



OPEN MEETING

**REGULAR MEETING OF THE GOLDEN RAIN FOUNDATION COMMUNITY
ACTIVITIES COMMITTEE**

Thursday, January 10, 2019 – 1:30 p.m.

**Laguna Woods Village Community Center Board Room
24351 El Toro Road**

AGENDA

1. Call to Order
2. Acknowledgment of Media
3. Approval of the Agenda
4. Approval of Meeting Report for November 8, 2018
5. Chair's Remarks
6. Department Head Update
 - a. Recreation and Special Events - Jennifer Murphy
 - b. Golf Course - Tom McCray & Sean Cincotta
7. Member Comments (Items Not on the Agenda)

Consent:

8. National Vending Update
9. Dashboard
10. Recreation eBlast

Reports:

11. Proposed Amendments to GRF Recreation and Special Events Department Policies and Procedures
12. Hearing Well Expo

Items for Discussion and Consideration:

13. Drop-In Lounge TV
14. New Name for Clubhouse 4
15. Comprehensive Staff Training Day
16. Increase of Tree Plot Fees

Items for Future Agendas:

17. None

Concluding Business:

18. Committee Member Comments
19. Date of Next Meeting – March 14, 2019 at 1:30 p.m.
20. Adjournment

Annette Sabol Soule, Chair
Brian Gruner, Staff Officer
Telephone: 597-4270

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OPEN MEETING

REPORT OF THE REGULAR MEETING OF THE GOLDEN RAIN FOUNDATION COMMUNITY ACTIVITIES COMMITTEE

Thursday, November 8, 2018 – 1:30 p.m.
Board Room

MEMBERS PRESENT: Beth Perak-Chair, Janey Dorrell, Ryna Rothberg, Sue Margolis, Annette Sabol-Soule for Diane Phelps, Steve Parsons, Joan Milliman, Cush Bhada, Jeff Shetler

MEMBERS ABSENT: Leon St. Hilaire, Diane Phelps

OTHERS PRESENT: Juanita Skillman, Jules Zalon, Jon Pearlstone and Dick Rader were present in audience

STAFF PRESENT: Brian Gruner, Jennifer Murphy, Jackie Kupfert, Tom McCray

Call to Order

Chair Perak called the meeting to order at 1:31 p.m.

Acknowledgement of Media

There was no press present.

Approval of Agenda

A motion was made, and by consensus, the agenda was approved.

Approval of Committee Report for September 13, 2018

A motion was made, and by consensus, the report was approved.

Chair's Remarks

Chair Perak stated the Rec Department has done stellar work this year. Mr. Gruner presented to VMS this past week and was very thorough in updates.

Report of the Recreation and Special Events Director

Mr. Gruner thanked Chair Perak for her kind words. He stated past events. All patio concerts were sold out (350 attendees each) and we are hoping to expand these. Monday night football will be moved to the Village Greens for the 2019 season. Dinners are doing well with the exception of the steak dinners. Staff will research offering a different type of cuisine each month to replace the steak dinner option. The Swing Cats performance was very well received. The monthly movies average about 350 attendees. James Darren will be performing on New Year's Eve. Village Bazaar was sold out once again and we will host two next year as well. Harvest Hoedown was very

popular and we tested our portable stage which went very well. The Bonanza hosted about 1700 people and was very successful.

Facility enhancements include, but are not limited to the following: Clubhouse 1 is proceeding with walk-throughs to plan for upcoming renovations and the kitchens in Dining Room 2 and Dining Room 3 were updated. The Performing Arts Center design contract was awarded with planned start mid-next year. Clubhouse 4 has addressed the OSHA compliance issues including a new ventilation system and valve gates to be installed in the wood shop improving ventilation.

Clubhouse 5 will have the front lobby furniture replaced and pool 5 is going to be re-plastered during regular maintenance which has begun. Clubhouse 7 will replace the bridge room chairs. All chairs in the clubhouses will also be replaced. The sharing of court 9 with pickleball and tennis is going well. A drinking fountain was installed at Garden Center 1. The community gathering area in Garden Center 1 is being designed. The Equestrian Center transition to new supervisor, Ms. Olsen, is going well and new software programming being installed to help with payments for lessons or riding.

Operational updates include working closely with custodial to maintain clean facilities; club presidents and staff will hold regular meetings at their facilities to keep communication open; the Emeritus program is making great strides with reducing classes that did not benefit our community. Mr. Gruner established a survey with the Emeritus director to help maintain better service for our residents; Staff training remains a priority for Recreation.

Chair Perak inquired as to the renovations in Clubhouse 1 dining rooms. Mr. Gruner stated the kitchens have been completely upgraded.

Director Bhada observed more AV training for staff is necessary at the Clubhouses.

Ms. Murphy stated the Recreation monthly brochure was updated to a more readable packet due to the addition of many programs/classes. Ms. Murphy stated upcoming events: monthly dinners will be hosted in November, but not in December due to the many events; Veterans Day will be at Clubhouse 2 at 10 a.m. with guest speakers and patriotic music; Clubhouse 2 and Clubhouse 5 will host the annual Thanksgiving Buffet, 1 to 3 p.m. with tickets on sale now; Restaurant 19 will also be available for Thanksgiving Day reservations; the third annual Holiday Festival will be on December 1 at Clubhouse 2, 6 to 8 p.m. and will have holiday music, tree lighting, Santa, gift donations for Spark of Love, and free hot cocoa and cookies with spiked drinks for purchase. This is a family event; the Volunteer Luncheon will be on December 7 at Clubhouse 5, 11:30 a.m. with about 350 attending; the Holiday Buffet will be hosted on December 25 at Clubhouse 5 with tickets on sale December 6 (\$12.50 for ages 6-10 and \$25 for adults); the Performing Arts Center New Year's Eve show will be December 31 with tickets on sale now (\$20 and \$25 for 2pm show; \$30 or \$40 for 6pm show; VIP tickets are extra with a meet and greet with James Darren; Clubhouse 5 Rockin' New Year's Eve has music, dinner, appetizers and champagne toast with doors opening at 6:30 p.m., dinner at 7:15 p.m. Tickets go on sale December 4 (\$74 per person); the following excursions are coming up: OC Crime Lab bus excursion on November 16; Holiday Light Tour bus excursion is December 18, 19 and 20, 7-9 p.m. with hot cocoa and cookies; Hilbert Museum and Orange Plaza on January 16 and San Clemente Outlets on February 16.

Director Bhada inquired about future bus excursions.

Chair Perak inquired about airing our meetings. Mr. Gruner will inquire with Mr. Holland (IT) and Mr. Ortiz (Village TV).

Director Skillman inquired about the Recreation packet added to the Library (about 200 copies requested). Ms. Murphy will request these to be added. Ms. Murphy stated a flyer rack may need to be purchased for the Library.

Director Rothberg inquired about the Towers being added on this distribution along with the tree walk brochure.

Mr. McCray stated the greens have rejuvenated after the harsh summer with the exception of a few spots. The Laguna Woods Pro Am was a success and all involved asked to come back next year. Club fitting days are a continual success (Ping Tour cart was in attendance last month). We hosted a short game clinic with the help of our new pro, Sean Anthony. Summer Twilight Golf Tournaments were very successful. Golf is using the Par 3 course more and this has been very receptive to groups looking to socialize more. Golf is looking to do a wine evening at the Par 3 to boost usage. Staff ran a 25% off sale in the pro shop and this was well received. Pickleball courts are under construction and on track for the concrete pour on Saturday, November 17. NAC tournament was held at the Lawn Bowling greens (Canada vs USA).

Chair Perak stated the Par 3 course will be highlighted at the presentation next week. She appreciates the new programming that Mr. McCray is implementing.

Director Sabol-Soule inquired as to a list that players can access to find other players. Mr. McCray stated the Leisure League helped to gather names and staff will review for implementation of helping players connect.

Director Bhada stated golf, food and drink is the perfect combination.

Advisor Shetler stated Mr. McCray has really turned around the greens and enjoys the couple's leagues that have been reinstated. Mr. McCray stated Sean Anthony and Sean Cincotta, with their respective teams, have really stepped up.

MEMBER COMMENTS (Items Not on the Agenda)

Toni Barrient (2139-O) was called to speak regarding staff to make popcorn at the Hearing Well event at the Performing Arts Center.

