



OPEN MEETING

**REGULAR MEETING OF THE BOARD OF DIRECTORS OF
THE GOLDEN RAIN FOUNDATION OF LAGUNA WOODS
A CALIFORNIA NON-PROFIT MUTUAL BENEFIT CORPORATION**

**Tuesday, January 2, 2018 - 9:30 A.M.
Laguna Woods Village Community Center Board Room 24351 El Toro Road**

NOTICE AND AGENDA

- 1. Call Meeting to Order / Establish Quorum—Thomas Sirkel, President**
- 2. Pledge of Allegiance – Thomas Sirkel**
- 3. Acknowledge Media**
- 4. Approval of Agenda**
- 5. Approval of Minutes of Meeting**
 - (a) December 5, 2017 – Regular Open Session Meeting
- 6. Report of Chair**
- 7. Update from VMS – Director Bender**
- 8. CEO Report**
- 9. Open Forum (Three Minutes per Speaker)** - *At this time the Speakers may address the Board of Directors regarding items not on the agenda and within the jurisdiction of the Board of Directors of the Golden Rain Foundation. There is a maximum time limit of three minutes per speaker and a speaker may only address the Board once during this period. The Board reserves the right to limit the total amount of time allotted for the Open Forum.*
- 10. Responses to Open Forum Speakers**
- 11. Consent Calendar**

All matters listed under the Consent Calendar are considered routine and will be enacted by the Board by one motion in the form listed below. In the event that an item is removed from the Consent Calendar by members of the Board, such item(s) shall be the subject of further discussion and action by the Board.

 - (a) Entertain a Motion to Extend the Social Media and Reputation Management Program (Endorsement)

- (b) Entertain a Motion to Approve a Resolution Appointing the Assistant Treasurer ex Officio

12. Unfinished Business

- (a) Entertain a Motion to Adopt a Resolution for Golf Greens Fees for 2018 (**NOVEMBER Initial Notification-30-Day notification to comply with Civil Code §4360 has been satisfied**).
- (b) Entertain a Motion to Adopt a Resolution for the “Members First” Policy (**OCTOBER Initial Notification-NOVEMBER amended Notification-30-Day notification to comply with Civil Code §4360 has been satisfied**).
- (c) Entertain a Motion to Adopt a Resolution Amending the Recreations Policies and Operating Rules (**NOVEMBER Initial Notification-30-Day notification to comply with Civil Code §4360 has been satisfied**).
- (d) Entertain a Motion to Adopt a Resolution for a Contract Work Pass and Related Fee Resolution (**OCTOBER Initial Notification-NOVEMBER Amended Notification-30-Day notification to comply with Civil Code §4360 has been satisfied**).

13. New Business

- (a) Introduce a Resolution to Approve a Digital Pay Tier System with Whole-Home-DVR (**JANUARY Initial Notification-Must postpone 30-Day notification to comply with Civil Code §4360**).
- (b) Introduce a Resolution Making Amends to the Traffic Monetary Penalties (**JANUARY Initial Notification-Must postpone 30-Day notification to comply with Civil Code §4360**).
- (c) Introduce a Resolution to Establish an Anti-Discrimination Policy (**JANUARY Initial Notification-Must postpone 30-Day notification to comply with Civil Code §4360**).

14. Committee Reports - *Before an action item is open for discussion a motion and a second must be recognized by the Chair. After the Board discusses the issue, the Chair will open the floor to the audience on the pending matter. A Member may only address the Chair once for each agenda item. There is a maximum time limit of three minutes on motions before the Board. The Board reserves the right to limit the total amount of time allotted.*

- (a) Report of the Finance Committee/Financial Reports – Director Phelps. Next meeting February 21, 2018, at 1:30 p.m. in the Board Room.
- (b) Report of the Community Activities Committee – Director Perak. Next meeting January 11, 2018, at 2:00 p.m. in the Board Room.
- (c) Report of the Maintenance & Construction Committee – Director Matson. Next meeting February 14, 2018, 9:30 a.m. in the Board Room.

- Report of the Performing Arts Center (PAC) Renovation Ad Hoc Committee—Director Perak
- (d) Report of the Media & Communications Committee – Director Milliman. Next meeting January 15, 2018, at 1:30 p.m. in the Board Room.
- (e) Report of the Mobility & Vehicles Committee – Director diLorenzo. Next meeting February 5, 2018, at 1:30 p.m. in the Board Room.
- (f) Report of the Security & Community Access Committee – Director Sabol Soule. Next meeting January 22, 2018, at 1:30 p.m. in the Board Room)
- Report of the Traffic Hearings – Director Gros. Next meeting January 21, 2018, 9:00 a.m. in the Board Room & 1:00 p.m. in the Cypress Room.
- Report of the Disaster Preparedness Task Force- Director Troutman. Next meeting January 27, 2018, 9:30 a.m. in the Pine Room.

15. Future Agenda Items

- (a) Entertain a Motion to Adopt a Resolution to Approve a Digital Pay Tier System with Whole-Home-DVR
- (b) Entertain a Motion to Adopt a Resolution Making Amends to the Traffic Monetary Penalties
- (c) Entertain a Motion to Adopt an Anti-Discrimination Policy.

16. Directors' Comments

- 17. Recess** - At this time, the Meeting will recess for lunch and reconvene to Executive Session to discuss the following matters per California Civil Code §4935.

Closed Executive Session Agenda

Approval of Agenda

Approval of Minutes

(a) December 5, 2017 – Regular Executive Session

Discuss and Consider Member Disciplinary Matters

Discuss and Consider Personnel Matters

Discuss and Consider Cable Television Administration

Discuss and Consider Contractual Matters

Discuss and Consider Litigation Matters

Discuss Litigation Report Summary

18. Adjournment

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Minutes of the Regular Meeting of the Golden Rain Foundation
Tuesday, December 5, 2017, 9:30 a.m.
24351 El Toro Road, Laguna Woods, California.

Directors Present: Thomas Sirkel, Beth Perak, Ray Gros, Joan Milliman, JoAnn diLorenzo (left at 10:30 a.m.), James Juhan, Jim Matson, Richard Palmer, Diane Phelps, and Annette Sabol Soule

Directors Absent: Judith Troutman

Staff Present: Open Session: Brad Hudson, Lori Moss, Betty Parker and Cheryl Silva

Executive Session: Brad Hudson, Lori Moss, Cheryl Silva, Jacob Huanosto and Michelle Vieane

Others Present: United Mutual: Juanita Skillman, Andre Torng and Reza Bastani
Third Mutual: John Frankel
Mutual 50: Ryna Rothberg
VMS: Dan Kenney and Dick Rader

1. Call to Order

President Sirkel called the meeting to order at 9:30 a.m., established a quorum, and stated that he was honored to serve the whole community. Members that wish to speak need to complete a speaker card.

2. Pledge of Allegiance to the Flag

Director Phelps led the membership in the Pledge of Allegiance to the Flag.

3. Acknowledgement of Media

A representative of the Laguna Woods Globe and the Village Television Camera Crew, by way of remote cameras, were acknowledged as present.

4. Approval of Agenda

Director Gros made a motion to approve the Agenda. Director Milliman asked to move item 11a to Unfinished Business 12c. Director Phelps seconded the motion and it passed unanimously.

5. Approval of Minutes

Director diLorenzo made a motion to approve the minutes from the November 7, 2017, Regular Open Session. The motion was seconded by Director Perak and passed unanimously.

6. Report of the Chair

Director Sirkel announced that the Corporate Members Meeting has been moved to January 30, 2018 at 9:30 a.m. in the Board Room.

7. Update from VMS

Director Shimon gave an update by reviewing the VMS meetings in the month of November. Department heads speak at every meeting; Tim Moy, Security and Community Access, highlighted the Great Shakeout Drill. Chuck Holland briefed the Board on the HRIS System. Chris Spahr, Resident Services, reviewed statistics for the call center, capturing information on Broadband, Property Services and gate clearance calls. The goal for the call center, at this time, is to attain 90 percent of calls answered in 20 seconds or less, which is occurring. Resident Services Communication Meetings are held regularly with General Services, Landscaping, Plumbing, Security and Moisture Intrusion to discuss information and process improvements. Training for customer service certification is on track with a series of DVDs called Telephone Doctor. Lori Moss, briefed the Board on the strategic plan. Ernesto Munoz, Maintenance and Construction will be briefing the Board on the epoxy waste line progress in the proposed Handyman Program.

The Hoedown held in November was a big hit. Thanks to Heather Rasmussen, the Village launched the club calendar on Friday in the Blast. Several dozen clubs have already submitted events for the calendar. She mentioned "kudos" received for residents.

8. CEO Report

Mr. Hudson commented on the El Toro Water District Reclaimed Water Project. The Community Center will be redesigned to include changes to Printing Services, Social Services, Manor Alterations, Security and Resident Services areas. The door curtains were recently installed at the Community Center to save money on air and heating costs. Security surveillance cameras have been installed in the golf shop and trash dumpsters to catch illegal activity in these areas. The new HRIS system will be installed by the end of the year to improve efficiencies. Over the next year, the CRM system will be updated, the out dated analog system will be replaced and the Bandwidth will be improved. There will be a Town Hall meeting in January to inform residents on Broadband options. There is information on our website about upcoming events this month.

9. Open Forum (Three Minutes per Speaker)

Several members spoke on pickleball, paddle ball, Laguna Woods Foundation, Aliso Creek restoration and various issues during open forum.

10. Response to Open Forum Speakers

Several Directors and the CEO responded to member comments.

11. Consent Calendar

Item 11a was moved to 12c on the agenda

11a. Entertain a Motion to Approve Contractual Matters – CH7 Main Lounge Wood Floor Replacement

11b. Entertain a Motion to Approve Contractual Matters – Pool CH4 Maintenance

Director Perak made a motion to approve Contractual Matters for Clubhouse Swimming Pool Maintenance. Director Gros seconded the motion.

Discussion ensued among the Directors.

President Sirkel called for a vote and the motion passed unanimously.

11c. Entertain a Motion to Suspend Pool and Fitness Guests Fees -- Resolution

Director Milliman, Secretary of the Board, read the following Resolution:

RESOLUTION 90-17-41

**Suspension of Pool and Fitness
Guest Fees**

WHEREAS, in April of 2017, the Community Activities Committee approved a pilot program to temporarily suspend pool and fitness center guest fees; and,

WHEREAS after one season, the pool and fitness center did not experienced an increase in usage as a result of the suspended guest fees.

NOW THEREFORE BE IT RESOLVED, December 5, 2017, that the Board of Directors of this Corporation hereby temporarily suspends pool and fitness center guest fees from May through August of 2018; and

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized, on behalf of the Corporation, to carry out this resolution.

Director Milliman made a motion to approve the Suspend the pool and fitness room guest fees for the 2018 summer period, May to August. The motion was seconded by Director Matson and passed by a vote of 9-1-0 (Director diLorenzo opposed).

Director diLorenzo left the meeting at 10:30 a.m.

12. Unfinished Business

12a. Presentation on Pickleball Project Process and Budget

Director Milliman made a motion to 1) rescind the existing Pickleball Court construction contract with B. Foster, 2) augment the Pickleball Capital Project funding with \$250,000 from reserves, 3) prepare an amended scope of construction plans not to exceed \$750,000, 4) refer the amended scope and construction plans to Finance, M&C, and Community Activities Committees for review and recommendations to the Board, 5) call a Corporate Members meeting for January 30, 2018 at 9:30 a.m. in the Board Room; and, 6) continue to work with the Mutual Presidents and legal counsels to better define "facilities"

and "structures" and procedures. Director Perak seconded the motion.

Discussion ensued among the Directors.

Several Members expressed their opinions about the Pickleball project and asked what will happen to the existing courts.

President Sirkel called for a vote and the motion passed 8-0-0.

12b. Entertain a Motion to Approve Services of a Design Consultant to Implement the Interim Passive Park Development at Clubhouse 2

Director Milliman made a motion to approve services of a design consultant to implement the Interim Passive Park Development at Clubhouse 2. The motion was seconded by Director Sabol Soule.

Director discussion ensued among the Directors.

President Sirkel called for a vote and the motion passed by a vote of 8-0-0.

This item was moved from the Consent Calendar by Director Milliman:

12c. Entertain a Motion to Approve Contractual Matters – CH7 Main Lounge Wood Floor Replacement

Director Milliman, Secretary of the Board, read the following resolution:

Resolution 90-17-XXX

**Supplemental Appropriation
Clubhouse 7 Main Lounge Wood Floor Replacement**

WHEREAS, Clubhouse 7 was constructed in 2005, and the main lounge was designed to host dances and assorted events. Due to years of heavy usage the wood floor has become severely damaged and in 2012, approximately 10 percent of the floor was replaced with a different material leaving the new section of flooring with a contrasting color;

WHEREAS, on September 6, 2016, the GRF Board approved refinishing Clubhouse 7 Main Lounge Wood Floor as part of the 2017 Capital Reserves Expenditures Plan with an appropriation of \$11,000 to refinish only, funded from the Facilities Fund;

WHEREAS, staff inspected the floor in 2017 and found substantial damage beyond the surface imperfections. Many areas of floor planking have large gaps rather than tightly joined together, allowing unwanted movement; and,

WHEREAS, the Golden Rain Foundation recognizes the need to replace the flooring completely, rather than repair it.

NOW THEREFORE BE IT RESOLVED, December 5, 2017, the Board of Directors of this Corporation hereby approves a supplemental appropriation in the amount of \$34,375 to be

funded from the Facilities Fund, for a total project cost of \$44,375, and that a contract be awarded to BMI Installations, Inc. in order to replace the wood flooring in the Main Lounge of Clubhouse 7; and,

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized, on behalf of the Corporation, to carry out this resolution.

Director Milliman made a motion to approve a Supplemental Appropriation to replace the Clubhouse 7 Main Lounge Wood Floor. Director Perak seconded the motion.

Discussion ensued among the Directors about repairing the floor verses replacement of the floor.

President Sirkel called for a vote and the motion failed 0-8-0.

13. New Business

13a. Entertain a Motion to Approve GRF Committee Appointments.

