if needed).

Nothing listed here infers that the Activities Committee Chair must also serve as an Event Chair. If an event cannot generate necessary leadership for the event, it will be cancelled.

### Event Chair Responsibilities

- Complete the **Pantry Requirements for Event Form** and deliver it to Staff Support in a timely fashion. (See Timing Requirements, following.)
- Complete the **Event Scheduling Form** (with assistance of the Activity Committee Chair if desired), obtain approval from the Activities Committee Chair, and deliver it to Staff Support in a timely fashion.
- Proposes advertising program to the Activities Committee Chair for approval. The information must be in an electronic format (PDF, Word, JPEG, PNG).
- Develops the specific desired advertising documentation (i.e., electronically formats to fit the desired page; fully ready for Staff publishing). Communicates the desired publishing dates to Staff. (The Event Chair can utilize volunteers with document generation skill-sets if desired.)

The Event Chair has the following three choices for staff-supported electronic information delivery: Weekly Activities Updates, “eblast” email communications, and the TV slide show in the lobby. Clubhouse poster board displays are allowable if approved by the Activities Committee Chair. Any “outside the clubhouse” signage usage requires Board approval.

- Ensure that (a) the event stays within budget and (b) all expenses are accounted for.
- Organize the volunteers to assist with the event.
- If necessary, make specific arrangements for locking up the clubhouse following the event.

### Staff Support Responsibilities

- Provides requested print materials for the event/activity on time.
- Sell tickets per the agreed-to schedule as defined on the Event Scheduling Form.
- Provides ticket sales numbers to Event Chair (as requested) for food ordering or to gauge attendance.
- Sets up ballroom according to the layout chosen by the Event Chair (except for Sundays, holidays, or early morning events).
- Delivers the received advertising to the HG community utilizing approved HG norms concerning frequency of advertising and length of individual eblasts. (Staff may have to edit the delivered advertising documentation due to space limitations.)
- Check the refrigerators and freezers and throw out food items that are not labeled.

## Event Planning

### Event Planning Meeting and Documentation Forms

Most routinely planned events are scheduled at the Event Planning Meeting (EPM) held in November for the following year.

The “save the date” for each known event is scheduled at the EPM. Completion of the Forms must be delivered to Staff Support in a timely manner (“timely” infers an allowance for standard component lead times).

Scheduled events are documented on an annual “Activities Calendar” maintained by the staff.

If the schedule allows, and if standard lead times may still be met, new events may be added throughout the year and still managed “routinely.”

If lead times are compressed, the event is considered a "Special Event." Any special event adjustments are jointly agreed to by the Activities Committee Chair and Staff Support management.

### Standard Event Timing

Event approved by Activities Chair	45+ days before event
Event Scheduling Form completed and delivered to staff	45 days before event
Vetting of vendors/entertainers for insurance coverage and HG accounting systems payment ability	45 days before event
Vendor payment method specified	45 days before event
Advertising prepared and the event is placed on the monthly calendar, lobby TV slide show, Weekly Activities publication**	40 days before event
"Pantry item" needs communicated to staff	30 days before event*
Tickets finalized, created, printed, and cut for sale	35-25 days before event
Tickets go on sale	30-15 days before event
Pantry order verified and delivered; event chair notified	15 days before event

\* Routine pantry inventory is taken and needed supplies are ordered twice a month. This lead time allows for potential extra supplies associated with a specific event to be obtained in the regular process.

\*\* If advertising is received by Staff Support later than 2:00 PM Thursday, the information is too late to appear in the next Monday's newsletter; therefore, it is put in the following week's publication.

### Event Budgeting and Payments (managed by Event Chair)

#### Event Budgets

All event proceeds are deposited into the Heritage Grand Social Fund Account.

To minimize requiring the full Association's financial support for an activity attended by only a subset of residents, all ticketed events pay a fixed clubhouse fee of 10% of the ticket sales. These funds offset electricity usage, water use, regularly supplied pantry items, soda machine supplies, copies/printing needed for the event, and the like.

Any desired pantry item that is not regularly supplied (see section pertaining to pantry items) should be considered a "special order item" (not a pantry item) and budgeted as part of the event.

Volunteers possessing P-Cards are permitted to purchase items related to events they are helping with. All receipts must be turned into the office with the P-Card expense form. These purchases must be included in the budget that was submitted as part of the Event Scheduling Form. Additionally, purchases submitted for reimbursement but not previously approved will routinely not be paid. Unauthorized purchases could result in loss of an individual's P-Card availability.

#### Vendor Payments

If a vendor expects to receive a check at the event, this information must be submitted AT LEAST 45 days in advance of the payment due date. This time frame allows any necessary paperwork to be completed and for the payment to arrive. Requests submitted after the suggested 45 days may not arrive on time.