Maxine McIntosh (68-C) was called to speak regarding concerns about cost for ability to meet James Darren.

Juanita Skillman (2154-N) was called to speak regarding usage of Clubhouse 4 for voting.

Jules Zalon (3124-A) was called to speak regarding Old Pros event next weekend (Laura film noire classic).

Director Margolis stated poll workers are not allowed to set up the night before to test machines.

Director Bhada stated to charge clubs for the popcorn staff as we do the bartenders.

Director Milliman inquired to moving the popcorn machine to other clubhouses. Staff stated it cannot leave Performing Arts Center, but can move within the facility. Ms. Murphy stated there is a \$27 fee per hour for staff at Equestrian Center or Bocce BBQ or late reservations that may be used for this purpose. All Directors were in agreement that we can tack this on to our current \$27 fee.

Motion made to leave popcorn machine in Performing Arts Center for chargeable fee of \$27 with club use (2 hour minimum fee). Motion passed unanimously.

CONSENT

A motion was made, and by consensus, the consent calendar was approved.

REPORTS

Permanent Elimination of Fitness Guest Fees – Mr. Gruner recommended the approval of the permanent elimination of fitness guest fees.

A motion was made to approve of the permanent elimination of the fitness guest fees.

Discussion ensued.

The motion carried 9-1-0.

Permanent Elimination of Aquatic Guest Fees – Mr. Gruner recommended the approval of the permanent elimination of aquatic guest fees.

A motion was made to approve of the permanent elimination of the aquatic guest fees.

Discussion ensued.

The motion carried unanimously.

Summer Lap Swim for Children - Ms. Murphy stated the staff recommendation to approve the use of Pool 2 by competitive lap swimmers who are under the age of 16.

A motion was made to approve Summer Lap Swim for Children for lap swimmers ages 11-16.

Discussion ensued.

Motion carried unanimously.

A motion was made to approve Summer Lap Swim for Children for lap swimmers ages 11-15 with provision of card from the Recreation Department for identification.

Discussion ensued.

Motion carried unanimously.

Backstroke Flags and Stanchions – Mr. Gruner recommended the denial of the installation of backstroke flags and stanchions.

A motion was made to deny the installation of backstroke flags and stanchions.

Discussion ensued.

The motion carried 7-3-0.

ITEMS FOR DISCUSSION AND CONSIDERATION

Hearing Well Expo - Mr. Gruner stated the request from the Hearing Well Club to host an expo using outside advertising.

Staff was directed to create a staff report for the January, 2019 CAC meeting.

Commercial Rates Ad-Hoc Committee Update – Director Milliman read the statement from the committee: The ad-hoc committee has met several times regarding commercial rates for room rentals. These meetings led the committee to realize that club fundraisers are a more appropriate avenue that will truly impact our residents. The committee and staff anticipate changes to the current Recreation policy and expect to give a full report to the Community Activity Committee at the January, 2019 meeting.

Club Compliance Update - Ms. Murphy stated currently have 281 registered clubs; 16 disbanded due to inactivity; 13 are missing both forms, 5 are missing roster only, 2 are missing contact information making only 20 clubs non-compliant. This may be due to new officers not being informed. Ms. Murphy states she is confident that most will be in compliance.

Senior Summit - Mr. Gruner stated a discussion with Lisa Bartlett's office has occurred with regards to a date being set. He would like to inquire as to direction from the CAC on whether to proceed.

The Community Activities Committee advised that the Senior Summit be held offsite at this time. Mr. Gruner will contact Orange County Supervisor Lisa Bartlett's office.

Food Truck Fair - Ms. Murphy stated the research found by staff regarding a food truck fair. Staff recommends that Laguna Woods Village does not host a food truck fair.

The Community Activities Committee advised that Laguna Woods Village does not host a food truck fair.

ITEMS FOR FUTURE AGENDAS

None

CONCLUDING BUSINESS

Committee Member Comments

Director Rothberg stated the CAC meetings are always interesting.

Director Dorrell stated this is her last meeting as she is moving.

Director Sabol-Soule stated this was a very good meeting.

Mr. Gruner stated he appreciates the Recreation staff and enjoys working with CAC. Director Dorrell will be missed.

Director Bhada stated his long term goal is to have a food service in the Community Center.

Director Pearlstone stated all Recreation does is impressive.

Director Milliman stated the ad-hoc committee will proceed to meet with a report to be presented at the January, 2019 meeting.

Chair Perak stated she has really enjoyed this CAC team and looks forward to next year.

Date of Next Meeting

The next regular meeting of the GRF Community Activities Committee will be held at 1:30 p.m. at the Community Center in the Board Room on Thursday, January 10, 2019.

Adjournment

There being no further business, the Chair adjourned the meeting at 4:35 p.m.


Beth Perak, Chair



NATIONAL
VENDING

September, 2018

Attachment 1

Client Commission Statement

Property Name	Service	Machine Location	Period	Gross Sales	Net Sales	Recd by NV	Paid to Client
Laguna Woods Village	Bev'g Vending	Golf Pro Shop-Village Greens	9	\$425.25	\$389.68	\$58.45	\$29.23
Laguna Woods Village	Bev'g Vending	Clubhouse 3	9	\$237.75	\$214.86	\$32.23	\$16.12
Laguna Woods Village	Snack Vending	Clubhouse 1	9	\$210.50	\$205.43	\$30.81	\$15.41
Laguna Woods Village	Bev'g Vending	Clubhouse 1	9	\$203.65	\$179.38	\$26.91	\$13.46
Laguna Woods Village	Bev'g Vending	Vehicle Maintenance	9	\$177.40	\$155.42	\$23.31	\$11.66
Laguna Woods Village	Snack Vending	Community Center Bldg 2nd Floor	9	\$159.75	\$155.90	\$23.38	\$11.69
Laguna Woods Village	Bev'g Vending	Clubhouse 4	9	\$152.05	\$132.33	\$19.85	\$9.93
Laguna Woods Village	Snack Vending	Golf Pro Shop-Village Greens	9	\$146.15	\$142.63	\$21.39	\$10.70
Laguna Woods Village	Bev'g Vending	Maintenance Bldg	9	\$138.10	\$121.07	\$18.16	\$9.08
Laguna Woods Village	Snack Vending	Vehicle Maintenance	9	\$136.90	\$133.60	\$20.04	\$10.02
Laguna Woods Village	Snack Vending	Maintenance Bldg	9	\$136.00	\$132.72	\$19.91	\$9.96
Laguna Woods Village	Snack Vending	Clubhouse 3	9	\$116.25	\$113.45	\$17.02	\$8.51
Laguna Woods Village	Snack Vending	Clubhouse 4	9	\$115.40	\$112.62	\$16.89	\$8.45
Laguna Woods Village	Bev'g Vending	Clubhouse 5	9	\$106.50	\$95.03	\$14.25	\$7.13
Laguna Woods Village	Bev'g Vending	9 Hole Golf Shack	9	\$105.55	\$93.64	\$14.05	\$7.03
Laguna Woods Village	Bev'g Vending	Clubhouse 7-Driving Range	9	\$101.35	\$91.88	\$13.78	\$6.89
Laguna Woods Village	Snack Vending	Clubhouse 5	9	\$100.45	\$98.03	\$14.71	\$7.36
Laguna Woods Village	Bev'g Vending	Community Center Bldg 2nd Floor	9	\$98.00	\$86.77	\$13.02	\$6.51
Laguna Woods Village	Bev'g Vending	Clubhouse 1	9	\$76.15	\$69.10	\$10.37	\$5.19
Laguna Woods Village	Snack Vending	9 Hole Golf Shack	9	\$42.65	\$41.62	\$6.24	\$3.12
Laguna Woods Village	Bev'g Vending	Clubhouse 2	9	\$42.60	\$37.19	\$5.58	\$2.79
Laguna Woods Village	Bev'g Vending	Stables Equestrian	9	\$41.70	\$36.55	\$5.49	\$2.75
Laguna Woods Village	Bev'g Vending	Clubhouse 7-Driving Range	9	\$37.40	\$33.29	\$4.99	\$2.50
Laguna Woods Village	Snack Vending	Clubhouse 7-Driving Range	9	\$20.70	\$20.20	\$3.03	\$1.52
				\$3,128.20	\$2,892.39	\$433.86	\$216.93