Director Milliman, Secretary of the Board, read the following Resolution:

RESOLUTION 90-17-42

GRF Committee Appointments

RESOLVED December 5, 2017, that the following persons are hereby appointed and ratified to serve on the Committees of this Corporation:

Business Planning

Diane Phelps, (GRF)
Thomas Sirkel, (GRF)
Rosemarie diLorenzo, (Third)
Steve Parsons, (Third)
Gary Morrison, (United)
Juanita Skillman, (United)
Nancy Hou, (Mutual 50)

Community Activities

Beth Perak, Chair (GRF)
Joan Milliman, Vice Chair (GRF)
JoAnn DiLorenzo, (GRF)
Jules Zalon, (Third)
TBA (Third)
Janey Dorrell, (United)
Andre Torng, (United)
Ryna Rothberg, (Mutual 50)
Non-Voting Advisors: Leon St. Hilaire, Gail Gomez

Finance

Diane Phelps, Chair (GRF)
Annette Sabol Soule, Vice Chair (GRF)
Thomas Sirkel, (GRF)
Rosemarie diLorenzo, (Third)
Steve Parsons, (Third)
Bill Walsh, Alternate (Third)
Gary Morrison, (United)
Juanita Skillman, (United)
Al Amado, (Mutual 50)
Non-Voting Advisors: Alan Dickinson, Greg Corigliano

Maintenance & Construction

Jim Matson, Chair (GRF)
Richard Palmer, Vice Chair (GRF)
Beth Perak, (GRF)
John Frankel, (Third)
Bert Moldow, (Third)
Bunny Carpenter, Alternate (Third)
Steve Leonard, (United)
Don Tibbetts, (United)
Ryna Rothberg, (Mutual 50)
Non-Voting Advisors: John Luebbe, Ruth Matson

Representative to Third Energy

Jim Juhan

PAC Renovation Ad Hoc Committee

Beth Perak, Chair (GRF)
Joan Milliman, Vice Chair (GRF)
Richard Palmer, (GRF)
John Frankel, (Third)
Bill Walsh, (Third)
Steve Leonard, (United)
Juanita Skillman, (United)
Irving Waaland, (Mutual 50)
Non-Voting Advisors: Sheila Bilaka, John Perak

Media and Communications

Joan Milliman, Chair (GRF)
Beth Perak, Vice Chair (GRF)
Diane Phelps, (GRF)
Burt Baum, (Third)
Susan Caine, (Third)
Maggie Blackwell, (United)
Steve Leonard, (United)
Non-Voting Advisors: Steve Carman, John Perak, Lucy Parker

Mobility & Vehicles

Judith Troutman, Chair (GRF)
Ray Gros, Vice Chair (GRF)
JoAnn diLorenzo, (GRF)
Steve Parsons, (Third)
John Frankel, (Third)
Bert Moldow, Alternate (Third)
Cash Achrekar, (United)
Reza Bastani, (United)
June Greenwald, (Mutual 50)
Non-Voting Advisors: Gloria Moldow, vacant (1)

Security and Community Access

Annette Sabol Soule, Chair (GRF)
Ray Gros, Vice Chair (GRF)
Jim Juhan, (GRF)
Steve Parsons, (Third)
John Frankel, (Third)
Susan Caine, Alternate (Third)
Pat English, (United)
Don Tibbetts, (United)
Non-Voting Advisors: Larry Cunningham, vacant (1)

Laguna Woods Village Traffic Hearings

Ray Gros, (GRF)
Jules Zalon, (Third)
John Frankel, Alternate (Third)
Cash Achrekar, (United)
Board Members by Rotation (Mutual 50)

RESOLVED FURTHER, that Resolution 90-17-24 adopted June 6, 2017, is hereby superseded and cancelled; and

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out this resolution.

Director Milliman made a motion to approve the GRF Committee Appointments. Director Juhan seconded the motion and it passed unanimously.

13b. Re-Appointment of Dan Kenney to VMS Board three year term (2018-2010)

Director Phelps made a motion to re-appoint Dan Kenney to the VMS Board for a three year term (2018-2020). Director Milliman seconded the motion and it passed unanimously.

14. Committee Reports

(a) Report of the Finance Committee/Financial Reports

Director Phelps reported on the Finance Committee and presented the Treasurer's

Report. The next meeting will be on December 20, 2017, at 1:30 p.m. in the Board Room.

(b) Report of the Community Activities Committee

Director Perak highlighted the upcoming events and reported that the next Community Activities Committee meeting will be held on January 11, 2018, in the Board Room.

(c) Report of the Maintenance & Construction Committee

Director Matson reported on the Maintenance & Construction meeting and Director Perak reported on Performing Arts Center (PAC) Renovation Ad Hoc Committee. PAC updates will be available on the website. The next M&C Committee meeting will be held on January 10, 2018, in the Board Room.

(d) Report of the Media & Communications Committee

Director Milliman reported that the next Media & Communications Committee meeting will be held on December 18, 2017, at 1:30 p.m. in the Board Room.

(e) Report of the Mobility & Vehicles Committee

Director Gros reported from the Mobility & Vehicles Committee. The next Mobility & Vehicles Committee will meet on February 5, 2018, at 1:30 p.m. in the Board Room.

(f) Report of the Security & Community Access Committee

Director Sabol Soule reported from the Security & Community Access Committee. Chief Moy is looking into medical assistance for our residents in case of an emergency. The next Security & Community Access Committee meeting will be held on December 21, 2017, at 1:30 p.m. in the Board Room. Director Gros reported on the Traffic Hearings and that the biggest offenses are speeding, running stop signs and illegal parking.

15. Future Agenda Items

15a. Entertain a Motion to Adopt a Resolution for Golf Greens Fees for 2018 (NOVEMBER Initial Notification-JANUARY, 30-Day notification to comply with Civil Code §4360).

15b. Entertain a Motion to Adopt a Resolution for the "Members First" Policy (NOVEMBER Initial Notification-JANUARY, 30-Day notification to comply with Civil Code §4360)

15c. Entertain a Motion to Adopt a Resolution Amending Recreations Policies and Operating Rules (NOVEMBER Initial Notification—JANUARY, 30-Day notification to comply with Civil Code §4360)

15d. Entertain a Motion to Adopt a Resolution for a Contract Work Pass and Related Fee Resolution (NOVEMBER Initial Notification—JANUARY, 30-Day notification to comply with Civil Code §4360)

15e. Entertain a Motion to Approve 2018 Cable Service Fees

16. Director's Comments

Several Directors wished everyone a Happy Holiday and welcomed the new Board Members.

President Sirkel commented that he is dedicated to listening to residents and working together with the Directors as a team.

- 17. Recess** - *At this time the Meeting recessed for lunch to reconvene to Executive Session to discuss the following matters per California Civil Code §4935.*

Closed Executive Session Agenda

Approval of Agenda

Approval of Minutes

(a) November 7, 2017 – Regular Executive Session

Discuss and Consider Member Disciplinary Matters

Discuss and Consider Personnel Matters

Discuss and Consider MOU with the City of Laguna Woods (Dog Park)

Discuss and Consider Contractual Matters

Discuss and Consider Litigation Matters

Discuss Litigation Report Summary

Adjournment

Adjourn

The Board Recessed at 3:07 p.m.


Joan Milliman, Secretary of the Board
Golden Rain Foundation

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Endorsement

On December 18, 2017, the Media and Communications Committee endorsed approval of extension of the Laguna Woods Village Social Media and Reputation Management contract from January to June, 2018 for an amount NTE \$22,200.



Golden Rain Foundation
Finance Committee Meeting
December 20, 2017

Social Media and Reputation Management Program

ENDORSEMENT

The committee reviewed a staff report and endorsement from the Media and Communications Committee regarding the extension of the Social Media and Reputation Management Program.

A motion was made and carried unanimously to recommend the Board approve extension of the contract from January to June, 2018 with a supplemental appropriation of \$22,200 to be funded from the Contingency Fund.

STAFF REPORT

DATE: December 18, 2017
FOR: Media & Communication Committee
SUBJECT: Laguna Woods Village Social Media and Reputation Management Program

RECOMMENDATION

Staff recommends extending the Laguna Woods Village Social Media and Reputation Management Program for six months with a Supplemental Appropriation of \$22,200.

BACKGROUND

Laguna Woods Village has an online presence which includes a website, www.lagunawoodsvillage.com, as well as social media pages on Facebook, Twitter, YouTube, Instagram and LinkedIn. Historically, the Laguna Woods Village social media pages are largely self-maintained, with content auto-generated via postings to the Laguna Woods Village website. Dedicated content is seldom created and posted to the social media pages, due to insufficient staff resources and historically little interest in social media by residents. Marketing and Communications (MarComm) staff listens and responds to comments and direct messages that come to the Village via Facebook, but does not actively engage users on multiple platforms who are mentioning, tagging or geotagging Laguna Woods Village. At the June, 2017 Media and Communications (MACC) meeting, the committee endorsed a social media pilot program (Attachment 1), with Brandtailers managing the Village's YouTube and Facebook social media accounts from August 1, 2017 through December 31, 2017. The GRF Board approved the pilot program at its July, 2017 meeting.

DISCUSSION

GRF's marketing and branding consultant, Brandtailers, has emphasized that Social Media is becoming the #1 source of communication for retired men and women over age 65. The median new resident age has been trending downward over the last 10 years, and is 68, with a median resident age of 78. Facebook numbers in Laguna Woods Village show over 6,000 subscribers, of which most engage with this platform four or more times a week.

Social media is a benefit to demographics like those in the Village, because it has proven to substantially reduce the sense of loneliness and isolation for older Americans. It can create new opportunities for senior citizens to connect and make new friends with like-minded individuals, and strengthen a sense of community with neighbors. Many of Laguna Woods Village's competitors utilize social media to achieve this goal.

Residents and others are talking about Laguna Woods Village online via social media through mentions, tags and geotags. The community's online audience includes residents, family members, friends of residents and even potential new residents. It is important that the community is paying attention to what is publicly posted. It takes constant listening and the ability to respond quickly, appropriately and consistently, which is why communities like Laguna Woods Village rely on professional services to manage these efforts.

In August 2017, Brandtailers developed and implemented a Social Media and Reputation Management Program in Laguna Woods Village (Attachment 1).

Since initiation of the program, the Village's Facebook account has seen triple-digit percentage increases in all Facebook metrics, including brand posts, reactions, photo views, page views and page likes (Attachment 2). Fan engagement, one of the most important Facebook metrics for gauging campaign success, is up over 2,160 percent over the same time period last year. The increase in engagement is a result of increased brand posts, post likes, comments by residents on posts, and two-way dialogue between the Village and commenters; results that could not be achieved via the auto-generated posts previously used to populate the page.

Examples of Social Media program successes are:

- 13 times more engagement is received from those residing in Laguna Woods.
- Content is being viewed five times more frequently.
- 18 five-star reviews have been received since August 1, 2017.
- The Village has a 4.9 star review on Facebook.
- 150+ duplicate Facebooks pages have been cleaned up and/or merged with Facebook page.
- Old YouTube videos have been archived, and video titles have been made uniform to improve channel search results.

Staff recommends extending the Laguna Woods Village Social Media and Reputation Management Program for six months. This will allow the continued success of the campaign until the MarComm division has adequate staff to manage the social media program in-house. If the contract is not extended, the optimization of the page would be lost; meaning, residents would no longer see as many posts on their Facebook wall, potential residents would not see Laguna Woods Village posts, and overall engagement would decrease significantly,

FINANCIAL ANALYSIS

The cost to maintain the Social Media and Reputation Management Program for January through June, 2018 is as follows:

Proposed Outlay	Estimated Cost
Annual Management Fee: Facebook and YouTube (January through June, 2018)	\$22,200
Total	\$22,200

Prepared By: Heather Rasmussen, Senior Public Affairs Specialist

Reviewed By: Lori Moss, Community Manager

Committee Routing: Media & Communication Committee
Finance Committee

ATTACHMENT(S)

Attachment 1: Social Media Contract Tasks

Attachment 2: Facebook Analytics Comparison

Attachment 1: Social Media Contract Tasks

Program Setup (First 30 Days–Complete):

- Program listening tools setup
- Dashboard setup
- Initial online listening
- Facebook pages cleanup
- Online directory pages cleanup (Google Business, Yelp)
- YouTube copyright claims
- New Facebook page creative and content development
- Engagement strategy development
- Asset Library development
- Editorial calendar development
- Customized process and procedures development

Monthly Management (Includes Facebook and YouTube–Ongoing):

- Listen, Respond, Post, Engage, Monitor and Analyze hundreds of social media communications.
- Active daily listening, responding, and sharing of relevant information from residents, friends, family, community organizations and other pre-determined relevant parties
- Laguna Woods Village Event and News postings a minimum of three times per week
- Creative and copy development of two feel-good, brand relevant posts weekly
- Continued asset library development
- Reposting of relevant content three times per week
- Develop and implement quarterly surveys as needed
- Measure analytics from proprietary tools monthly and present reports to the GRF Media and Communications Committee
- Monthly adjustments to strategy based on feedback and measurements



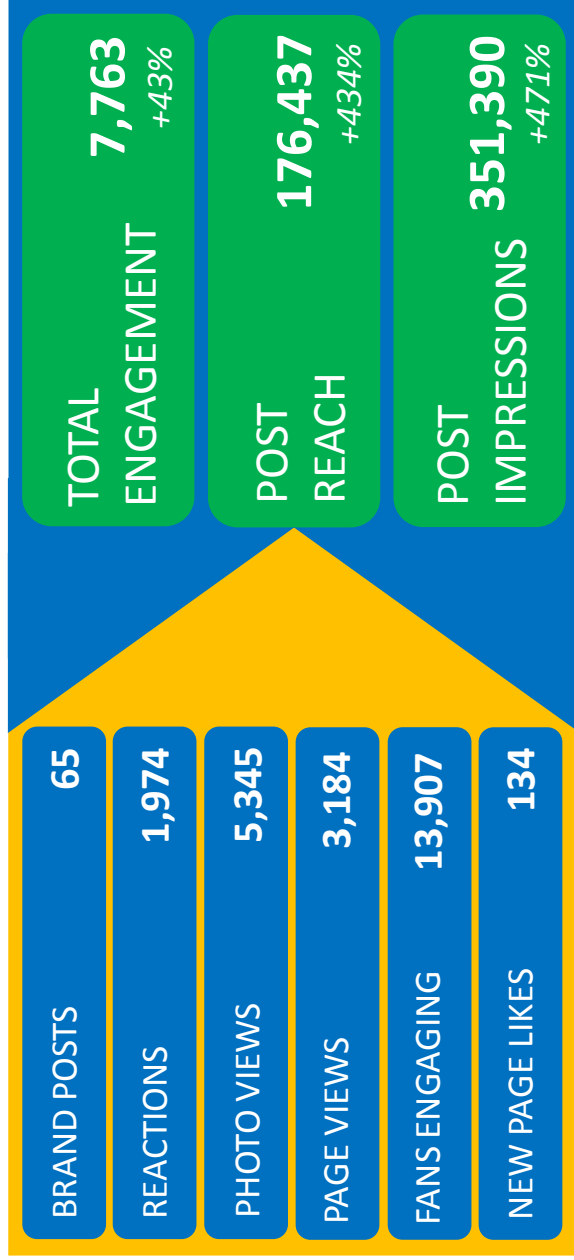
Laguna Woods Village[®]