#### Cash

Cash is not distributed for payments such as tips for deliveries, etc. If a volunteer uses cash to pay for a tip, it must be recorded on the reimbursement form.

A cash management exception is for Bingo, wherein ticket sale proceeds are held back from being deposited to pay the cash prizes awarded at the Bingo event. All recipients of the cash prizes must sign off that they received the money and this information turned into the front desk following the conclusion of the event.

## Vendor Validation Process

All vendors must be approved prior to being utilized by HG. Our vetting process determines acceptable standing with respect to liability insurance coverage as well as legal (tax, legally organized) standing in the state of Texas.

Successful vetting is required before payments can be made.

### Routine

The standard process for this review is through our management company's accounting team utilizing their FSR Vendor Review process. The process requires a few days to determine current listing within the system or maybe three weeks for a company to potentially be added to the system. Sometimes that time is spent and the result is still unsuccessful. (Disappointingly it is not unusual to find otherwise acceptable vendors who have allowed their insurance to lapse.)

### Underinsured Vendors

From time to time, "specialty" vendors (entertainment providers, etc.) are requested for utilization at our events. And, many times smaller vendors don't believe they can afford FSR's minimum insurance limits necessary to be approved within the system.

Sometimes the Board is willing to accept the risk, based on the specifics presented to it, to "self-insure" certain vendors. This internal-to-HG process is known as the Underinsured Vendor Program and is defined in a HG guideline.

If an Event Chair convinces the Activity Committee Chair of the benefit of utilization of a specific, non-vetted vendor, the Activity Committee Chair may then try to convince the Board to implement the Underinsured Vendor Program. The Board then decides whether the risk associated with utilization of this specific vendor for this specific event is acceptable or not.

## Ticket Selling Procedures

All ticket selling information must be included in the Event Scheduling Form submission. Prior to the event going on sale, all ticket sales logs, room layouts, and the ticket formats are checked for errors.

- Ticket sales begin no earlier than 10:30 AM on the day noted on the form.

If a large number of residents are waiting for the start of ticket purchasing, a process for keeping a "first come, first served" order may be utilized; this process does not, however, begin before the official ticket sales start time.

An individual resident may purchase tickets for multiple other residents. (Resident versus visitor purchase requirements, however, must still be maintained. The actual ticket purchaser is accountable for maintaining these requirements.)

- Cash or checks are the only acceptable forms of ticket payment.
- The staff cannot hold tickets for sale.
- Tickets must be paid for at the time of purchase.

## Kitchen Usage

### Regularly Supplied Pantry Items

Pantry items are inventoried and reordered on a twice per month schedule. Significant usage of regularly inventoried items should be brought to the attention of staff so the correct amount of these items are available when needed. In the event a special request cannot be fulfilled, the Event Chair will be notified.

3-section Styrofoam plates

Lunch plates (Styrofoam)

Regular/Decaffeinated Coffee

Tea

Bowls (Styrofoam)	Creamer
Snack plates (Styrofoam)	Sugar
12 oz plastic cups (soda machine)	Sweet-n-Low, Splenda, Sugar packets
Beverage napkins	Coffee filters
Dinner napkins	Ziploc bags
Plasticware (forks, knives, spoons)	Serving gloves
Plastic table covers	Foil
Plastic table roll	Plastic wrap
Trash bags	Wax paper
Steam pans (full/half size)	Parchment paper

### Food and Supply Storage

- Event Chair is responsible for:
  - Labeling and dating any food purchased for an event.
  - Ensuring left-over food is either disposed of or removed within 24 hours.
- Staff Support routinely checks the refrigerators and freezers and throws out items that are not labeled. Special event supplies can be stored in the pantry as long as the event continues to be held. Special supplies should be properly labeled. If the event becomes inactive, the stored supplies should be removed to allow space for currently active events.

### Event Details

#### Choosing a Ballroom Layout

Since almost all events utilize the clubhouse ballroom, table arrangement plans (layout) must be specified. The layout is linked to later ticket sales and ticket logs so adequate preplanning timing is required.

Chosen layouts may include more tables than anticipated being needed but allow for extra tickets being sold. Because of the impact on other event activities, the layout chosen will become fixed for that event.

Maximum ballroom capacities limitations (160) will be maintained.

#### Sunday Events

Because event "set up" staff normally don't work on weekends, events being held on Sundays will require extra volunteer support for ballroom setups.

#### Event Cleanup

Event participants are routinely expected to bag trash and waste food following the event. The Event Chair should identify the "Cleanup Leaders" on the event form.

#### Clubhouse Lockup Following Events

The Event Chair is responsible for identifying and designating the individual(s) from the "HG Volunteer Lock-Up Team" list for locking up the clubhouse. This/these name(s) shall be added to the Form when determined.

This guideline was ratified by majority Board vote on 5-0.

  
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 Board Secretary