October, 2018

Attachment 2

NATIONAL
VENDING

Client Commission Statement

Property Name	Service	Machine Location	Period	Gross Sales	Net Sales	Recd by NV	Paid to Client
Laguna Woods Village	Bev'g Vending	Golf Pro Shop-Village Greens	10	\$524.20	\$481.18	\$72.18	\$36.09
Laguna Woods Village	Snack Vending	Clubhouse 5	10	\$352.25	\$343.76	\$51.56	\$25.78
Laguna Woods Village	Snack Vending	Clubhouse 4	10	\$352.00	\$343.51	\$51.53	\$25.77
Laguna Woods Village	Bev'g Vending	Clubhouse 4	10	\$351.35	\$311.79	\$46.77	\$23.39
Laguna Woods Village	Bev'g Vending	Clubhouse 5	10	\$346.85	\$308.34	\$46.25	\$23.13
Laguna Woods Village	Bev'g Vending	9 Hole Golf Shack	10	\$301.30	\$268.76	\$40.32	\$20.16
Laguna Woods Village	Snack Vending	Golf Pro Shop-Village Greens	10	\$251.95	\$245.88	\$36.88	\$18.44
Laguna Woods Village	Bev'g Vending	Clubhouse 3	10	\$244.55	\$218.28	\$32.74	\$16.37
Laguna Woods Village	Snack Vending	Clubhouse 1	10	\$234.40	\$228.75	\$34.31	\$17.16
Laguna Woods Village	Bev'g Vending	Clubhouse 1	10	\$210.95	\$187.14	\$28.07	\$14.04
Laguna Woods Village	Bev'g Vending	Clubhouse 1	10	\$172.80	\$153.87	\$23.08	\$11.54
Laguna Woods Village	Bev'g Vending	Vehicle Maintenance	10	\$159.10	\$142.09	\$21.31	\$10.66
Laguna Woods Village	Bev'g Vending	Maintenance Bldg	10	\$154.60	\$128.91	\$19.34	\$9.67
Laguna Woods Village	Bev'g Vending	Clubhouse 7-Driving Range	10	\$139.80	\$123.35	\$18.50	\$9.25
Laguna Woods Village	Snack Vending	9 Hole Golf Shack	10	\$127.00	\$123.94	\$18.59	\$9.30
Laguna Woods Village	Bev'g Vending	Clubhouse 7-Driving Range	10	\$124.75	\$115.04	\$17.25	\$8.63
Laguna Woods Village	Bev'g Vending	Community Center Bldg 2nd Floor	10	\$106.65	\$95.05	\$14.26	\$7.13
Laguna Woods Village	Snack Vending	Community Center Bldg 2nd Floor	10	\$104.50	\$101.98	\$15.30	\$7.65
Laguna Woods Village	Snack Vending	Clubhouse 7-Driving Range	10	\$103.45	\$100.96	\$15.14	\$7.57
Laguna Woods Village	Snack Vending	Vehicle Maintenance	10	\$96.75	\$94.42	\$14.16	\$7.08
Laguna Woods Village	Snack Vending	Clubhouse 3	10	\$96.60	\$94.27	\$14.14	\$7.07
Laguna Woods Village	Bev'g Vending	Clubhouse 2	10	\$34.75	\$30.92	\$4.63	\$2.32
Laguna Woods Village	Snack Vending	Maintenance Bldg	10	\$29.45	\$28.74	\$4.31	\$2.16
				\$4,620.00	\$4,270.93	\$640.62	\$320.31



Upcoming Recreation Events 2019

Jan 9:	Italian Buffet at Clubhouse 1 at 5:30 p.m.
Jan 14:	Soup and Salad Buffet at Clubhouse 7 at 5:30 p.m.
Jan 21:	Monday Night Movie at PAC at 7:30 p.m.
Jan 27:	Lunar New Year at PAC at 6:30 p.m.
Jan 28:	Brisket Dinner at Clubhouse 5 at 5:30 p.m.
Feb 3:	The Big Game at Clubhouse 5 at 3:15 p.m.
Feb 5:	Timeless Melodies at Clubhouse 2 at 1:30 p.m.
Feb 6:	Monthly Themed Dinner at Clubhouse 1 at 5:30 a.m.
Feb 11:	Soup and Salad Buffet at Clubhouse 7 at 5:30 p.m.
Feb 13:	Italian Buffet at Clubhouse 1 at 5:30 p.m.
Feb 14:	Valentine's Day Dinner Dance at Clubhouse 1 at 5:30 p.m.
Feb 18:	Monday Night Movie at PAC at 7:30 p.m.
Feb 25:	Brisket Dinner at Clubhouse 5 at 5:30 p.m.

Marine Toy Drive

The Laguna Woods Armed Forces Club gathered over 800 toys for the Marine families at Camp Pendleton!

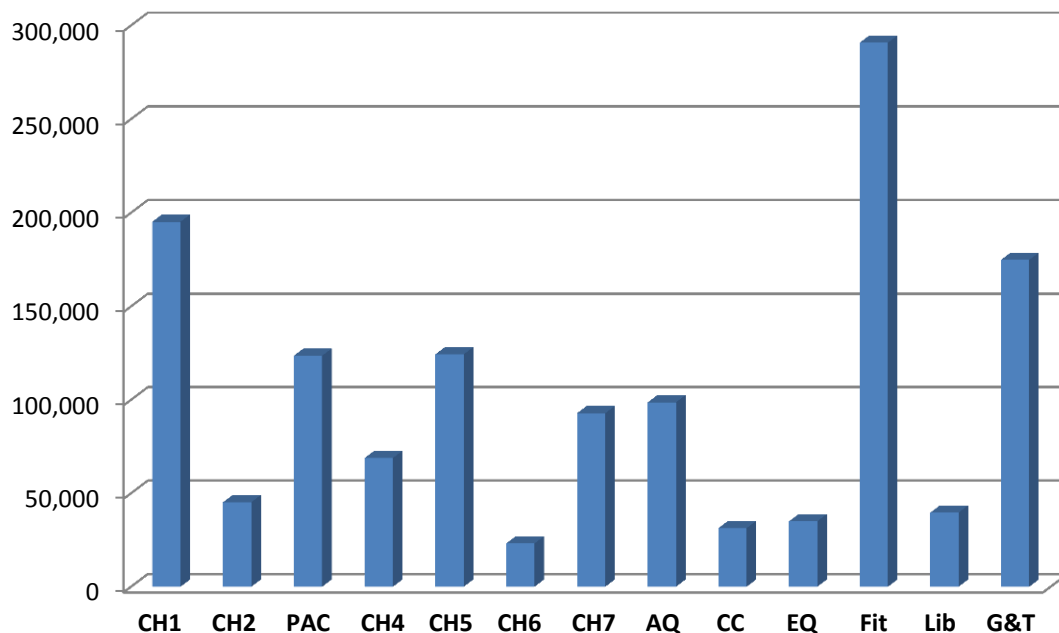


Holiday Festival

Clubhouse 2 hosted the 3rd annual Holiday Festival with over 400 attendees!



Facility Usage (2018 YTD)



The Health and Wellness Expo will be held at Clubhouse 2 on March 21 and 22. There will be guest speakers, fitness demos, and opportunity drawings. Come see new ways to stay healthy!

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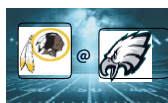
SATURDAY, DEC1

Clubhouse 2
6 to 8 p.m.



MONDAY, DEC3

Clubhouse 5 Main Lounge
4:45 p.m.



WEDNESDAY, DEC5

Clubhouse 1 Main Lounge
1:30 p.m.



MONDAY, DEC10

Clubhouse 5 Main Lounge
4:45 p.m.



SUNDAY, DEC16

Performing Arts Center
2 p.m.



MONDAY, DEC17

Clubhouse 5 Main Lounge
4:45 p.m.



MONDAY, DEC17

Performing Arts Center
7:30 p.m.



TUESDAY, DEC25

Clubhouse 5
1 p.m.



MONDAY, DEC31

Clubhouse 5
6:30 p.m.