Facebook Analytics October & November

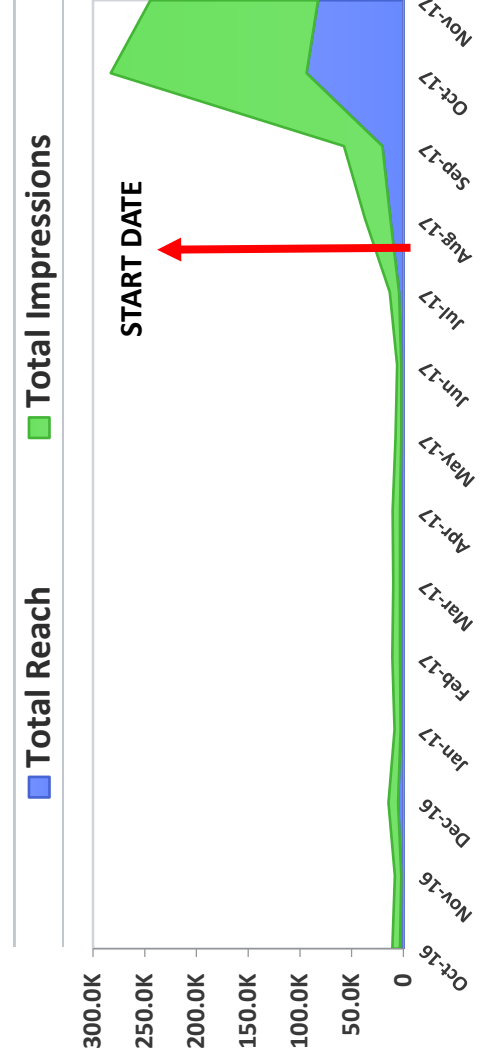
*In comparison to 10/2016 – 11/2016
and 09/2017 – 10/2017*

FACEBOOK ANALYTICS: October & November 2017

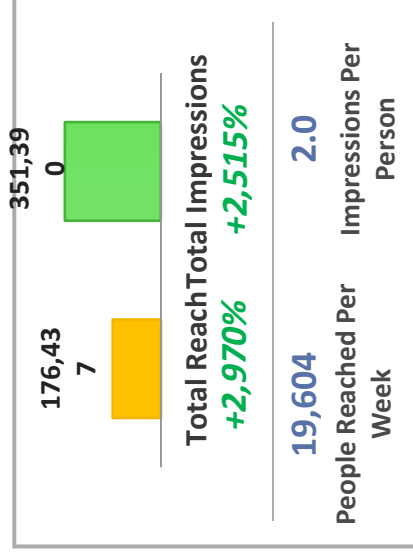
ENGAGEMENT



REACH & IMPRESSIONS



REACH & IMPRESSIONS: 10/17 – 11/17



(Comparison to same time period in 2016)

FACEBOOK ANALYTICS: Comparison

10/17 - 11/17

RECEIVED:

65	1,974	5,345	3,184	13,907	134
BRAND POSTS	REACTIONS	PHOTO VIEWS	PAGE VIEWS	FANS ENGAGING	PAGE LIKES

10/16 - 11/16 (Comparison to same time period in 2016)

RECEIVED:

32	122	1,665	638	613	19
% CHANGE:	+103%	+1,518%	+221%	+399%	+2,168%
					+605%

08/17 – 09/17 (Comparison to two months prior to 10/17)

RECEIVED:

64	1,800	3,041	2,971	3,337	165
% CHANGE:	+1.5%	+9.6%	+75%	+7.2%	+316%
					-18.7%

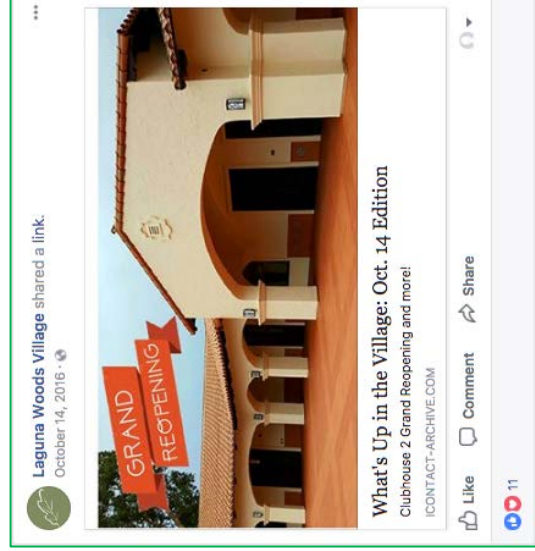
TOP ENGAGING POST COMPARISON

DATE: 10/14/16

POST: WHAT'S UP

REACH: 284

REACTIONS: 11

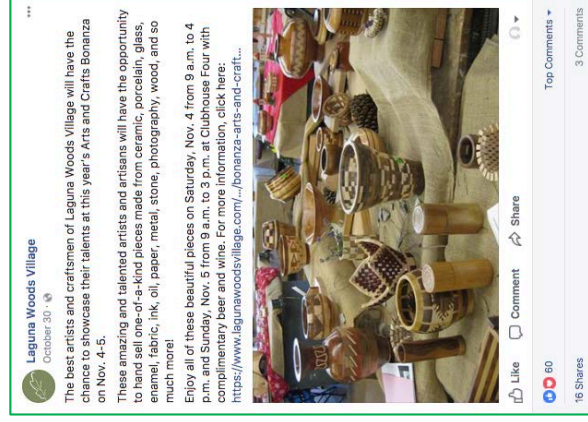


DATE: 10/30/17

POST: ARTS BONANZA

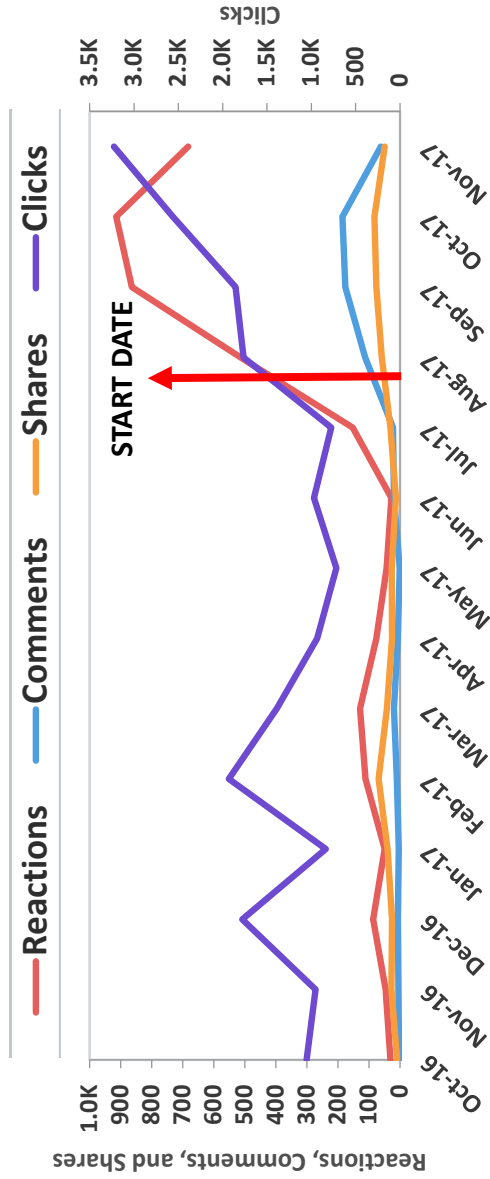
REACH: 1,277

REACTIONS: 145



FACEBOOK ANALYTICS: Engagement

10/16 - 11/17



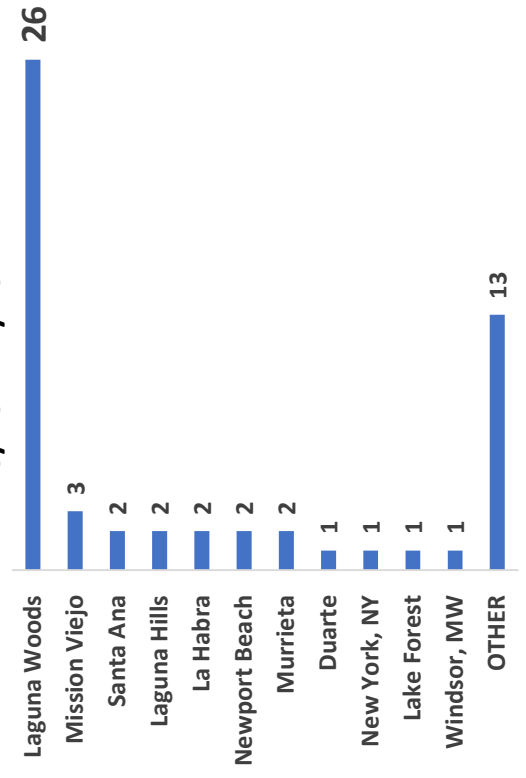
REACTIONS: 10/17 – 11/17



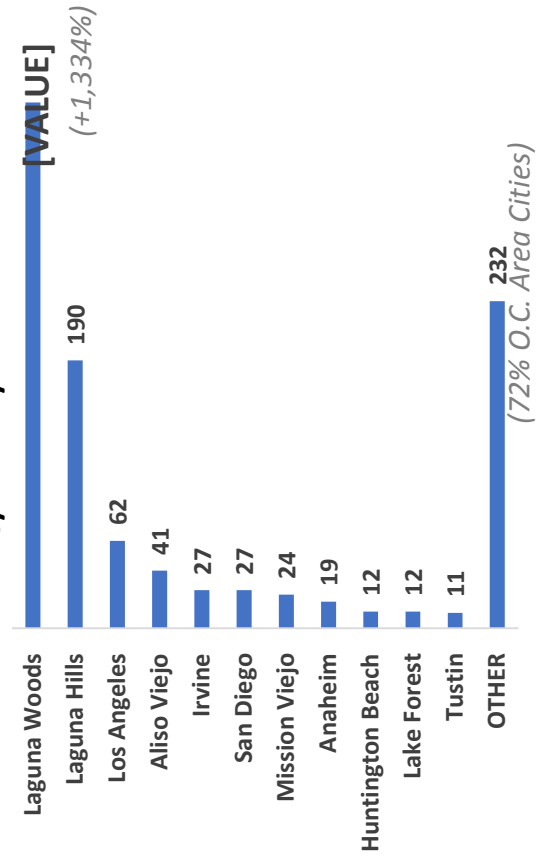
(Comparison to same time period in 2016)

COMPARISON: PEOPLE ENGAGED WITH FACEBOOK PAGE BY CITY

10/16 – 11/16



10/17 – 11/17



FACEBOOK ANALYTICS: Top Engaging Content

DATE: 10/30

POST: ARTS BONANZA

REACH: 1,277

REACTIONS: 145

The best artists and craftsmen of Laguna Woods Village will have the chance to showcase their talents at this year's Arts and Crafts Bonanza on Nov. 4-5.

These amazing and talented artists and artisans will have the opportunity to hand sell one-of-a-kind pieces made from ceramic, porcelain, glass, enamel, fabric, ink, oil, paper, metal, stone, photography, wood, and so much more!

Enjoy all of these beautiful pieces on Saturday, Nov. 4 from 9 a.m. to 4 p.m. and Sunday, Nov. 5 from 9 a.m. to 3 p.m. at Clubhouse Four with complimentary beer and wine. For more information, click here: <https://www.lagunawoodsvillage.com/.../bonanza-arts-and-craft...>



This afternoon, the Orange County Fire Authority (OCFA) responded to a fully engulfed structure fire that was reported by Landscape Supervisor Dennis Pratt and Landscape Lead Luis Lopez as they were driving down the road.

They noticed smoke coming from the garage of a single-family residence, which sparked Luis to jump out of the car and rescue the 107-year-old resident and her caregiver. As Luis physically carried the resident out of the home, Dennis called 911.

Thank you to OCFA, Luis, and Dennis for being heroes. You all responded with strength and bravery.



DATE: 11/11

POST: VETERANS DAY

REACH: 649

REACTIONS: 72

We're thankful for all of those who have served our country.

Take time to honor those who have given our country the freedoms it has today.



Congratulations to all of our Village Games champions!

The Games are over, and we could not be more proud of everyone who participated this year. It has been a fantastic couple of weeks watching participants compete for the gold. You all amaze us.

Check out the photos from the events below!



DATE: 11/25

POST: VILLAGE GAMES

REACH: 932

REACTIONS: 69

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RESOLUTION 90-18-xx

EXTENSION OF SOCIAL MEDIA CONTRACT

WHEREAS, the Golden Rain Foundation approved funding for a Social Media and Reputation Management pilot program;

WHEREAS, upon review of the pilot program, the Media and Communications Committee determined that the pilot program was successful in increasing all Facebook metrics, including brand posts, reactions, photo views, page views and page likes; and

WHEREAS, On December 18, 2017, the Media and Communications Committee endorsed approval of extension of the Laguna Woods Village Social Media and Reputation Management contract for six months.

NOW THEREFORE BE IT RESOLVED, January 2, 2018, that the Board of Directors of this Corporation hereby approve extension of the contract from January to June, 2018, with a supplemental appropriation of \$22,200 to be funded from the Contingency Fund;

RESOLVED FURTHER; that the officers and agents of this Corporation are hereby authorized on, behalf of the Corporation, to carry out this resolution.

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STAFF REPORT

DATE: January 2, 2018
FOR: Board of Directors
SUBJECT: Appointment of Ex Officio Officer

RECOMMENDATION

Staff recommends adoption of a revised Resolution to add the Assistant Treasurer Ex Officio position to the list of officers.

BACKGROUND

The Laguna Woods Village boards previously operated with several non-voting ex officio positions, which were removed in the year preceding a management transition to VMS Inc. The CEO/General Manager remains as an ex officio Vice President per governing documents.

DISCUSSION

Certain financial documents require the signature of an officer of the Corporation. VMS uses the position of Chief Financial Officer for this purpose. Establishing the VMS CFO position as Assistant Treasurer Ex Officio for the Golden Rain Foundation would save administrative time and provide a knowledgeable staff member with signing authority as a corporate representative, while following policies and restrictions set forth by the Board (i.e. delegation matrix, borrowing resolution, etc.)

The documents to be executed by an ex officio Assistant Treasurer include:

- Tax Returns, State & Federal
- State Filings (i.e. escheat, fuel tax)
- Cable System Copyright and Royalty Filings
- Banking Agreements:
 - Treasury Services
 - Deposit Account Signature Card
 - Facsimile Signature Agreement
 - Wire Transfers (requires two signatures)
 - ACH Authorizations (allowed for electronic payments, i.e. tax agencies, merchant accounts)
 - Merchant Account Agreements (credit card payment processing i.e. Broadband, Pro Shop)
 - Vendor Credit Applications (used to establish trade credit/payment terms)
- Other documents delegated to the CEO as Assistant Vice President, in his absence

FINANCIAL ANALYSIS

None

Prepared By: Lori Moss, Community Manager

ATTACHMENT(S)

ATT1: Resolution – Appointment of Officers

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Attachment 1

RESOLUTION 90-18-xx

Appointment of Officers

RESOLVED, on January 2, 2018, pursuant to the Golden Rain Foundation Bylaws Article 9 - Officers, which sets guidelines, terms and responsibilities for the election of Officers to this Corporation, the following persons are hereby elected to the office indicated next to their names to serve:

Tom Sirkel	President
Beth Perak	First Vice President
Ray Gros	Second Vice President
Joan Milliman	Secretary
Diane Phelps	Treasurer

RESOLVED FURTHER, that the following Staff persons are hereby appointed as ex Officio officers of this Corporation:

Bradley Hudson	Vice President ex Officio
<i>Betty Parker</i>	<i>Assistant Treasurer ex Officio</i>

RESOLVED FURTHER, that Resolution 90-17-39, adopted November 8, 2017, is hereby superseded and canceled; and

RESOLVED FURTHER; that the officers and agents of this Corporation are directed on, behalf of the Corporation, to carry out this resolution.

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STAFF REPORT

DATE: November 7, 2017
FOR: Board of Directors
SUBJECT: 2018 Golf Fees, Amended

RECOMMENDATION

Staff recommends that the Board adopt a Resolution for golf greens fees for 2018, to be effective January 1, 2018.

BACKGROUND

On October 3, 2017, GRF introduced a proposed resolution increasing golf greens fees for 2018 that set a higher fee for non-member residents, as follows:

Greens Fee, 27 Hole Course, 18 Holes	2017	2018
Members Residents	\$11.00	\$16.00
Non Member Residents	\$11.00	\$24.00
Guests, Weekday	\$35.00	\$35.00
Guests, Weekend	\$55.00	\$55.00
Greens Fee, 27 Hole Course, 9 Holes		
Members Residents	\$6.00	\$8.00
Non Member Residents	\$6.00	\$13.00
Guests, Weekday	\$18.00	\$18.00
Guests, Weekend	\$28.00	\$28.00
Greens Fee, Par 3 Course, 18 Holes		
Members Residents	\$8.00	\$10.00
Non Member Residents	\$8.00	\$13.00
Guests	\$16.00	\$16.00
Greens Fee, Par 3 Course, 9 Holes		
Members Residents	\$4.00	\$6.00
Non Member Residents	\$4.00	\$6.00
Guests	\$7.00	\$8.00

DISCUSSION

Since the October GRF meeting, as a result of input from residents and the golf community, Staff reviewed the proposed fees and offer the following amendments in order to cover costs

associated with the service and support the planned revenues in 2018 Business Plan. Amendments include the same rates for all residents.

Greens Fee, 27 Hole Course, 18 Holes	2018
Resident	\$16.00
Guests, Weekday	\$35.00
Guests, Weekend	\$55.00
Greens Fee, 27 Hole Course, 9 Holes	
Resident	\$8.00
Guests, Weekday	\$18.00
Guests, Weekend	\$28.00
Greens Fee, Par 3 Course, 18 Holes	
Resident	\$10.00
Guests	\$16.00
Greens Fee, Par 3 Course, 9 Holes	
Resident	\$6.00
Guests	\$8.00

FINANCIAL ANALYSIS

The 2018 Business Plan for GRF includes non-assessment revenue increases of \$450,000 in Golf Operations to account for the projected fee increases noted above. Without approval of fee increases, GRF will operate with an unplanned deficit in 2018, which will require an offset in costs, potentially through a reduction in service levels, or a supplemental appropriation.

Prepared By: Betty Parker, Financial Services Director
 Lori Moss, Community Manager

Reviewed By: Brad Hudson, CEO

ATTACHMENT(S)

ATT1 – Resolution 90-17-XX Golf Pricing Policy & Fee Schedule

RESOLUTION 90-17-XX
Golf Fees Pricing Policy

WHEREAS, according to Resolution 90-12-132, which established guidelines for shared costs and fees, certain fees can be imposed upon users of various recreational facilities in order to control crowding and minimize over-usage, and to recover operating costs; and

WHEREAS, the Board of Directors may periodically review the fees and make adjustments for reasons defined in the Shared Cost Guidelines; and

NOW THEREFORE BE IT RESOLVED, January 2, 2018, that the Board of Directors of the Corporation hereby adopts the following policy for golf fees and amounts set forth on the attached Schedule of Golf Fees:

Cart Fees

- A Cart Rental Fee shall be charged to residents and their guests who wish to use a GRF-owned golf cart or pull cart; a Cart Registration Fee shall be charged for the use of a golf cart not owned by GRF.

Club Rental Fees

- A Club Rental Fee shall be charged to residents and their guests who wish to use a GRF-owned set of golf clubs.

Driving Range Fees

- A Bucket Fee shall be charged to residents and their guests for hitting a bucket of balls on the Driving Range.

Greens Fees, 27-Hole Course

- Greens Fees shall be charged to residents and their guests per round of golf.
- Greens Fee amount shall be set according to the attached schedule for Residents and Guests.

Greens Fees, 9-Hole Course

- Greens Fees shall be charged to residents and their guests per round of golf.
- Greens Fee amount shall be set according to the attached schedule for Residents and Guests.

RESOLVED FURTHER, that Resolution 90-13-10 adopted February 5, 2013, is hereby superseded and canceled; and

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out this resolution.

NOVEMBER Initial Reading

30-days notification to comply with Civil Code §4360 has been satisfied.

SCHEDULE OF GOLF FEES

Adopted by Resolution 90-17-XX

DESCRIPTION	2017 Fee	2018 Fee
Carts & Clubs		
Cart Registration, Single Use	\$8.00	\$8.00
Cart Registration, Annual Pass	\$60.00	\$60.00
Cart Rental, 18 Holes	\$15.00	\$15.00
Cart Rental, 9 Holes	\$8.00	\$8.00
Cart Rental, Hand Pulled	\$1.00	\$1.00
Club Rental	\$25.00	\$25.00
Club Storage (locker), Annual Fee	\$45.00	\$45.00
Club Storage (locker) , Monthly	\$12.00	\$12.00
Driving Range		
Driving Range, Large Bucket	\$3.00	\$3.00
Driving Range, Small Bucket	\$2.00	\$2.00
Driving Range, Quarter Bucket	\$1.00	\$1.00
Greens Fee, 27 Hole Course, 18 Holes		
Residents	\$11.00	\$16.00
Guests, Weekday	\$35.00	\$35.00
Guests, Weekend	\$55.00	\$55.00
Greens Fee, 27 Hole Course, 9 Holes		
Residents	\$6.00	\$8.00
Guests, Weekday	\$18.00	\$18.00
Guests, Weekend	\$28.00	\$28.00
Greens Fee, Par 3 Course, 18 Holes		
Residents	\$8.00	\$10.00
Guests	\$16.00	\$16.00
Greens Fee, Par 3 Course, 9 Holes		
Residents	\$4.00	\$6.00
Guests	\$7.00	\$8.00

DATE: November 7, 2017
FOR: Board of Directors
SUBJECT: Members First Resolution

RECOMMENDATION

Staff recommends adopting a Resolution Amending the Members First Policy.

BACKGROUND

Laguna Woods Village is a Member community. GRF's primary purpose is to provide, maintain and manage operations for members. Certain GRF amenities have limited occupancy and use. GRF introduced a Members First Policy at the October Board meeting.

DISCUSSION

Attachment 1 is an amended Members First Policy clarifying the amenities. Below is information on the waiting lists.

- Equestrian Facility **stalls** – do not at this time have a waiting list but have in past years.
- Garden Center(s) **plots** – currently have a waiting list of 317, staff has made calls to 287 to fill current spots.
- RV Lot(s) **spaces** – currently have a waiting list of 25.

The Corporate Attorney has reviewed the resolution.

FINANCIAL ANALYSIS

None

Prepared By: Lori Moss, Community Manager

Reviewed By: Brad Hudson, CEO

ATTACHMENT(S)

Members First Resolution

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Members First

Resolution 90-17-XX

WHEREAS, a primary purpose of GRF is to provide, maintain and manage operations for members;

WHEREAS, certain GRF amenities have limited occupancy and use;

WHEREAS, non-member occupants often utilize these limited amenities to the exclusion of members; and,

NOW THEREFORE BE IT RESOLVED, January 2, 2018, that RV Lot(s) spaces, Equestrian Facility stalls, and Garden Center(s) plots and other limited amenities such as individual member equipment lockers at Clubhouse 4 and the Village Greens, shall first be offered to members prior to any other category of resident when space is available; and,

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out this resolution.

OCTOBER INITIAL NOTIFICATION

30-day notification to comply with Civil Code §4360 has been satisfied.

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STAFF REPORT

DATE: October 26, 2017
FOR: Community Activities Committee
SUBJECT: Amended Recreation Department Policy and Operating Rules

RECOMMENDATION

Staff recommends approval of the amended Recreation and Special Events Department Policy and Operating Rules.

BACKGROUND

The Policy was last amended after many months of input and discussion by the committee, residents and clubs in October 2016 (Attachment 1). CAC then asked staff to look at making the Policies clearer; and less redundant. Department Head, Brian Gruner, formed a committee of staff to meet and recommend revisions to CAC.

DISCUSSION

The Recreation and Special Events Department oversees the use of facilities such as Clubhouses, the Performing Arts Center, Swimming Pools, Fitness Centers, Garden Centers, Computer Learning Centers, Golf Facilities, Table Tennis and the Equestrian Center. The Department's responsibilities and oversight include, but are not limited to, booking room reservations, selling tickets, conducting classes, set-up and take down of rental rooms; ensure that safety and compliance procedures are followed; protect facilities, participants and equipment; and enforce policy and operating procedures.

The purpose of this amendment is to improve the understandability of the recreation and operating policies and procedures; and facilitate the implementation by staff. Many facility users do not understand the policies, which leads to misuse and abusive behaviors hindering the enjoyment of the facilities.

Attachment 2 is the improved draft policy which is important for both staff and residents as it ensures consistency and accountability. In addition, the policy will assist in delivering higher quality services and programming.

Improvements to the policy and operating rules (Attachment 3) include:

1. Facility usage and operational items have been relocated to the corresponding division and/or clubhouse operating rules.
2. Age restriction consistencies: Billiards from 14 to 12; Bocce from 10 to 12; Mini Gym from 14 to 12 to participate; and Kids Pool from 4 to no restriction.
3. New operating rules are included for the Archery Room, Card/Game Room, Performing Arts Center, Drop In-Lounge, Lockers, Bar Services and Clubhouses.
4. A 50/50 exception rate policy has been added for coordinated events hosted by residents at main lounges. The policy implies that if a main lounge event exceeds 50 percent non-residents vs. residents; and is charging or accepting donations for entry;

the reserving party must pay the exception rate. This excludes private family events such as birthday, memorials and/or anniversary parties.

5. Flyers are not permitted to be distributed for reservations made by individuals.
6. Reservations for weddings, birthdays and anniversaries for immediate family members will pay the resident rate; and reservations for others pay the exception rate.
7. Issuance of lottery cards for clubs and individuals have been reduced from six cards to four cards per year.

The revised policy and operating rules have been distributed via email to the club presidents for review; a Presidents meeting was held on October 23, 2017 and results of the meeting will be reported at CAC.

FINANCIAL ANALYSIS

None

Prepared By:	Jennifer Murphy, Senior Recreation Supervisor
Reviewed By:	Brian Gruner, Recreation & Special Events Director Lori Moss, Community Manager

ATTACHMENT(S)

Attachment 1 - Current GRF Recreation Department Policy
Attachment 2 – Amended GRF Recreation Department Policy
Attachment 3 – GRF Division and Clubhouse Operating Rules



Laguna Woods Village®

**Golden Rain Foundation
Recreation and Special Events Department
Policies and Procedures**

Table of Contents

Golden Rain Foundation Recreation Department Policy.....	3
Access to GRF Recreation Facilities.....	4
Use of GRF Recreation Facilities.....	5
Clubs/Groups/Organizations.....	8
Room Reservations	11

GOLDEN RAIN FOUNDATION RECREATION DEPARTMENT POLICY	
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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 under “Recreation” or obtained at any of the recreation offices. 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 Resident) 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 RECREATION DEPARTMENT POLICY



A. RESIDENTS

- 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

- Guests must be accompanied by a Resident at all times.
- Facilities may have age limitations which may be found in the operating rules for the respective facility.
- 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.
- Guests must pay all applicable guest fees in accordance with the GRF Fee list; a full-time caregiver providing continual assistance to the Resident in or out of the pool is exempt unless personally using the pool.
- Only City Staff or City Council for City business and/or City events pay Resident rates, plus any additional costs for Technicians, Door Hosts, and others, in accordance with the GRF Fee list.
- 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)

- Complete the Gate Clearance Form at **least four** business days prior to the event.
- List first name and last name of all non-resident guests (including catering staff, entertainers, speakers, etc.).
- 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 RECREATION DEPARTMENT POLICY



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. No monetary transactions may take place within GRF's facilities with three exceptions outlined under the Room Reservations Recreation Department Policy (Page 11, Room Reservations).
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 removing anything brought in by the user, 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 as outlined in Resolution No. 90-12-132 (i.e. number of games, sets, buckets of balls at the driving range, use of fitness equipment, and rooms).
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 or
 - 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 Resident or Club/Group/Organization.
18. Facility User shall be solely responsible for all Residents 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 the City's 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 Media 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 and/or Staff shall be liable, at law or in equity, as a result of a Resident 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.
23. Any Member responsible for actions alleged to be in violation of these rules shall be subject to disciplinary action pursuant to subsections 4.4 through 4.6 of GRF's Bylaws, as well as the

dispute resolution procedures set forth in subsection 4.8 of GRF's Bylaws and Civil Code sections 5900 and 5925 et seq.