MONDAY, DEC31

Performing Arts Center
3 p.m. and 7 p.m.



Third Annual Holiday Festival

Festivities include snow, tree lighting, Santa, complimentary hot cocoa and cookies, and crafts and games for the grandkids. Beer, wine and spiked seasonal drinks available for purchase. Enjoy a holiday performance from Bank of Harmony (7 p.m.). Please bring a new unwrapped toy or sports equipment item to be given to the Orange County Fire Department's Spark of Love Toy Drive. For more information, call **949-597-4286** or email recreation@vmsinc.org.

Monday Night Football

Come watch Washington @ Philadelphia at 5:15 p.m. on the big screen. Doors open 30 minutes prior to game time. Tickets are not needed for this free event. Seating is on a first-come, first-served basis. Enjoy free chips and salsa; hot dogs are available for purchase and the no-host GRF bar will open at 5 p.m. For more information, contact **949-597-4382**.

Timeless Melodies: Famous Songs of the Movies

Enjoy Famous Songs of the Movies, the cinematic song-fest that gave birth to talking pictures, sustained America during the Great Depression, underscored a country at war and survived the 1950s. Cheese, crackers and punch will be served. Call **949-597-4282** or email recreation@vmsinc.org for more information.

Monday Night Football

Come watch Minnesota @ Seattle at 5:15 p.m. on the big screen. Doors open 30 minutes prior to game time. Tickets are not needed for this free event. Seating is on a first-come, first-served basis. Enjoy free chips and salsa; hot dogs are available for purchase and the no-host GRF bar will open at 5 p.m. For more information, contact **949-597-4382**.

'Tis the Season Holiday Performance

Join us for a celebration of the holiday spirit. Sing along and tap your feet with this bonanza of music, readings, poetry, and songs. Tickets on sale in the PAC Box Office (reserved seating: \$7 to \$10). For more information, call **949-597-4288**.

Monday Night Football

Come watch New Orleans @ Carolina at 5:15 p.m. on the big screen. Doors open 30 minutes prior to game time. Tickets are not needed for this free event. Seating is on a first-come, first-served basis. Enjoy free chips and salsa; hot dogs are available for purchase and the no-host GRF bar will open at 5 p.m. For more information, contact **949-597-4382**.

Movie Night: The Man Who Invented Christmas

Monthly free movie night at the Performing Arts Center. In 1843 London, author Charles Dickens finds himself in financial trouble after writing three unsuccessful novels. Relying on real-life inspiration and his vivid imagination, Free movie and popcorn. Soda and snacks for sale. For more information, call **949-597-4289**.

Holiday Buffet

Adults are \$25, kids ages 6 to 10 are \$12.50, and children 5 and under are free. Martinez's menu includes prime rib au jus, poached salmon, chicken cordon bleu, escalloped potatoes, orange glazed baby carrots, bread rolls, and assorted desserts. For more information call **949-597-4382** or email recreation@vmsinc.org.

Rockin' New Year's Eve

Ring in the New Year! Doors open 6:30 p.m., dinner is served at 7:15 p.m. and music starts 8 p.m. \$74 per person. Formal attire dance with a sit down dinner (choice of either prime rib, salmon or vegetarian eggplant parmesan). No-host bar and hors d'oeuvres starting at 6:30 p.m. Music by Soulicious, a Motown tribute band. Ball drop at both 9 p.m. and midnight. Complimentary champagne will be served. For more information, call **949-597-4382** or email recreation@vmsinc.org.

Sing in the New Year With James Darren Featuring the Dave Siebels Band

Choose from two times: 3 p.m. show (\$20 to \$25) or 7 p.m. show (\$30 to \$40, includes appetizers and champagne before show). Attendees of the 7 p.m. show may upgrade to VIP access for \$20 (includes open bar and meet and greet with James Darren). James Darren is perhaps best known as the actor who played Moondoggie in the original Gidget, and more recently, the character of Vic Fontaine in Star Trek: Deep Space Nine. For more information, contact **949-597-4288** or recreation@vmsinc.org.

**MONDAY,
JAN7**

Clubhouse 5
5 p.m.



**WEDNESDAY,
JAN9**

Clubhouse 1
5:30 p.m.



**MONDAY,
JAN14**

Clubhouse 7
5:30 p.m.



**WEDNESDAY,
JAN16**

Clubhouse 1
10:30 a.m.



**FRIDAY,
JAN18**

Clubhouse 6
Multipurpose Room
2 p.m.



**MONDAY,
JAN21**

Performing Arts Center
7:30 p.m.



**SUNDAY,
JAN27**

Performing Arts Center
11 a.m. to 2 p.m.- multicultural fair)
6:30 p.m.- (main performance)



**MONDAY,
JAN28**

Clubhouse 5 Fitness Room
11 a.m. to 12 p.m.



**MONDAY,
JAN28**

Clubhouse 5
5:30 p.m.



College Football National Championship Game Viewing Party

Come to the Clubhouse 5 Main Lounge to watch the game on the big screen. Doors open at 4:30 p.m. Kickoff is at 5 p.m. Free admission. Seating is on a first-come, first-served basis. Hot dogs are available for purchase; outside food is permitted. For more information, call **949-597-4382** or email recreation@vmsinc.org.

Italian Dinner

Martinez's menu includes chicken parmesan, lasagna with Italian meat sauce, fresh green salad, hot garlic bread and spumoni ice cream. Tickets are on sale at Clubhouse 1 for \$12. Residents are welcome to bring their own wine; the clubhouse will supply glasses. The deadline to purchase tickets or receive a refund is noon the day before the dinner. For more information, call **949-597-4281** or email recreation@vmsinc.org.

Soup and Salad Buffet

Jolanda's menu includes hot chicken salad with cranberry mold, fresh fruit salad and spinach salad topped with strawberries and toasted almonds. Soups are curried zucchini, old-fashioned vegetable and fresh mushroom. Tickets are on sale at Clubhouse 7 for \$12. Residents are welcome to bring their own wine; the clubhouse will supply glasses. For more information, call **949-268-2417** or email recreation@vmsinc.org.

Hilbert Museum and Old Towne Orange Bus Excursion

Please join us for a bus excursion to the Hilbert Museum and Old Towne Orange on Wednesday, January 16, from 10:30 a.m. to 3 p.m. The Hilbert Museum of California Art at Chapman University in Orange features exhibits dedicated to 20th century California scene and representational art by California artists. Currently, the Hilbert Museum offers the collections of original hand-drawn "Grinch" animation and related artwork. Old Towne Orange boasts shopping and dining options for all to enjoy. Book your spot on this reservation-only excursion starting Monday, January 7, at 8 a.m. by calling Recreation at **949-597-4273**. For more information, email recreation@vmsinc.org.

Painting Class with Penni Rubin

Join Penni Rubin for her "Acrylic Painting Using Design Elements" class, where artists can learn to use design elements as a way to enhance their work in all mediums. Class meets on Fridays for six weeks from 1:30 to 4:45 p.m. in the Clubhouse 6 Multipurpose Room starting January 18. Class fee is \$96; materials are not included. For Residents only. For more information, call **949-597-4832** or email recreation@vmsinc.org.

Movie Night at the Performing Arts Center

In "Same Kind of Different as Me," international art dealer Ron Hall must befriend a dangerous homeless man in order to save his struggling marriage to a woman whose dreams will lead all three of them on the journey of their lives. Rated PG-13. No tickets necessary for complimentary movie and popcorn. Soda is available for purchase. For more information, call **949-597-4289** or email recreation@vmsinc.org.

Lunar New Year Celebration: Year of the Pig

Join us for the Lunar New Year and experience traditional food, dance, music and more in celebration of the Year of the Pig. From 11 a.m. to 2 p.m. throughout the Performing Arts Center, enjoy a free multicultural fair featuring entertainment and finger foods. Tickets for the evening's main performance are \$10 to \$15. For more information, call **949-597-4288** or email recreation@vmsinc.org.

Stress-less Mindfulness Meditation Classes

Monday, January 28, to Monday, March 11, 11 a.m. to 12 p.m. in the Clubhouse 5 Fitness Room. Stress-less Mindfulness Meditation with Dr. Lois Rubin assists with insomnia, anxiety relief, pain and stress; improves concentration and memory; reduces blood pressure and cardiac risk; and enhances the immune response. Register for this free class in the Clubhouse 5 office or the Recreation Office, starting Monday, January 7. For more information, call Recreation at **949-597-4273** or email recreation@vmsinc.org.