24. Exceptions to the Recreation Policies go to the Recreation and Special Events Director or designee for review. The Recreation and Special Events Director may refer certain applications directly to the GRF Board.

B. GAMES OF CHANCE / OR 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

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 Two, 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 and Special Events Director or designee.
 - c. The Recreation Department works with Saddleback College to facilitate the Emeritus Program.
 - d. Non-resident students may only use Saddleback student passes to attend classes in which they are registered; they may arrive at the facility no more than 15 minutes prior to the scheduled start time for the class; must leave the facility immediately after the scheduled end time for the emeritus class; a parking pass is required if the student is driving into the Community.
 - e. 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.
 - f. 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 RECREATION DEPARTMENT POLICY



A. GENERAL

1. Residents requesting to form a Club/Group/Organization must first submit a written request 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 at a GRF approved function.
5. The Club/Group/Organization must be substantially supported by revenue from its members/sponsors and from up to two Recreation Department authorized fundraisers per calendar year (Page 8, Fundraiser). Relying exclusively on outside guest sales to support Club/Group/Organization activities is prohibited.
6. Executive Club Officers must be a Resident Member of Laguna Woods Village.
7. The Club/Group/Organization must have a minimum membership of 90 percent Laguna Woods Village Residents.
 - a. Non-residents may participate as “guests” and must be accompanied by a Resident.
 - b. Non-resident members may not invite their own “guests”.
8. A current membership roster and updated contact information must be submitted to the recreation staff annually by **March 31**.
9. All forms of publicity or advertising, unless more restrictively stated, must say “For Laguna Woods Village Residents and their guests only”.
10. 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.
11. 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. Fundraisers are understood to be events/activities as described below:
 - a. Must be a GRF recognized Club/Group/Organization hosting the event.
 - b. 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.
 - c. No other Club/Group/Organization or Resident may profit from the activity.
3. Club/group/organization may sell products that they made, hold silent auctions, fashion shows, or events as approved by the Recreation and Special Events Director.
4. No flea-market type events allowed.
5. Gate Clearance Form is required for any outside guests.

C. ROOM RESERVATIONS

1. For general procedures see Page 11, 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 signed contract 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. Holiday must be named on lottery card.

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 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 identification is 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.
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 to recreation staff; Club/Group/Organization may not directly post flyers on the flyer racks.
14. Flyers not approved by the Recreation Department will be removed and disposed of.

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 and Clubhouse 5 bulletin boards have a 22 by 17 inch maximum.
4. Posters are not allowed to be adorned with lights.
5. 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 or the Performing Arts Center Auditorium.
9. Posters not approved by the Recreation Department will be removed.

ROOM RESERVATIONS RECREATION DEPARTMENT POLICY



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. Rooms may not be used to conduct a business. Marketing or solicitation of third party products is strictly prohibited. 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 a reservation.
 - c. Fundraiser activities (Clubs only – Page 8, Fundraiser).
4. It is prohibited to advertise events to the general public through media in general circulation outside of Laguna Woods Village. Unless more restrictively stated, all forms of publicity 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.
5. Staff works to assure that Clubs/Groups/Organizations and Residents 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 AM and 10:00 PM seven days per week, except for New Year's Eve which may be reserved until 1:00 AM. Extended hours 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 and 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 contains two rates: Resident rate and Exception rate; (refer to the GRF Fee list).

- a. Resident rate applies to all Laguna Woods Village Residents.
 - i. Weddings and wedding receptions involving Residents, their siblings, children, parents, and grandchildren.
 - ii. 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 Main Lounge reservations which have over 50 percent non-residents in attendance and are charging admittance or accepting donations.
10. It is prohibited to use any room/facility for anything but the stated purpose.
 11. Reservations may be cancelled 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 cancelled 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 reservation desk 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 cancellation 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; residents may not hold rollover reservations.
 - b. For rollover reservation information for Clubs/Groups/Organizations, see Page 9.
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. A Resident 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 CLEAN UP OF ROOM RESERVATIONS

1. Set Up and Clean Up of Rental Room

- a. 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.
- b. 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 cancellations; failure to notify Senior Technician of a cancellation within two weeks of the event will result in a two hour minimum fee (refer to the GRF Fee list).
- c. Clubhouse 5 requires Technicians for events that include: projector, sound, lighting, three or more microphones and/or access to the sound booth.
- d. 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.
- e. The facility must be cleaned and returned to the exact condition in which it was accepted.
- f. 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, the clean-up fee will be applied (refer to the GRF Fee list).
- g. Facility User is responsible for removing all trash and placing in the designated location at the end of their event, as well as for cleaning:
 - i. All equipment used
 - ii. All table tops and chairs used
 - iii. Any soiled or dampened floor or carpet areas
- h. For kitchen approval, Facility User is responsible for removing all trash and placing in the designated location at the end of their event, as well as for cleaning.

- i. 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.
- ii. Wipe off, with a damp cloth, all tables used for eating and serving.
- iii. Thoroughly clean all large coffee urns and baskets.
- iv. Check with the staff for proper clean up instructions for grills, broilers and fryers.
- v. Clean the areas around grills, broilers and fryers even if you do not use the equipment.
- vi. Check the inside of the oven door and the stove top. If you use this equipment you must clean up any food splatters.
- vii. Clean the refrigerator if used.
- viii. Wipe off all sinks, counters and cutting boards (on top as well as shelf underneath).
- ix. Clean the barbecue if used.
- i. 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.
- j. The Facility User is responsible for payment of any costs incurred by GRF due to any 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. Contact 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 and Special Events Director or designee.
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.

<p style="text-align: center;">OPERATING RULES Archery</p>	
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- A. All residents and guests must sign in upon arrival at the facility.
- B. Guests under 18 years of age are not permitted to use the facility.
- C. Only authorized range masters or instructors are authorized to have access to the archery range. All range masters are required to leave their ID card in the office to gain entry to the range. The clubhouse staff or fitness center staff will unlock the range.
- D. All participants must successfully complete a club trial before being allowed participation in the range.
- E. The fee for the club trial is \$5 that includes club equipment as needed for the one hour session.
- F. The range master provides, denies, or withdraws consent to the range at any time that the range is opened.
- G. The range master and assigned assistant are the only persons allowed access to the club cabinets, equipment and club targets.
- H. Nonmembers who are Laguna Woods Village residents may shoot at the range for \$5 per range session and always at the discretion of the range master. The \$5 covers the bow, three arrows and protective gear when available. Nonmembers may shoot a maximum of five arrows per end when using their own arrows.
- I. Nonmember guests who are not Laguna Woods Village residents may shoot for \$5 per session as a guest of a resident at the discretion of the range master. The resident must be present with the guest at the range for the entire session. The \$5 covers the bow, three arrows and protective gear when available. The guest may shoot a maximum of five arrows per end when using his/her own arrows.
- J. Members may shoot at the range without any additional fee but always within the discretion of the range master. The club provides the bow, three arrows and protective gear when available. Members may shoot a maximum of five arrows per end when using their own arrows.


- K. Paper targets when available may be purchased at the range for your lane at \$1 each and becomes the club's property after installation. The range master will tape the target.
- L. No food or drinks are allowed in the range.

The Recreation Department reserves the right to review and adjust the operating rules to accommodate the needs of the community.

<p style="text-align: center;">OPERATING RULES Bar Services</p>	
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- A. GRF holds Alcoholic Beverage Licenses at Clubhouse One, Two, Three, Five, Six and Seven.
- B. The Golden Rain Foundation follows all regulations set forth by the California Department of Alcoholic Beverage Control.
- C. Bar requests are made through the Clubhouse 5 office.
- D. A Bar request form is filled out and signed by the Laguna Woods Village resident agreeing to pay appropriate fees, refer to the GRF Fee list.
- E. No alcoholic beverages are allowed to be brought in to an event when a GRF bar is operating.
- F. Any patrons that appear under the age of 30 will be asked to show ID before purchasing an alcoholic beverage.
- G. A maximum of two alcoholic beverages may be carried away from the bar by one person.
- H. If the host of the event is providing wine for dinner when a GRF no host bar is operating, the bar must close when the wine is placed on the dinner tables.
- I. A bartender may refuse service to a customer that appears to be intoxicated or being disorderly.

The Recreation Department reserves the right to review and adjust the operating rules to accommodate the needs of the community.

<p style="text-align: center;">OPERATING RULES Billiards Room</p>	
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- A. All residents and guests must sign in upon arrival at the facility.
- B. Guests under 12 years of age are not permitted to use the facility.
- C. Residents must always accompany guests.
- D. Gambling is prohibited.
- E. Jump shots are prohibited.
- F. Sitting on tables is prohibited.
- G. There is a two-game limit when others are waiting to play.
- H. The Billiard Club scheduled tournaments and events take priority at the facility.

The Recreation Department reserves the right to review and adjust the operating rules to accommodate the needs of the community.

<p style="text-align: center;">OPERATING RULES Bocce</p>	
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- A. All residents and guests must sign in upon arrival at the facility.
- B. Persons under 12 years of age are not permitted to use the facility.
- C. Residents must always accompany guests.
- D. All players must wear soft-soled shoes.
- E. The ball must be rolled, not bounced, on the court; physical ability considered.
- F. Players must return all equipment to the west end of the court when games are completed.
- G. All players are restricted to one game if others are waiting to play.
- H. The Court Director has the authority to schedule games and enforce the posted rules.
- I. Bocce Club tournaments and social events take priority at the facility.

The Recreation Department reserves the right to review and adjust the operating rules to accommodate the needs of the community.

<p style="text-align: center;">OPERATING RULES Bridge Room</p>	
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- A. All residents and their guests must sign in upon arrival at the facility.
- B. Residents who are sponsoring guests must be playing bridge at the same time as their guests but are not required to play at the same table at their guest(s). Otherwise residents must accompany their guest(s) at all times.
- C. Each bridge playing resident is limited to two guests per session per day not to exceed four guests per day, and guests must be a minimum of 10 years of age.
- D. The Bridge Room is for playing duplicate bridge and progressive bridge during regular clubhouse hours.
- E. Fees to play in organized bridge games/tournaments are established by the Bridge Club running the game/tournament.
- F. The gross guest fees shall be collected on behalf of and paid to GRF in appropriate and timely accountability in accordance with the GRF Pricing Policies and Fees List.
- G. The parent chapter of the Duplicate Bridge Club may host tournaments one day per month. On that day the Duplicate Bridge Club must rent the Bridge Room and pay a fee in accordance with the approved GRF Pricing Policy and Fees List.
- H. The assigned Game Director(s) run the games and is paid by the club.

The Recreation Department reserves the right to review and adjust the operating rules to accommodate the needs of the community.

<p style="text-align: center;">OPERATING RULES Card/Game Room and Drop-In Lounge</p>	
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A. General

1. Card/Game Rooms and Drop-In Lounge are available on a drop in no fee basis only. Hours of operation are in accordance with the posted clubhouse schedule and are subject to change.
2. Residents must sign in when entering the Card/Game Room and Drop-In Lounge.
3. Card/Game Rooms and Drop-In Lounge area available on a first come first served basis and may not be reserved in whole or in part.
4. Multiple card and/or board games may be played in the Card/Game Rooms at the same time.
5. There are no kitchen facilities.
6. Users may not move furniture and/or equipment into the room from other rooms in the clubhouse.
7. Users are responsible for leaving the room neat and clean.
8. Noise level must be kept down to ensure the enjoyment of the room by all Users.

B. Drop-In Lounge

1. Puzzles are limited to the assigned puzzle tables.
2. When using your own reusable/travel coffee containers, limit amount to one cup of coffee.
3. The Drop-In Lounge Patio is open Monday through Sunday from 10:30 AM until 6:00 PM.

The Recreation Department reserves the right to review and adjust the operating rules to accommodate the needs of the community.

<p style="text-align: center;">OPERATING RULES Clubhouse 4 Art Studio</p>	
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A. General

1. No turpentine, linseed oil, brush cleaners, or rags containing their by-products, or any type of chemical considered hazardous, may be left in the Art Studio. It is the user's responsibility to remove these items from the facility and properly dispose of them.
2. See the volunteer supervisor for information pertaining to the mat cutter, library case, picture hanging, sponsored art classes, etc.
3. Residents and Emeritus students using the Art Studio must always cover the table with a full sized table cover or with newspaper found in cupboards under the sinks.
4. Before leaving the studio, clean up all spilled or splashed paints, glue, mediums, and dry media dust from the table tops, chairs, floor and sinks. Return studio easels to their designated hanging racks and studio tools to the supply cabinet.
5. Personal items/materials must not be left on the tables and counters and in non-assigned storage spaces in the studio.
6. The storage closet is for the use of the entire membership. Remove all canvases and works on paper as they are dry and can be moved so that other members can make use of this convenience.
7. Work quietly in the studio both when a class is in session and other artists are concentrating on their creative process in the studio keep voices and sounds respectfully moderated. Cell phones should be used outside.
8. Room capacity limits prohibits residents from working in the Art Studio during the Monday morning Emeritus painting class.