Brisket Dinner at Clubhouse 5

Jolanda's menu includes vegetable soup, fresh green salad, sliced brisket of beef, mashed potatoes and dessert (sugar-free ice cream on request). Tickets are on sale at Clubhouse 5 for \$12. The deadline to purchase tickets or receive a refund is noon the day before the dinner. For more information, call **949-597-4382** or email recreation@vmsinc.org.

STAFF REPORT

DATE: January 10, 2019
FOR: Community Activities Committee
SUBJECT: Proposed Amendments to GRF Recreation and Special Events Department Policies and Procedures

RECOMMENDATION

Approve the proposed amendments to the GRF Recreation and Special Events Department Policies and Procedures.

BACKGROUND

On September 13, 2018, the CAC formed an Ad-Hoc Committee comprised of Committee Members and Residents to review and recommend revisions to the GRF Recreation and Special Events Department Policies and Procedures. An emphasis of the review was on commercial activities conducted by Laguna Woods Village Clubs, Groups and Organizations.

DISCUSSION

The Recreation and Special Events Department is responsible for the planning and execution of a comprehensive recreation program for all Laguna Woods Village Residents. The Department coordinates events and programs to ensure that Residents are provided an enjoyable, diversified program. This includes management of the day-to-day operation of recreational facilities and amenities, including the booking and monitoring of room reservations. Facility and amenity operating rules are codified in the GRF Recreation and Special Events Department Policies and Procedures.

The proposed amendments seek to enhance the understandability of GRF Recreation and Special Events Department Policies and Procedures thereby mitigating the potential for confusion, misuse, and/or abusive behaviors by facility users. Further, the proposed amendments will enhance the enforceability of the policies and procedures by Staff.

The Ad-Hoc Committee developed and is recommending the proposed amendments to the GRF Recreation and Special Events Department Policies. This inclusionary and collaborative process promotes consistency, transparency and accountability. In addition, the proposed amendments will assist Staff in the provision of high quality services and programming.

FINANCIAL ANALYSIS

None.

Prepared By: Jennifer Murphy, Recreation Manager
Reviewed By: Brian Gruner, Recreation & Special Events Director
Siobhan Foster, COO

ATTACHMENT(S)

Attachment 1 - Policy Improvement Synopsis
Attachment 2 - Amended GRF Recreation Department Policy

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Golden Rain Foundation
Recreation and Special Events Department Policies and Procedures
Policy Improvement Synopsis Based on Policy Updated: 12/17/18

Clubs/Groups/Organizations

Section	Subsection	Page	Revision
A. General	4	9	The Club/Group/Organization may not represent any business or commercial interest or activity and sales of products and/or services are strictly prohibited unless permitted by the Recreation Department as a fundraiser.
	5	9	Caterers, entertainers, speakers, and instructors are permitted as service providers to the group, and they may provide business cards and contact information. No monetary transactions may take place within GRF's facilities with three exceptions: <ul style="list-style-type: none"> a. Entertainers, speakers, and instructors are allowed to sell the printed and/or recorded materials of their own creation during the event (for example, authors may sell their own books and entertainers may sell their audio/video recordings). b. An entrance fee may be charged to cover the costs associated with an event. c. Fundraiser activities (Page 10, Fundraisers).
	6	9	The Club/Group/Organization must be substantially supported by revenue from its members and from up to from up to two Recreation Department authorized fundraisers per calendar year (Page 10, Fundraiser).
	7	9	The Club/Group/Organization must have a minimum of two Executive Club Officers. <ul style="list-style-type: none"> a. Which do not occupy the same residence.
	8	9	Executive Club Officers must be a Resident of Laguna Woods Village. <ul style="list-style-type: none"> a. One officer must be a resident owner.
	13	9	All forms of Club/Group/Organization publicity or advertising, unless more restrictively stated, must say "For Laguna Woods Village Residents and their guests only". Online publicity is permissible if the publicity is clear that the event is for Laguna Woods Village residents and their guests only. Outside businesses, entertainers, caterers or speakers may not advertise Laguna Woods Village events.

Section	Subsection	Page	Revision
B. Fundraisers	3	10	If fundraiser is for an outside organization the organization must be an IRS recognized non-profit organization such as 501(c) (3) qualified charitable non-profit organization. A taxpayer ID number and letter of acknowledgement from the non-profit organization is required.
	4	10	Club/group/organization may sell products, hold silent auctions, fashion shows or events as approved by the Recreation Department.
	5	10	Club/group/organization must complete a fundraiser agreement form (30) days prior to date of fundraiser event.
D. Flyers	7	11	Sponsor logo identification is not permitted on flyers.
	10	11	Use of "LW" or "LWV", either alone or in combination with other letters, is prohibited unless associated with club email or website address.
E. PAC Lobby Poster Area, Lobby Bulletin Board and CH 5 Glass Bulletin Board	3	12	Performing Arts Center Lobby posters must not be larger than 33 by 40 inches; Performing Arts Center bulletin boards have a 22 by 17 inch maximum; Clubhouse 5 bulletin boards have an 11 by 17 inch maximum.
	5	12	Performing Arts Center Lobby posters may be displayed a maximum of three months prior to the date of the event (or date of first event in a series).
	8	12	The Clubhouse 5 glass-enclosed bulletin board is for use by a Club/Group/Organization that has events scheduled in the Clubhouse 5 Main Lounge and may be posted 60 days prior to event.

Room Reservations

A. General	3	12	Reservations by individuals may only be booked for private or social gatherings.
	4	12	Rooms may not be used to conduct a business. Marketing or solicitation of third party products is strictly prohibited. Caterers and entertainers are permitted as service providers to the group, and they may provide business cards and contact information. No monetary transactions may take place within GRF's facilities.
	5	12	Individuals are prohibited from advertising events to the general public through media in general circulation outside of Laguna Woods Village.



Laguna Woods Village®

Golden Rain Foundation
Recreation and Special Events Department
Policies and Procedures

Agenda Item #11
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GOLDEN RAIN FOUNDATION RECREATION DEPARTMENT POLICY

The Recreation and Special Events Department (Recreation Department) is responsible for the planning and execution of a comprehensive recreation program for all Laguna Woods Village Residents. The Recreation Department coordinates events and programs to ensure that Residents are provided with an enjoyable, diversified program. Access to Golden Rain Foundation (GRF) facilities is available for Residents. Specific facility and amenity operating rules may be found on the Laguna Woods Village website. Residents may request an exception to the policy via Recreation Committee Request Form. The Recreation Department may refer certain applications directly to the GRF Board. Should you have any questions or are in need of further information, please call 949-597-4273 or email recreation@vmsinc.org.

A. GRF AUTHORITY AND ENFORCEMENT

GRF is authorized to take disciplinary or suspension action against a Member found to be in violation of the Recreation Department Policy. The Board of Directors has the authority to impose monetary fines, suspend Member privileges and/or bring forth legal action. Member (be it via a Club/Group/Organization or Individual) is entirely responsible for ensuring that the rules, regulations and policies are followed. This includes any Co-occupant, Lessee or Guest.

ACCESS TO GRF RECREATION FACILITIES

A. RESIDENTS

1. Residents must be prepared to show their Laguna Woods Village ID card upon request. Inability to provide Laguna Woods Village ID card may result in denied access to facility or event.

B. GUESTS/OTHER

1. Guests must be accompanied by a Resident at all times.
2. Facilities may have age limitations which may be found in the operating rules for the respective facility.
3. Guests may not enroll in/attend Recreation Department coordinated classes, use any of the Clubhouse 4 Workshops (except as students during a Saddleback Emeritus class) or check-out materials from the Library.
4. Guests must pay all applicable guest fees in accordance with the GRF Fee list.
5. City Staff or City Council for City business and/or City events pay Resident rates, plus any additional costs for Technicians and others, in accordance with the GRF Fee list.
6. Guests must abide by age restrictions and guest limits that are identified for certain facilities:

Facility	Age Minimum	Guest Limit Per Resident
Billiards	12	N/A
Bocce	12	N/A
Bridge Room	10	2 at a time 4 total per day
Gymnasium	12	2
Golf Facilities	11	1 prime time 3 non-prime time
Tennis	6	1 prime time 3 non-prime time
Fitness Centers	16	2

Facility	Age Minimum	Guest Limit Per Resident
Equestrian Center and Horseshoes	10	N/A
Lawn Bowling	18	N/A
Paddle Tennis/Pickle Ball	6	1 court/3 guest
Shuffleboard	10	N/A
Pools	0-15 child 16+ adult	5
Hot Pools	16	5
Table Tennis	6	N/A

C. GATE CLEARANCE/COMMUNITY ACCESS FOR GUEST(S)

1. Complete the Gate Clearance Form at least four business days prior to the event.
2. List first name and last name of all non-resident guests (including catering staff, entertainers, speakers, etc.).
3. Groups containing six guests or less may be called in directly to Gate Clearance at 949-597-4301. Submit forms to community.access@vmsinc.org. Failure to submit form will result in denied entry for guests and/or a fine.

USE OF GRF RECREATION FACILITIES

A. ALL FACILITIES/GENERAL

1. Everyone must sign in at events/meetings or check in at the facilities: (i.e. Billiards or Drop-in lounges). Attendance sheets must be turned in to Clubhouse staff at the end of all events/meetings.
2. Facilities may not be used to conduct a business by individuals.
3. GRF Facilities are smoke free.
4. Use of Styrofoam products of any kind is prohibited.
5. Technical special effects must be approved by the facility Supervisor or Senior Technician.
6. Facility staff has the final authority to determine safe procedures, protect facilities and equipment and enforce policy; users must use/wear all required safety equipment and safety guards and operate the equipment in accordance with operator's manuals, manufacturer's instructions and recommendations and any other appropriate instructions.
7. Use of equipment by Residents is at the discretion of the facility staff and may require training prior to use; facilities and equipment must be used in a safe manner and in such a way as to not cause a hazard, damage or undue wear and tear.
8. Facility User must sign and/or provide required documents annually and/or as requested for the applicable facility (waivers, insurance information, reservation permits and agreements). Agreement, waivers and/or all other documents remain in effect until replaced.
9. Scheduled Club/Group/Organization tournaments and activities at the specifically designated facility take priority and club rules prevail as long as they are not in conflict with Recreation operating rules and regulations.
10. Everyone must follow proper rules of etiquette for each activity/sport.
11. Everyone must wear appropriate attire and appropriate footwear for each activity/sport.

12. No Resident may remove any furniture, equipment or supplies from any facility (including from one Clubhouse room to another, from pool deck to locker room, etc.).
13. Facility user must leave the facility and equipment in the same condition in which it was found. This includes properly bundling trash for disposal and reimbursing GRF for any extra materials and/or labor necessary to return the facility to its original condition.
14. In order to balance utilization and avoid over utilization of facilities, staff will impose time and frequency limits on rooms and equipment.
15. Facilities, ticket sales, posting of flyers, etc. are available on a first come first serve basis.
16. When there is a waiting list, the first Resident on the list will be contacted first; the Resident has three options:
 - a. to accept the opening
 - b. pass and retain his/her position on the list
 - c. pass and be removed from the list
17. Facility User shall not discriminate in any way against any person on the basis of race, age, color, religion, national origin, sexual orientation, gender, physical handicap, mental condition or marital status in connection with the activities of any Individual or Club/Group/Organization.
18. Facility User shall be solely responsible for all Individuals or Club/Group/Organization's statements, actions and/or failures to act. Facility User understands and agrees that GRF does not endorse, approve or authorize such conduct, and therefore expressly disclaims all responsibility and liability without exception.
19. Facility User agrees that GRF and Village Management Services, Inc. (VMS) staff and directors are not responsible for any program, activity or content thereof, which takes place during Facility Users use of GRF facilities. If the City of Laguna Woods requires a Special Event Permit relating to the use of this GRF facility, Facility User agrees to comply with City requirements. In the event that the City requires the Facility User to obtain insurance in order to obtain a Special Event Permit from the City, Facility User shall name GRF and VMS, and Staff, and Directors, as additional insureds. If requested, Facility User agrees to provide GRF a copy of the policy or a specific endorsement that shows this coverage.
20. Tours, filming and/or photography in any recreation facility for commercial purposes must be approved in advance through the Marketing and Communications Division.

21. No user of GRF facilities shall act in any of the following manners and no GRF facility shall be used for any of the following purposes:
 - a. In any manner that constitutes a violation of GRF rules;
 - b. In any manner that interferes with the rights of other GRF members and/or users of GRF facilities;
 - c. In any manner that constitutes a nuisance;
 - d. In any manner that constitutes an indecent act;
 - e. In any manner that constitutes an illegal act; or
 - f. In any manner inconsistent with the stated purpose of the rental agreement.
22. Facility User will not violate any local, state or federal law and will be solely responsible for all violations of local, state and/or federal laws. GRF is authorized to investigate any claim that any local, state or federal law has been or is being violated. Neither GRF, their Directors, Officers nor Staff shall be liable, at law or in equity, as a result of an Individual or Club/Group/Organization's failure to comply with this rule. GRF is authorized to cooperate with all government authorities relating to alleged violations of local, state and/or federal laws; and in the event that GRF determines, in its sole discretion, that the Facility User has violated any local, state and/or federal law, GRF may immediately, without further notice, terminate the GRF permit and the Facility User shall thereupon immediately cease all activities under the permit.

B. GAMES OF CHANCE/OPPORTUNITY DRAWINGS

1. Games of chance or opportunity drawings are permitted only in accordance with applicable local, state and federal laws.

C. GATHERING SIGNATURES FOR PETITIONS AND/OR INITIATIVES AND/OR ELECTION CAMPAIGNS

1. Gathering signatures for petitions and/or initiatives is permitted under the following criteria:
 - a. The petition must remain in the possession of the signature gatherer.
 - b. The signature gatherer must be outside of the GRF facility and not interfere with ingress or egress of the facility.
 - c. The signature gatherer may not disturb or interrupt any program or activity.
 - d. When invited by a club, the signature gatherer must remain in the specified room.
2. The use of tables, chairs or other furniture is prohibited.

D. CONTINUING EDUCATION PROGRAM

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1. Emeritus Program
 - a. GRF provides the facilities at no cost.
 - b. Classes may be held in all Clubhouses except Clubhouse 2, Clubhouse 6, Clubhouse 7, Pool 2, the Computer Learning Centers, the Community Fitness Center, the Village Greens Facility and the Performing Arts Center unless the class is related to performing arts and is approved by the Recreation Department.
 - c. The Recreation Department works with Saddleback College to facilitate the Emeritus Program.
 - d. Non-resident students must use a Saddleback pass to attend classes in which they are registered; students may arrive at the facility no more than 15 minutes prior to the scheduled start time for the class; students must leave the facility immediately after the scheduled end time for the emeritus class.
 - e. A parking pass is required if the student is driving into the Community; parking passes may be purchased a week prior to the first week of classes.
 - f. All participants must sign-in or check-in at the facility and the GRF sign-in sheets must be turned into Clubhouse staff at the end of class.
 - g. All participants must sign the general liability and photo release form and is bound to adhere to all community rules.
2. Recreation Department-Coordinated Classes
 - a. Class punch cards are only refundable if they were purchased within the past 12 months and never punched.
 - b. No refunds will be made after the first class for classes without punch cards.

CLUBS/GROUPS/ORGANIZATIONS

A. GENERAL

1. Residents requesting to form a Club/Group/Organization must first submit a request form to Recreation staff stating the purpose and/or objective of the proposed Club/Group/Organization and the full names, signature, address and telephone number of 20 Residents requesting membership in the new Club/Group/Organization.
2. Compliance with the Rules, Policies and Procedures of GRF, including the Guest Policy, must be a condition for membership in the Club/Group/Organization.