B. Guests

1. Guests are only permitted on Sundays.
2. Guests under 10 years of age are not permitted to use the facility.
3. Residents and guests must sign in upon arrival at the facility.
4. Guests must be accompanied by resident at all times and must sign a waiver prior to using the Art Studio. No other room may be used by guests at Clubhouse 4.

Effective: December 2017

<p style="text-align: center;">OPERATING RULES Clubhouse 4 Ceramics Studio</p>	
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A. Clay

1. Only clay purchased from the studio may be used in the studio. No other clay will be glazed or fired.
2. Clay is sold in 25 pound bags at various prices. Those wishing to share a bag must arrange that with another facility user.
3. There is no clay storage in the studio. Residents may rent a locker from GRF through the Clubhouse 4 Office. Non-Resident students must take their clay with them each time they leave the studio.
4. Newspaper or canvas must be used to cover the work areas.
5. Any sanding must be done in the grinding/sanding area outside/ behind the kiln room.
6. Keep studio equipment and door handles clean by washing your hands off clay before using any of it.
7. Maximum size for any ceramic piece is 18"x18"x18".
8. Everyone must clean up their own work areas as well as plaster molds, bats, wheels, glaze mixing utensils, and all studio equipment. Return studio tools to their designated places before leaving the studio.
9. Conserve water by using basins in the sinks.

B. Drying Room

1. Place finished work that is not completely dry on the drying shelves and mark your name, initials, or potter's mark and date clearly on the piece. If a piece is not identified it will not be fired.
2. Move your dry work to the bisque cart in the Kiln-Ready Room. Pieces left on the drying shelves for two months will be discarded.
3. After bisqueware is fired it is placed in the bisque cabinet. Studio users are responsible for removing work from the bisque cabinet within one month from the date of firing. Technicians and appointed club members have the power to remove items after said time and discard of it.

4. Green Wall

- a. Carts along the green wall (left side of room) are for finished green ware work that is completely dry and marked clearly with your name, date, initials or potter's mark. No two people should have the same initials or symbol.
- b. If a piece is not identified it will not be fired.
- c. Carts can be accessed from both sides. Place your piece with minimum space between other pieces. Place your piece according to height on shelves of similar height. Short pieces should be placed on the narrow height shelves and tall pieces on the tall shelves.
- d. If not, it will be moved around to make space.
- e. Measure the height and width of your piece. Pieces should not be higher or wider than 18 inches.

5. White Wall

- a. Carts along the white wall are for Bisque fired pieces that are ready for high fire. Glaze and oxides must be completely wiped off from the bottom and foot of each piece before placing it on the cart.
- b. Watch out for runny glazes. The buckets are marked as such. You must use a "cookie" if you suspect your glaze may run. See Volunteer Supervisor or Saddleback Instructor for assistance.
- c. These procedures will help reduce the handling of pieces, which will result in the reduction of damage and contamination of your work. The less pieces are touched the less chance of damage.

6. The Kiln Ready Room carts are only moved by the technicians.

C. Glazing

1. Training is required to do glazing.
2. Staff has the authority over glaze mixing.
3. Emeritus Instructors have authority over classroom rules during class time.
4. Only glazes approved by the Glaze Committee are allowed. Beginning students and those with less than two years of glazing experience should use the beginning glazes in the largest buckets against the wall in the glaze area and marked with red tape. Pieces with unauthorized glaze will not be fired.
5. Glaze must be wiped off with a damp sponge from the bottom and foot of each glazed piece before it is placed on the glaze shelves. Watch out for runny glazes. The buckets of runny glazes are marked as such. "Cookies" must be used for running glazes.
6. Everyone must use a "cookie". See Volunteer Supervisor, Technician, or Emeritus Instructor for explanation.

7. No one may use spray equipment for applying glaze until receiving specific instruction in the use, care, and cleaning of the compressor and spray equipment. This applies to everyone using the studio even if they have been using the spray equipment for a long time. Emeritus students may receive this training from their Instructor; residents must make an appointment for a special training session with the Glaze Chairperson.
8. Do not disturb any Technician while he/she is mixing glaze. Ask an Instructor if an enrolled student or the Supervisor for assistance.

E. Firing

1. Raku firing and glaze spraying are specialized ceramic processes that require outside ventilation.
2. Only authorized personnel designated by the Clubhouse 4 Supervisor may fire the kilns. Only those authorized and accompanied by staff may enter the kiln room.
3. No one is allowed in the kiln room unless accompanied by an Instructor or Technician.
4. No salt firings allowed.
5. No specialized firings or refiring of already high fired items allowed without prior staff approval.
6. Work must have originated in the studio in order to be fired. Class projects may be taken home and brought back for firing but must have originated in the studio.
7. Once a piece was submitted to be fired and it was loaded into the kiln, it will not be removed from the kiln, unless it is in the front and easily removable.
8. Residents may use the Raku kiln only if they have proven through demonstration that they are capable and familiar with the firing process, practicing safe handling and are accompanied by a buddy. No firing allowed without a buddy present. Supervisor must be informed when Raku kiln will be used. Closed toed leather shoes, cotton clothes and face protection are required.

F. Studio Clean-up Policies

Cleaning of clay and glaze equipment is the responsibility of every student, resident, and club member. This is important, not only because it is courteous, but because clay dust is a health hazard and proper cleaning will eliminate much of it.

Supervisors and instructors will announce clean-up time twenty minutes before the end of class or closing of the Studio.

1. Glaze Area

- a. Keep covers on glazes to prevent accidental contamination.

- b. Clean stirring paddles immediately and place back on hooks.
- c. Remove all equipment and clean the counters when done.
- d. Place newspapers on wet spots to prevent slipping hazards.
- e. Store all plastic containers on shelves or under sinks.
- f. Conserve water by washing tools in pan or full sink as much as possible before you rinse them.
- g. Do not dump clay in the sink. Put it in the trash can.
- h. Do not leave any tools, plastic vessels, bats, or other equipment in the sink.
- i. At the end of class, wipe down stainless steel with a clean sponge.

2. Wheels

- a. Remove splash pans and clean thoroughly in the sink.
- b. Wipe entire wheel assembly with a clean sponge before replacing the splash pan.
- c. Place your clean stool off the floor behind the wheel; turn off the power and pick up the pedal and wooden blocks from the floor.

3. Wedging Area

- a. Do not store clay, tools, or art work on the wedging tables.
- b. Do not leave wet clay on wedging tables to dry out.
- c. Do not scrape clay off tables with a metal putty knife or other sharp object. Use wooden paddle and wet sponge.
- d. If you used the wedging table, you must clean it.

4. Work Areas

- a. Work on top of canvas or newspapers.
- b. Wash off tables as much as required when finished working.

5. Floors


- a. Spills, clay trimming, or excessive clay dust in work areas must be picked up immediately. Mops, brooms and dust pans are available for use.
- b. Clay extruder, slab ruler, banding wheels, molds and other equipment must be cleaned thoroughly with no traces of clay remaining.

E. Outside Grinding Area

- 1. Proper dust masks should be worn while any sanding or grinding any material. Dust masks are available, see the volunteer supervisor.
- 2. No long term storage is permitted. Benches need to be cleared daily. If work piece needs to be left overnight it must be placed on the storage shelf with resident's name and phone number. Staff has the authority to remove item from bench and place on storage shelf.
- 3. Grinding wheels:
 - a. Wear goggles
 - b. Step aside when starting the wheels

- c. Water spray must cover entire grinding surface
 - d. Grind across the full surface of the wheel
- 4. Supervisors have the authority to refuse use of equipment if they feel it is being used in an unsafe manner.

The Recreation Department reserves the right to review and adjust the operating rules to accommodate the needs of the community.

<p style="text-align: center;">OPERATING RULES Clubhouse 4</p>	
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A. Clubhouse Four General Operating Rules

1. All residents and guests must sign in upon arrival at the facility.
2. Clubhouse 4 hours are Monday through Sunday, 8:00 AM until 4:00 PM. Clubhouse 4 is open on Thursday from 8:00 AM until 8:00 PM. When Emeritus classes are in session, Clubhouse 4 is open on Tuesdays from 8:00 AM until 8:00 PM.
3. Anyone using a hobby/craft shop must have a completed and signed Release, Waiver of Liability and Indemnity Agreement for each specific shop/activity in which the individual participates and it must be on file in the Clubhouse 4 office. New waiver forms must be signed each calendar year.
4. Use of hobby/craft shops is limited to residents and students enrolled in classes through the Saddleback College Emeritus Institute Program. Non-resident students are allowed in the room only 15 minutes before posted start time of class, if a volunteer supervisor is present. If the instructor is absent, non-resident students must leave the facility. Non-Resident students must vacate the class rooms at posted end time of class.
5. Guests of residents are not allowed to use the Clubhouse 4 hobby/craft shops. Use implies sitting, participating, or occupying space within the shops. Walking through to tour the facilities is permissible. Pets, except service dogs, are prohibited.
6. Residents working in the Ceramics Studio during an Emeritus College class must obtain permission from the instructor to use the room during class time and must sign a Saddleback College Waiver of Liability form; must not ask the instructor for assistance; must give up his/her work space in the main studio area if the scheduled class needs the space. Residents may instead work in the small classroom.
7. Hobby/craft shops are required to have a volunteer supervisor present at all times during open hours. Shops will remain closed unless a volunteer supervisor is on duty.
8. Volunteer Supervisors have the authority to enforce all policies and operating rules. Facility staff has the final authority to determine safe procedures, protect facilities and equipment, and enforce policy.
9. The Head Volunteer Supervisor for each workshop reports to the Clubhouse 4 Supervisor.
10. Rules specific to each hobby/craft workshop are always available in each shop.

11. No craftwork may be done outside of the applicable shops or their specially designated work space
12. Safety guards must be left on all machines at all times. All equipment should be inspected by the user prior to use to ensure the proper function of the item and its safety features.
13. All Shop equipment must be returned to its usual location after being used and cleaned. Work areas must be left clean and neat prior to leaving the facility. No shop tools may be removed from the room.
14. No harmful or toxic chemicals are allowed that affect the health of residents or staff. All chemicals stored/used in the hobby/craft shops must have a Material Safety Data Sheet (supplied by the vendor to the clubhouse staff before it is used or stored at the facility). It is requested that shop users read the information pertaining to any materials used.
15. In case of injury or illness, call the Paramedics at 911 or 9-911 from the office telephone notify security immediately at 949-580-1400.
16. Member can't be under the influence of alcohol/medication which doesn't allow driving a vehicle, if said member wants to use any of the machines in any of the rooms.

B. Drop-in Lounge

1. Drop-in Lounge is available on a drop in, no fee basis.
2. Hours of operation are in accordance with the posted clubhouse schedule and are subject to change.
3. Drop-In Lounge is available on a first come first served basis and may not be reserved in whole or in part.
4. There are no kitchen facilities.
5. Users may not move furniture and/or equipment into the room from other rooms in the clubhouse.
6. Users are responsible for leaving the room neat and clean.
7. Noise level must be kept down to ensure the enjoyment of the room by all users.
8. When using your own reusable/travel coffee containers, limit amount to one cup of coffee at a time.
9. Coffee is provided from 8:00 AM until 12:00 PM Monday through Sunday.

The Recreation Department reserves the right to review and adjust the operating rules to accommodate the needs of the community.

OPERATING RULES Clubhouse 4 Glass Shop	
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A. Clubhouse Four General Operating Rules

1. Everyone must sign in on entering to use the Clubhouse Four workshops.
2. Anyone using a hobby/craft shop must have a completed and signed Release, Waiver of Liability and Indemnity Agreement for each specific shop/activity in which the individual participates and it must be on file in the Clubhouse Four Office. New waiver forms must be signed each calendar year.
3. Use of hobby/craft shops is limited to residents and students enrolled in classes through the Saddleback College Emeritus Institute Program. Non-resident students are allowed in the room only 15 minutes before posted start time of class, if a volunteer supervisor is present. If the instructor is absent non-resident students must leave the facility. Non-Resident students must vacate the class rooms at posted end time of class.
4. Guests of residents are not allowed to use the Clubhouse Four hobby/craft shops. Use implies sitting, participating, or occupying space within the shops. Walking through to tour the facilities is permissible. Pets, except service dogs, are prohibited.
5. Residents working in the Ceramics Studio during an Emeritus College class must obtain permission from the Instructor to use the room during class time and must sign a Saddleback College Waiver of Liability form; must not ask the instructor for assistance; must give up his/her work space in the main studio area if the scheduled class needs the space. Residents may instead work in the small classroom.
6. Hobby/craft shops are required to have a Volunteer Supervisor present at all times during open hours. Shops will remain closed unless a Volunteer Supervisor is on duty.
7. Volunteer Supervisors have the authority to enforce all policies and operating rules. Facility Staff and Volunteer Supervisors have the final authority to determine safe procedures, protect facilities and equipment, and enforce policy.
8. The Head Volunteer Supervisor for each workshop reports to the Clubhouse Four Supervisor.
9. Rules specific to each hobby/craft workshop are always available in each shop.
10. Only authorized personnel designated by the Recreation Division may fire the kilns in the Kiln Room.
11. No craftwork may be done outside of the applicable shops or their specially designated work space...
 - a. Raku firing and glaze spraying are specialized ceramic processes that require outside ventilation. Along with stone cutting/sculpting/sanding

they must be done in their designated areas in the patio outside the kilnroom.

b. Outside grinding area behind the kiln room

c. Metal cutting, sanding and grinding are permitted only in the metal areas within the Machinshop/ Woodshop.

d. Painting wood and metal projects must be done in the Paint Room in the rear of the Woodshop.

12. Safety guards must be left on all machines at all times. All equipment should be inspected by the user prior to use to ensure the proper function of the item and its safety features.
13. All shop equipment must be returned to its usual location after being used and cleaned. Work areas must be left clean and neat prior to leaving the facility. No shop tools may be removed from the room.
14. No harmful or toxic chemicals are allowed that affect the health of residents or staff. All chemicals stored/used in the hobby/craft shops must have a Material Safety Data Sheet (supplied by the vendor to the clubhouse staff before it is used or stored at the facility). It is requested that shop users read the information pertaining to any materials used.
15. In case of injury or illness, call the Paramedics at 911 or 9-911 from the office telephone. Notify security immediately 949-580-1400
16. In case of evacuation, proceed to the parking lot. Evacuation maps are posted next to exit doors.
17. Member can't be under the influence of Alcohol/ Medication which doesn't allow driving a vehicle, if said member wants to use any of the machines in any of the rooms.