3. The Club/Group/Organization must be organized for educational, social, cultural, recreational or other non-profit purposes. All GRF Policies supersede any written rules or governing documents of Clubs/Groups/Organizations not directly in compliance with GRF Policy.
4. The Club/Group/Organization may not represent any business or commercial interest or activity and sales of products and/or services are strictly prohibited unless permitted by the Recreation Department as a fundraiser.
5. Caterers, entertainers, speakers and instructors are permitted as service providers to the group, and they may provide business cards and contact information. No monetary transactions may take place within GRF's facilities with three exceptions:
 - a. Entertainers, speakers and instructors are allowed to sell the printed and/or recorded materials of their own creation during the event (for example, authors may sell their own books and entertainers may sell their audio/video recordings).
 - b. An entrance fee may be charged to cover the costs associated with an event.
 - c. Fundraising activities (Page 10, Fundraiser).
6. The Club/Group/Organization must be substantially supported by revenue from its members and from up to two Recreation Department authorized fundraisers per calendar year (Page 10, Fundraiser).
7. The Club/Group/Organization must have a minimum of two Executive Club Officers.
 - a. Which do not occupy the same residence.
8. Executive Club Officers must be a Resident of Laguna Woods Village.
 - a. One officer must be a Resident owner.
9. The Club/Group/Organization must have a minimum membership of 90 percent Laguna Woods Village Residents.
10. Non-residents may participate as "guests" and must be accompanied by a Resident.
11. Non-resident members may not invite their own "guests".
12. A current membership roster and updated contact information must be submitted to the Recreation Department annually by March 31.
13. All forms of Club/Group/Organization publicity or advertising, unless more restrictively stated, must say "For Laguna Woods Village Residents and their guests only". Online publicity is permissible if the publicity is clear that the event is for

- Laguna Woods Village Residents and their guests only. Outside businesses, entertainers, caterers or speakers may not advertise Laguna Woods Village events.
14. Although GRF recognized Clubs/Groups/Organizations are afforded promotional privileges by GRF, such organizations are entirely independent and therefore GRF assumes no liability for their acts.
 15. The Recreation Department reserves the right to obtain financial information from any Laguna Woods Village club.

B. FUNDRAISER

1. Up to two GRF authorized fundraisers, per calendar year, are permitted for a Club/Group/Organization.
2. Must be a GRF recognized Club/Group/Organization hosting the event.
3. If fundraiser is for an outside organization the organization must be an IRS recognized non-profit organization such as 501(c) (3) qualified charitable non-profit organization. A taxpayer ID number and letter of acknowledgement from the non-profit organization is required.
4. Club/group/organization may sell products, hold silent auctions, fashion shows or events as approved by the Recreation Department.
5. Club/group/organization must complete a fundraiser agreement form (30) days prior to date of fundraiser event.

C. ROOM RESERVATIONS

1. For general procedures see Page 12, Room Reservations Recreation Department Policy.
2. Only executive Club Officers of a Club/Group/Organization may check availability or make/change/cancel reservations on behalf of the Club/Group/Organization.
3. A Laguna Woods Village Club/Group/Organization may submit a request for a rollover reservation subject to:
 - a. The rollover must have a minimum of four identical reservations during the calendar year; all dates in the series must be for the same day of the month/week (such as first Tuesday, every Tuesday, etc.), at the same time and duration, and in the same room; no modifications (date, time, duration, location, etc.) are permitted.
 - b. Cancellations are permitted but requestor must retain at least four reservations (if less than four, permanent reservation status will be forfeited for the next year).

- c. Any new rollover reservation request or change to an existing rollover reservation for the following year must be received by March 15.
- d. Rollover reservations are mailed out for review on August 1 and payment/signed rental agreement are due by September 15.
- e. No refunds, credit or transfer of fees will be honored after a payment and signed rental agreement is received by the Recreation Department.
- f. Requestor may not have more than one Saturday night per month in a Main Lounge; no more than two Saturday nights may be held down as rollover reservations in any Main Lounge.
- g. Rollover reservations are not permitted in the Village Greens Facility.
- h. Lottery requests for religious holiday events take priority over Club/Group/Organization rollovers and lottery requests.

D. FLYERS

- 1. All flyers must be stamped in advance by the Recreation Department.
- 2. GRF does not endorse any event/trip/product/service advertised on flyers.
- 3. Flyers are only permitted in designated locations and are subject to space availability.
- 4. If flyer is in a foreign language, an exact English translation must be provided on the back side.
- 5. Only two flyers per Club/Group/Organization are allowed at any one time.
- 6. Flyer size is 8 ½ by 11 inches only.
- 7. Sponsor logo identification is not permitted on flyers.
- 8. Flyers must be for an event within Laguna Woods Village or a trip coordinated by a Club/Group/Organization; general information flyers are prohibited.
- 9. Flyers must contain the date of the event, name and contact information (Resident phone number or email) of the Club Representative.
- 10. Use of “LW” or “LWV”, either alone or in combination with other letters, is prohibited unless associated with club email or website address.
- 11. Flyers may be submitted no more than three days prior to when they are posted.
- 12. Flyers may not be posted more than 60 days prior to the earliest date on the flyer; multiple dates may not be displayed longer than 30 days following the earliest date; thereafter, flyers must be resubmitted with revised dates.
- 13. Flyers must be submitted the Recreation Department; Club/Group/Organization may not directly post flyers on the flyer racks.
- 14. Flyers not approved by the Recreation Department will be removed and discarded.
- 15. Flyers, unless more restrictively stated, must contain the phrase “For Laguna Woods Village Residents and their guests only”.

E. PERFORMING ARTS CENTER LOBBY POSTER AREA, PERFORMING ARTS CENTER LOBBY BULLETIN BOARD AND CLUBHOUSE 5 GLASS ENCLOSED BULLETIN BOARD

1. All posters must be stamped in advance by the Recreation Department.
2. Displaying posters is subject to space availability.
3. Performing Arts Center Lobby posters must not be larger than 33 by 40 inches; Performing Arts Center bulletin boards have a 22 by 17 inch maximum; Clubhouse 5 bulletin boards have an 11 by 17 inch maximum.
4. Posters are not allowed to be adorned with lights.
5. Performing Arts Center Lobby posters may be displayed a maximum of three months prior to the date of the event (or date of first event in a series).
6. The Performing Arts Center Lobby poster area is for Box Office events.
7. The Performing Arts Center Lobby bulletin board is for use by GRF or a Club/Group/Organization that schedules an event in the Performing Arts Center Auditorium on a regular basis but does not distribute tickets through the Performing Arts Center Box Office.
8. The Clubhouse 5 glass-enclosed bulletin board is for use by a Club/Group/Organization that has events scheduled in the Clubhouse 5 Main Lounge and may be posted 60 days prior to event.
9. Posters not approved by the Recreation Department will be removed.

ROOM RESERVATIONS

A. GENERAL

1. Requestor must be a Laguna Woods Village Resident and be prepared to show Laguna Woods Village ID card upon request in order to check availability or make/change/cancel reservation (with the exception of memorials).
2. Requestor must submit a facility application form prior to making payment for a room reservation.
3. Reservations by individuals may only be booked for private or social gatherings.
4. Rooms may not be used to conduct a business. Marketing or solicitation of third party products is strictly prohibited. Caterers and entertainers are permitted as service providers to the group, and they may provide business cards and contact information. No monetary transactions may take place within GRF's facilities.
5. Individuals are prohibited from advertising events to the general public through media in general circulation outside of Laguna Woods Village. Staff works to assure that Clubs/Groups/Organizations and Individuals are placed in the appropriate sized rooms for their event. Set minimum occupancy limits will be enforced.