B. Glass Shop Safety Guidelines

1. A Shop Supervisor must verify the completion of your training before you may operate any equipment in the Glass Shop, no exceptions.
2. Uncertified residents may sign up for certification classes as needed, contact the Glass shop Head Supervisor.
3. Do not wear loose clothing, gloves (except thermal OVE gloves), neckties, bracelets, or loose jewelry that could get caught in moving parts. Non-slip, covered toe footwear is required.
4. Wearing eye protection that complies with ANSI Z87.1 is highly recommended and will be available from the Glass Shop Supervisor in the form of a full face shield, eye goggles, or safety glasses. Also, use face shields or dust masks when cutting operations are dusty. Everyday eye glasses only have impact resistant lenses; they are not safety glasses.
5. Never leave any tool running unattended; turn power off.

6. Supervisors have the authority to refuse use of equipment if they feel it is being used in an unsafe manner. Supervisors also have the authority to enforce the shop rules and regulations.
7. The equipment in the Glass Shop is to be operated with the following manufacturer's safety standards (MSS):
 - a. Ring Saws
 1. To prevent blade damage all ring saws must be operated with water in their reservoirs. This is done by filling to the watermark on the reservoir or turning on the main water supply.
 2. (MSS) Never start a saw with the blade engaged in the work piece.
 3. Never force the work through the blade, let the diamonds cut the work, no pushing
 4. Cutting metals of any sort can only be done in the Machine shop.
 - b. Grinders
 1. Must have proper water levels before applying power.
 2. Grinding metals of any sort can only be done in the Machine Shop.
 - c. Kilns
 1. (MSS) Always wear heat resistant gloves when working with any hot kiln.
 2. Always check the temperature, even if the kiln is not on. Always assume the kiln is hot.
 3. Saddleback kilns (Skutt) are to be operated only by the Saddleback Instructor. See the Shop Supervisor if you have any questions.
 5. The evenheat kiln is used only on a non-interference basis with the Saddleback kilns (skutts). If the evenheat kiln is not powered on verify it is connected to the wall plug. Power for this kiln is shared and must be verified before disconnecting any other kiln. Have the Glass Shop Supervisor verify power before proceeding.
 - a. Verify that the glass recipe is properly loaded into the controller before proceeding.
 - b. Load the kiln only with shelves that have an adequate application of kiln wash.
 - c. Load the kiln with your project glass.
 - d. Start the recipe program.

- e. All glass must be annealed and removed before the start of the next Saddleback fusing class.
- 6. The project kiln requires multiple power sources. See the Shop Supervisor to properly configure the power before proceeding.
 - a. Verify the glass recipe is properly loaded into the Paragon controller before proceeding.
 - b. Manual kilns with temperature dials must be monitored at all times.
 - c. Load the kiln only with shelves that have an adequate application of kiln wash.
 - d. Load the kiln with your project glass

The Recreation Department reserves the right to review and adjust the operating rules to accommodate the needs of the community.

<p style="text-align: center;">OPERATING RULES Clubhouse 4 Jewelry & Enameling</p>	
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Jewelry and Enameling Specific Rules

1. Do not wear loose clothing, gloves (except thermal OVE gloves), neckties, bracelets, or loose jewelry that could get caught in moving parts. Non-slip, covered toe footwear is required.

Safety in the Jewelry Studio

1. General Studio Rules

- a. When coming to work in the jewelry studio you should always remove dangling jewelry, tie back hair, remove hanging clothing and wear close-toed shoes.
- b. While working with equipment in the studio such as the buffing wheel, the drill press the rolling mill and any equipment that requires hammering, you should always have safety glasses on.
- c. Protect all surfaces in the studio by hammering on metal blocks or the anvil, saw cutting and filing on bench pins and applying nail polish or marking materials on metal that sit on a protective sheet of poster board.
- d. Carry all sharp objects and tools pointing down and don't move in a hurry. You will be working next to other people and their safety must also be your concern.
- e. Quench all hot material after heating and especially before asking questions about or showing another person.
- f. Materials and tools should be stored out of the way of other students. If using a large tool box, store in the adjoining office or under the table so that no one trips on tool boxes.
- g. Broken tools should be brought to the instructor's/ supervisors attention before returning them. Only use tools that you have been trained on and you should always ask permission from the supervisor/ instructor to use power tools that you have not been trained to use.
- h. If you are injured you should bring it to the supervisors/ instructor's attention immediately. And never use power tools if you are tired or taking medications that impair your ability to focus.
- i. Always clean your working area and the area around any tool you have used at the end of the studio period.

2. Metal Shear

- a. When using the metal shear to cut metal, be sure your fingers are a safe distance from the cutting edge. Do not use the shear when distracted and remember that cut pieces of metal can be just as sharp as a knife edge. Do not run your finger along the edge of a cut piece of metal from the shear.
- b. Never cut wire on the metal shear. It ruins the blade!
- c. Rolling Mill/Hydraulic Press

- d. Make sure to sandwich metals before running through the rolling mill to protect the drums. Never run sandpaper without checking with instructor or steel through the mill.
- e. Large pieces of metal can shoot out of the mill or press if applying too much pressure so be sure to wear safety glasses. Never apply so much pressure to the crank that it lifts the table or is a strain for you to turn.

3. Acid Etching

- a. While working with acid you should always wear safety glasses, heavy plastic gloves and an apron. Use eye wash to rinse if acid were to get in your eyes. It is located at the office's first aid kit and your eyes should be thoroughly rinsed without rubbing.
- b. If acid spills on your skin immediately rinse with water and apply baking soda as a neutralizer to any spilled acid. Wipe up acid that has been neutralized wearing plastic gloves, and apron and eye protection with paper towels and dispose of in a sealed, plastic container.

4. Buffing Machine

- a. Buffing wheels may be used for jewelry only. Using the buffs to polish chains is prohibited.
- b. The buffing machine can be hazardous if clothes, hair or gloves catch on the wheel and are pulled into the machine. Make sure all dangling objects are removed or tied back, away from the buffing wheels.
- c. The buffing machine can pull material being polished into the machine at rapid speed and shoot the object back out at the user. Be sure to always have the safety shields positioned down over the wheels when in use and wear eye protection when using the machine.
- d. If your object is dislodged from your hand while polishing, be sure to turn off the buffing machine and wait for a complete stop to carefully reach in and retrieve the object. Never bend over to retrieve an object off of the floor without turning off the buffing machine.
- e. Never walk away from the buffing machine while it is still on. Wait until a complete stop before moving away.

5. Drill Press

- a. The drill press should only be used while wearing safety glasses and always use a ring clamp to hold the metal in place. Objects not properly secured can catch on the drill press and spin causing severe cuts or fly off of the machine.
- b. Make sure the machine is working properly by turning on and checking before using. Clamp all drill bits securely with the chuck key and check for straightness before using the machine.

6. Soldering Station

- a. The soldering station should always be approached with caution, following all rules regarding safety such as eye protection, close toed shoes no dangling objects or clothes and leave no flammable material in the area such as notes or paper towels.
- b. The torch hoses should be examined for holes, tears or cracks before using the torch so that no gas is leaking. The torch tips should always be in a tight position with no loose fittings. Check the torches each time you use them to make sure everything is tight and there is no smell of gas or other indications of safety hazards. If anything in the area looks suspicious, inform the instructor.
- c. When lighting the torches always position the torch tip away from you and toward a nonflammable surface. Open the gas needle valve slowly, only a 1/4 of a turn and cautiously place tip on torch lighter. Position the torch tip with gas on about 1/2 inch from the spark of the lighter. *Cigarette lighters or matches are forbidden.*
- d. Never position a torch flame toward another person or any flammable materials. Be aware of the torch at all times when using. Remember that that flame emits heat beyond the visible area of the flame and never reach your hand or arm over the torch flame while working.
- e. When working with metals and the torch at the same time, only use tools that are heat resistant like solder picks, third hands or metal tweezers to touch the metal. Always use copper tongs to place the metal in the pickle solution.
- f. Remember to quench any soldering surfaces such as charcoal blocks, solderlite tablets and metal holding tools with plain water after use. These objects can burn and are not always apparently hot.
- g. When placing hot metal in the pickle, shield yourself from the backslash with the lid of the container. The pickle contains acid and you should be careful to not let it splash on you, to never put your hand in the pickle and to not breathe the fumes when opening up the container. When lifting the lid off of the container, hold it over the open pot so it drips into the pot, not the soldering table.

7. The Kiln

- a. Don't use the kiln if you haven't been properly trained on using it. When the kiln is on proceed with caution as even the outer surface can cause serious burns.
- b. The high heat from the kiln is dangerous and can cause serious burns. Always use heat resistant gloves when reaching in and out of the kiln, never using your hands, even in safety gloves to pick up an object from the kiln.
- c. Only use forks and spatulas that are approved for the kiln to place objects in or take objects out of the kiln. Move slowly and carefully so that you don't drop the molten object.
- d. Always check the area around you when you open the door of the kiln to make sure the area is free of flammable objects or traffic. Open the door only when you are ready to move efficiently so that you conserve the heat within the kiln.
- e. Only place objects coming out of the kiln on fire proof or steel surfaces.
- f. If placing your enameled object on the top of the kiln to dry or heat, always use a fork, pliers or tweezers to pick up the object. The outer surface, especially the top of the kiln is hot enough to seriously burn.

8. Enamels

- a. Enamels can contain toxic substances and you should always wear a respiratory mask when working with them, especially when working with them dry and sifting.
 - b. Enamel spills should be cleaned up by wiping with a wet rag. Never sweep up enamel powder or returned spilled powder to a class container of enamel powder.
 - c. Enamels should be sifted onto metal surfaces while sitting on a disposable paper surface. When disposing of the paper, fold carefully and place in trash. Don't crumple as this makes enamel dust float in the air.
9. Only Shurlite Strikers™ may be used to light torches. Cigarette lighters or matches are prohibited.
 10. Only brass, wood, or copper tongs may be used in the pickle solution.
 11. Each shop user is expected to clean up his/her work area after each use.
 12. Pouring investment (investment is a material used in casting jewelry) in the sink is prohibited, as it will clog the drain. Let the water sit in the bucket until investment settles, then pour off the water and place the residue in a plastic bag in the trash can.
 13. See the Shop Supervisor before using rolling machine or cutter.
 14. Tools may not be removed from the Jewelry and Enameling Room.
 15. The exhaust hood must be turned on when kilns or casting torches are in use.
 16. When firing enameling pieces in the kilns, temperatures should stay between 1450 degrees and 1500 degrees. Temperatures must not exceed 1800 degrees.
 17. Kilns must be turned off after use and never left unattended.
 18. Drying lights must be turned off when they are not in use.
 18. Asbestos gloves and a long trowel or fork must be used to remove or insert an item into the kiln.
 20. Lockers are issued by clubhouse staff and are billed on an annual basis in accordance with the current GRF Pricing Policy and Fees List. Check with staff regarding a waiting list if all lockers are in use.
 21. Use of nitric acid and cyanide are prohibited. No other harmful or toxic chemicals may be stored in the room without staff's knowledge and approval.
 22. Using torches directly on large transite blocks on benches is prohibited. Use a smaller piece of transite on top of an existing larger block.
 23. Gas and oxygen must be turned off at workstations when not in use. Do not set burning torches in holders.
 17. Scrub all items with soap before putting them into the ultrasonic cleaner.

18. Shop Supervisors are on duty to assist and answer questions. Shop Supervisors have the authority to refuse use of equipment they feel is being used in an unsafe manner.

The Recreation Department reserves the right to review and adjust the operating rules to accommodate the needs of the community.

<p>OPERATING RULES Clubhouse 4 Lapidary Workshop</p>	
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1. Lapidary Specific Rules

- a. Medication that does not allow you to drive also does not allow use of any machinery
- b. Do not wear loose clothing, gloves (except thermal OVE gloves), neckties, bracelets, or loose jewelry that could get caught in moving parts. Non-slip, covered toe footwear is required.
- c. Always use eye protection when working on cutting, grinding, buffing, sanding and polishing wheels
- d. Watch out for your fellow students/ users: do not run, announce yourself when you are behind someone
- e. As a beginner always check with the supervisor on how to use the machinery properly
- f. When using glue on the work tables cover the surface with paper or a work board

2. Grinding Wheels:

- a. Turn water on first
- b. Turn on wheel
- c. Do not push hard, let the wheel do the work
- d. Pay attention, don't talk and grind, stop grinding if you are distracted
- e. When finished, turn water and grinder off. Never leave the machine running unattended.

3. Slab Saws:

- a. Rocks must be placed solidly in the vise and be checked by the Supervisor.
- b. Oil 1/4 inch to 1/2 inch above the bottom edge of the blade.
- c. Maximum rock size is five inches by five inches, except the 24-inch slab saw.

4. Water Trim Saws:

- a. Be sure saw blade throws a three-inch stream of water.
- b. Stones must have a flat bottom.
- c. Hold securely with both hands and guide so as to make straight line cuts.
- d. Maximum stone thickness is 1/2 inch.

5. Polishing Wheels:


- a. To eliminate the possibility of contaminating the buffs, wash grit off hands and stones before using the equipment.
- b. Cover wheels when they are not in use.

6. Sanding Wheels:

- a. Check sandpaper for any rips.
- b. Water spray must cover the full surface of the wheels.
- c. Sand across the full surface of the wheel.


7. Do not grind glass on grinding wheels or sanding drums except wheels or drums designated for stained glass work. See the Shop Supervisor for location.
8. When working on stained glass only use equipment designed for cutting glass.
9. Tumbler use: See supervisor or instructor for proper filling and sign up
10. General use:
 - a. Clean area thoroughly of debris and glass chips after each visit.
 - b. Do not add oil to saws; see Shop Supervisor.
 - c. Time limits for slab saw use are as follows:
 1. Saws one, three, and four; one hour
 2. Saws two and five; two hours
 3. Limit of two saws per person
 - d. Saws must be cleaned after each use.
 - e. Supervisors have the authority to refuse use of equipment if they feel it is being used in an unsafe manner. Supervisors also have the authority to enforce the shop rules and regulations.
 - f. After each use or end of class all the grinding wheels and sanders must be cleaned and wiped down to avoid water stains/ rust.