6. Clubhouse rooms may be reserved between 8:00 a.m. and 10:00 p.m. seven days per week, except for New Year's Eve which may be reserved until 1:00 a.m. Extended hours, up to midnight, may be scheduled with the facility supervisor three weeks in advance for Clubhouses 2 and Clubhouse 7; additional fees will apply for extended hours per GRF Fee list.
7. Reservations must be for a two hour minimum room rental or four hour minimum rental for the large ballrooms and main lounges. One hour reservations may be made on a case by case basis with the approval of the facility supervisor; reservations for one hour may not request a room set-up.
8. Length of reservation must include set up/decoration, caterer preparation and clean up time.
9. The GRF Pricing Policies contain two rates: Resident rate and Exception rate; (refer to the GRF Fee list).
 - a. Resident rate applies to:
 - i. All Laguna Woods Village Residents.
 - ii. Weddings and wedding receptions involving Residents, their siblings, children, parents and grandchildren.
 - iii. Private Resident events such as birthdays, memorials and/or anniversary parties.
 - b. Exception rate applies to:
 - i. Any non-Laguna Woods Village organization or group for which a Resident makes a reservation.
 - ii. All weddings and/or wedding receptions between non-residents.
 - iii. All Club/Group/Organization reservations which have over 50 percent non-residents in attendance and are charging admittance or accepting donations, Club/Group/Organization approved fundraisers are exempt.
10. It is prohibited to use any room/facility for anything but the stated purpose.
11. Reservations may be canceled or moved, as necessary, to accommodate government elections, GRF and Mutual meetings, facility renovations, GRF approved requests, Recreation coordinated community-wide events, etc. The Performing Arts Center Rehearsal Room reservations may be canceled or moved if the Auditorium is booked.
12. Every reservation must submit a Facility Check Out form to the Clubhouse staff at the conclusion of the event indicating the number of Residents and non-residents.
13. Cancellation of a paid reservation requires at least 14 days' notice to the Recreation Department to qualify for a full refund.
14. Refunds will be credited to the requestor's credit card or via check, by request.

15. “No shows” and cancelations less than 14 days of the reservation date will result in the complete forfeiture of the room reservation fees.
16. Bounce houses, tents, party rental equipment, mobile catering/salon trucks, outside caterers, etc. must be cleared by the Insurance Coordinator 60 days in advance (call 949-597-4202 for more information) and may require a permit by the City of Laguna Woods.

B. TYPES OF RESERVATIONS

1. Permanent/Rollover
 - a. Only a Laguna Woods Village Club/Group/Organization may submit a request for a rollover reservation; individuals may not hold rollover reservations.
 - b. For Clubs/Groups/Organizations rollover reservation information, see Page 10.
2. Lottery
 - a. Requests for religious holiday events take priority over Club/Group/Organization rollovers and lottery requests. Holiday must be named on lottery card.
 - b. Only one card is permitted per event; duplicate cards will result in all cards for that event being moved to the end of the requests.
 - c. An Individual or Club/Group/Organization may submit up to four lottery cards each year.
 - d. Lottery cards may be submitted between May 15 and June 15 for one-time special events for the upcoming year.
3. One time/Walk-In
 - a. One time reservations must be made at least two weeks in advance (except memorials); reservations made less than two weeks in advance must be approved by the facility supervisor where the reservation is being requested.
 - b. Walk-in reservations open on August 1 for the upcoming year.

C. SET UP AND CLEANUP OF ROOM RESERVATIONS

1. Room set up specifications for furniture and equipment (such as projectors, pianos, etc.) must be made with the facility staff a minimum of seven days prior to the reservation date.
2. Residents must make a request for technical services at least two weeks in advance of the reservation date. Notice to Senior Technician must be provided two weeks in advance for cancelations; failure to notify Senior Technician of a cancelation within two weeks of the event will result in a two hour minimum fee (refer to the GRF Fee list).

3. Clubhouse 5 requires Technicians for events that include: projector, sound, lighting, three or more microphones and/or access to the sound booth.
4. Performing Arts Center Auditorium and Clubhouse 5 sound and lighting equipment may only be operated by Recreation Department Technicians. The Senior Technician may be reached at 949-268-2553.
5. The facility must be cleaned and returned to the exact condition in which it was accepted.
6. All clean-up must be accomplished by the end of the event. At the end of the clean-up period, the Facility User is responsible for inspecting the premises with a staff member and signing off on the Facility Check Out form. If the Facility User fails to sign the Facility Check Out form or fails to accomplish facility clean-up by permit end time, GRF reserves the right to reject any future applications. A clean-up fee may be charged for inadequate clean-up (refer to the GRF Fee list).
7. Facility User is responsible for the following:
 - a. Bundling all trash and placing in the designated location as specified by staff
 - b. All equipment used
 - c. All table tops and chairs used
 - d. Any soiled or dampened floor or carpet areas
8. For kitchen approval, Facility User is responsible for cleaning the following:
 - a. Clean all dishes, trays, coffee servers, etc., and stack them in their proper place in the pantry. Glassware and silverware must be towel dried but dishes do not require towel drying.
 - b. Wipe off, with a damp cloth, all tables used for eating and serving.
 - c. Thoroughly clean all large coffee urns and baskets.
 - d. Check with the staff regarding proper clean up instructions for grills, broilers and fryers.
 - e. Clean the areas around grills, broilers and fryers even if you do not use the equipment.
 - f. Check the inside of the oven door and the stove top. If you use this equipment you must clean up any food splatters.
 - g. Clean the refrigerator if used.
 - h. Wipe off all sinks, counters and cutting boards (on top as well as shelf underneath).
 - i. Clean the barbecue if used.
9. All equipment, supplies, personal articles, displays, etc., must be removed prior to check-out and sign-off of Facility Check-Out Form. All items left at the facility will be discarded.

10. The Facility User is responsible for payment of any costs incurred by GRF due to damage of the facility, amenities or equipment resulting from Facility Users reservation/use of the facility, amenity or equipment.

D. FOOD

1. Facility User must bring their own food, have food dropped off or use a caterer from the Recreation Department approved list (to obtain call 949-597-4227 or email recreation@vmsinc.org).
2. A \$25 for small kitchen/barbecue or \$50 for commercial kitchen fee will be charged when the oven, stove, silverware/plates or dishwasher are used; there is no charge to use the microwave and refrigerator.
3. No outside food or beverage is permitted at the Village Greens Facility (events must be catered by the 19 Restaurant & Lounge who may be reached at 949-206-1525).

E. CATERERS

1. The Recreation Department has complete authority in scheduling times for the caterer to arrive at the appropriate facilities to prepare food.
2. A caterer cannot enter any Clubhouse facility without a Recreation staff member on the premises.
3. Storage of food is permitted only during the reservation period; additional time must be requested in advance and approved by the facility Supervisor and may not exceed 24 hours; if approved, GRF holds no liability for food left unattended.
4. Caterer must pay caterer's fee in accordance with the GRF Fee list.

F. ALCOHOL

1. The Facility User may bring in their own alcohol only when not charging for drinks.
2. A reservation of over 100 people with alcohol requires a GRF Bartender to be hired, unless otherwise approved by the Recreation Department.
3. GRF Bartenders can be arranged by calling 949-597-4381 at least three weeks prior to the event.
4. No outside alcohol is permitted at the Village Greens Facility.
5. GRF Bartenders have the right to deny service.

STAFF REPORT

DATE: January 10, 2019
FOR: Community Activities Committee
SUBJECT: Hearing Well Expo

RECOMMENDATION

Deny the Hearing Well Club request to advertise to outside communities for the May 11, 2019 Hearing Well Expo at Clubhouse 7.

BACKGROUND

At the September 13, 2018 CAC meeting, the Committee formed an Ad-Hoc Committee comprised of Committee Members and Residents to review and recommend revisions to the GRF Recreation and Special Events Department Policies and Procedures. An emphasis of the review was on commercial activities conducted by Laguna Woods Village Clubs, Groups and Organizations.

At the November CAC meeting the President of the Hearing Well Club requested permission from the CAC to advertise to outside communities for the upcoming Hearing Well Expo scheduled for May 11, 2019. The CAC deferred its decision to its January 10, 2019 meeting, following the review of the Ad-Hoc Committee's proposed amendments to the GRF Recreation and Special Events Department Policies and Procedures.

DISCUSSION

The Ad-Hoc Committee's proposed amendments to the GRF Recreation and Special Events Department Policies and Procedures would allow Clubs to conduct additional fundraisers with outside vendor sales (page 10, Fundraisers); however, events must specifically state "For Laguna Woods Residents and their Guests Only".

Based on current GRF Recreation and Special Events Policies and Procedures, staff recommends denial of the Hearing Well Club request to advertise to outside communities for the May 11, 2019 Hearing Well Expo at Clubhouse 7.

FINANCIAL ANALYSIS

None.

Prepared By: Brian Gruner, Recreation & Special Events Director

Reviewed By: Siobhan Foster, COO

ATTACHMENT(S)

None.