The Recreation Department reserves the right to review and adjust the operating rules to accommodate the needs of the community.

<p style="text-align: center;">OPERATING RULES Clubhouse 4 Photography Studio & Lab</p>	
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- A. Residents using the Photo Lab must adjust their work schedule so they can finish Monday through Friday by 4:00 PM and Saturday/Sunday by 12:00 PM. The lab is closed daily from 12:00 PM – 1:00 PM.
- B. Students enrolled in photography classes meeting in the Photo Classroom are eligible to use the darkroom located in the Photo Lab. Non-residents may only use the Photo Lab during the College Emeritus class time and under their Instructor's supervision.
- C. Harmful or toxic chemicals that will affect the health of residents or staff are prohibited. All chemicals must have a Material Safety Data Sheet supplied by the vendor and submitted to Clubhouse Staff before it is used or stored at the facility.
- D. Shop Supervisors are on duty to assist and answer questions. Shop Supervisors have the authority to refuse use of equipment they feel is being used in an unsafe manner.

The Recreation Department reserves the right to review and adjust the operating rules to accommodate the needs of the community.

<p style="text-align: center;">OPERATING RULES Clubhouse 4 Sewing Rooms</p>	
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A. General

1. Eating and/or drinking are prohibited on the Sewing Tables.
2. Razor blades or other sharp instruments are prohibited on the cutting tables. They will damage the cork tabletops.
3. The use of the machines is on a first come first service basis, no reservations allowed.
4. The Sewing Room nearest to the parking lot is used as an overflow room, in case all machines in the front room are occupied. It can be used by resident, but the Sewing Supervisor on duty must be made aware of the move. There are two exceptions:
 - a. Students enrolled in an Emeritus sewing class with an Instructor present.
 - b. Members of the Crazy Quilters club with a supervisor present.
5. Shop Supervisors are there to provide information regarding policy and to enforce policy. They have the authority to refuse the use of equipment that they feel is being used in an unsafe manner.

B. Guests

1. Guests are only permitted on Sundays.
2. Guests under 10 years of age are not permitted to use the facility.
3. Residents and guests must sign in upon arrival at the facility.
4. Guests must be accompanied by resident at all times and must sign a waiver prior use..
5. Only residents may use the sewing machines, guests are not permitted to use the equipment.
6. No other rooms may be used by guests in Clubhouse 4.

The Recreation Department reserves the right to review and adjust the operating rules to accommodate the needs of the community.

<p>OPERATING RULES Clubhouse 4 Slipcasting</p>	
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A. General

1. Everyone doing work in the studio must fill out an annual “Hold Harmless Release and Waiver of Liability Agreement” form.
2. When entering the studio, you must sign in.
3. If there is no Volunteer Assistant of record on duty in the studio, the studio will be closed.
4. No one may enter the studio unless a Volunteer Assistant is present.
5. No relatives, friends or visitors or pets (except service dogs) of residents are permitted in the studio. Walking tours are allowed.
6. No one is allowed in the kiln room unless accompanied by a technician or instructor.
7. Only greenware poured with slip purchased in the studio in studio molds may be fired in Clubhouse 4 kilns.
8. No homemade molds.
9. No outside bisque, unless part of a Saddleback Class project approved by the clubhouse supervisor, may be fired.
10. No specialized firings are allowed outside of those for Saddleback class projects, unless approved by the clubhouse supervisor.
11. The window aisle must remain clear of chairs, carts and any other items. Working at the end of table is prohibited.
12. Areas between tables must be kept clear for accessibility/ safety.
13. Only one bottle of slip per person may be stored in the Studio.
14. The cleaning of greenware must be done in a manner that does not produce dust.
No sanding or scraping of bone dry products inside the room.
15. Wet greenware or damp bisque must not be put in the cabinets to be fired.
16. The “slip/overflow sinks” must be used when cleaning all utensils, brushes, tubs, pitchers, etc. of any product.
17. Molds must be cleaned, and banded (with a minimum of two bands) and returned to their designated shelf.
18. X-molds may not be poured during classes.
19. No molds, boards or other club materials may be removed from the studio.
20. If a mold is broken you may be asked to pay to have it replaced or mended.

B. Emeritus Students

1. No serial production (more than 3 pieces of the same kind).
2. Student Rules: (anyone enrolled in a Saddleback class is a student).
3. Non-resident may enter the room 15 minutes before the beginning of class.
Cleanup for classes must begin 20 minutes before the end of class.
Students must exit the room at the posted end of class.
4. Students may only enter the studio during the class in which they are enrolled.
5. Poured molds must be on the drying rack two hours prior to the end of class.
6. No pouring is allowed until an instructor is present. If the instructor is absent the class will be dismissed and all non-residents must leave the studio.
7. Students may not pour more than two molds during class.

8. Students may not fire more than two pieces per class session.
9. Student greenware must be clearly marked with initials or logo and current month and year.
10. If a piece is on the rejection shelf, please read the note, fix the problem or answer the question on the note and put it back with the note in the appropriate firing cabinet.

The Recreation Department reserves the right to review and adjust the operating rules to accommodate the needs of the community.

OPERATING RULES Clubhouse 4 Wood Shop	
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A. Personal Safety

1. Dress properly for your work. Wear no loose jewelry, gloves, neckties, or loose clothing that could get caught in moving parts.
2. Non-slip, covered toe footwear is required.
3. Remove coats and jackets and roll up loose sleeves.
4. Long hair should be tied back away from the face and not allowed to “fall” into work.
5. Do not wear loose clothing, gloves (except thermal OVE gloves), neckties, bracelets, or loose jewelry that could get caught in moving parts.
6. Non-slip, covered toe footwear is required.
7. Medication that does not allow you to drive also does not allow use of any machinery.

B. Bench Organization

1. Keep your project materials carefully organized on your bench with tools located near the center. Do not pile tools on top of each other. Never allow edged or pointed tools to extend out over the edge of the bench. Close your vise when it is not in use and see that the handle is turned down. Keep drawers and cabinet doors closed. Sign tools out for use and return them to the on Duty Supervisor when finished.

C. Carrying Tools

1. Keep sharp-edged and pointed tools turned down. Do not swing or raise your arms over your head while carrying tools. Carry only a few tools at one time, unless they are in a special holder. Do not carry sharp tools in the pockets of your clothes.

D. Clamping Stock

1. Whenever possible mount the work in a vise, clamp, or special holder. This is especially important when using chisels, gouges, or portable electric tools.

E. Cleanliness

1. Keep your hands clean and free of oil and grease. You will do better and safer work and both tools and your project will stay in better condition. Keep the machine clean. Remove all tools, lumber, and unnecessary materials. Objects left on the machine can vibrate into revolving cutters and be thrown from the machine with great force. Never clean a machine while it is running.

F. Confidence

1. As you successfully use the Wood Shop you will gain confidence. Do not become too confident. Over confidence leads to carelessness which causes accidents.

G. Consideration of Others

1. Be thoughtful and helpful toward other workers in the Wood Shop. Be sure that the work you are doing does not endanger someone else. Caution other workers if they are violating safety rules or advise the room Supervisor of a potential safety danger.

H. Eye Protection

1. Wear safety glasses or a face shield when doing any operation that may endanger your eyes. Be sure you have enough good light to see what you are doing without straining your eyes. Always keep your eyes on the cutting action. Concentrate on what you are doing at all times.

I. Injuries

1. Report all injuries, regardless of severity to the Supervisor on duty. Any significant or (911) medical call injuries must be reported to Clubhouse Four Staff. Staff will call Security and make sure the incident is properly documented.

J. Shop Use Safety Regulations

1. Electricity

- a. Before plugging in a machine make sure the switch is in the "off" position.
- b. When using an extension cord use the correct wire size. This is determined by the length of the cord and size of the motor. Using a wire size that is too small will cause the tool to overheat.
- c. Keep all power cords away from blades and cutters while you work. Make sure the power tool is grounded – a double-insulated case need not be grounded. Check with the Supervisor if unsure about this.
- d. If anything unusual happens, turn off the machine immediately. If the machine does not sound right, turn it off immediately. As soon as it stops completely inform the Supervisor on duty.

2. Fire Protection

- a. Advise the Head Supervisor and/or obtain approval before bringing any flammable liquids into the Wood Shop.
- b. Re-familiarize yourself periodically with the location of all fire alarms and fire extinguishers.
- c. Make sure to use finishing materials and thinners, etc. only in approved areas. Make sure you are in a project space that allows such materials to be used.
- d. Close cans of finishing materials and thinners immediately after use.
- e. Use flammable liquids in very small quantities. Be sure the container is labeled and sealed.
- f. Consult workers near you to evaluate whether any potential crossover hazards might be present.
- g. Dispose of oily rags and other combustible materials immediately, or store them in an approved container. See the Supervisor on duty for the location.

3. Floor Safety

- a. The floor should be kept clear of scrap blocks and excessive litter. Keep projects, saw horses, and other equipment and materials out of traffic lanes.
- b. Immediately wipe any liquids spilled on the floor.

4. Material and Project Storage

- a. Project work must be stored and stacked carefully in assigned areas. The area is marked yellow on the ground in front of the windows.
- b. One project at a time. Projects need to be finished in a timely fashion.
- c. Projects must be clearly marked with Name, phone number and date.
- d. The Wood Shop is not to be used for long term storage. Items left in the Wood Shop must be clearly marked with the name and phone number of the owner and the date. Items are left at the residents' own risk. Anything left more than 60 days will be disposed of.
- e. Secure help with long boards, even if they are not heavy.
- f. Supervisors will be granted a locker inside the shop and a additional material storage in the supervisor storage room. Lockers and material must be marked with name and phone number.

5. Odors

- a. Be alert for any odors that might indicate over heating of the machine or stock.

6. Power Equipment Safety

- a. Modern power wood working machines can save large amounts of time. Learning how to use them safely is most important to the worker and the Wood Shop. Whether or not you are approved to use power equipment depends entirely on your knowledge of and ability to use them in compliance with the Wood Shop's Operating Rules.
- b. Know and understand the general safety rules. Before operating any power tool or machine you must become thoroughly familiar with the way it works and the correct procedures that determine its use. When the correct use of the machine is learned you will use it in the safest manner.
- c. Red striped areas in front of circuit breaker panels must be kept clear of all obstructions to panels.

7. Safety Guards

- a. Make sure all safety guards are in place. Never remove a safety guard unless the safety guard presents a danger. If at all unsure about your setup before you begin working, check with the Supervisor.

8. Supervisor on Duty

- a. The Supervisors' schedule is arranged and posted in the Wood Shop by the Head Supervisor who works directly with the Clubhouse Four Supervisor.
- b. Anyone wishing to serve as a Volunteer Supervisor must submit a volunteer application to the Head Supervisor.
- c. When unable to cover an assigned shift the Volunteer Supervisor will arrange for alternate coverage in advance and advertise on the "Substitute Needed" form, that they are looking for a temporary replacement. In case of a long term absence, let the clubhouse supervisor know.
- d. When the Supervisor on duty exits the Wood Shop it must be empty of people, all electrical machinery must be turned off, the windows and cupboards must be locked, and the floor must be ready for the janitorial staff. The Supervisor will return the key along with any waiver and sign-in sheets to the clubhouse office upon leaving the facility.

9. Tool Selection and Use

- a. Select the proper size and type of tool for the work you wish to do. Make sure the tool is sharp and in good condition. Inform the Supervisor if tools are broken, have loose handles, or need adjustment.
- b. Hold a tool in the correct position while using it. Most edged tools should be held in both hands with the cutting motion away from your body and away from other workers.
- c. Be careful when using your hand or fingers as a guide to start a cut. Test the sharpness of the tool with a strip of paper or a scrap of wood. Do not use your fingers to test.
- d. Stay alert and always keep your hands a safe distance from cutters and blades.

10. Water

- a. Never work in or around water/liquids with power tools. Water increases the chance of severe electrical shock. Solvents increase the chance of fire.

11. Wood

- a. Defects in wood can be dangerous and can damage tools. Check stock carefully for knots, splits, and other defects. Old wood must be free of nails, staples, fasteners, etc. Due to toxicity no treated wood can be approved for cutting in the Wood Shop.
- b. Use of power saws on tree limbs or stumps without the proper jig and approval of a Supervisor is prohibited.

12. General Power Equipment Safety Guidelines

- a. Stay wide awake and alert. Think through the operation before performing it. Know what you are going to do and what the machine can and will do. Never operate a machine when you are tired or ill.
- b. Consult with the Supervisor on duty if you have any doubts about the use of a machine or your ability to use it.
- c. Avoid using machines for trivial operations, especially on small pieces of stock. Do not become casual about the use of the machines.
- d. Accept accountability for controlling the machine you are using – start through stop. If someone is helping you be sure they understand what they need to know, to do, and how to do it.
- e. Make all necessary adjustments before turning on the machine. Consult with the Supervisor to clarify any doubt.
- f. Never remove or adjust a safety guard.
- g. Use only approved push sticks, push blocks, feather boards, and other safety devices. Know those operations which require the use of a special jig or fixture.
- h. Keep the machine tables and working surfaces clear of tools, stock, and project materials. Keep the floor free of scraps and excessive litter.
- i. Avoid distractions while operating a machine. Also be certain that you do not distract other machine operators.
- j. Allow the machine to reach full operating speed before starting to feed the work.
- k. Never leave a machine running while unattended.
- l. Feed the wood carefully and only as fast as the machine will easily cut.
- n. Maintain the margin of safety specified for the machine. Keep more than the required minimum distance between your hands and the cutting tool while in operation. If a safety brake is tripped see the Supervisor on duty immediately. A fee will be charged for each tripped brake.
- o. Shut off the power and inform the Supervisor on duty if a machine is dull, out of adjustment, or not working properly.

- p. Shut off the power when you have completed an operation on a machine; wait until it stops before leaving the machine or setting up another cut.
- q. Stay clear of machines being operated by others. See that others are “out of the way” when you are operating a machine.
- r. Avoid “crowding around” or waiting in line to use a machine; request that the current operator inform you at your work bench when he has finished his use.
- s. Utilize the common standards of courtesy to make the Wood Shop a safer and more pleasant place to work.

13. Specific Power Equipment Safety Guidelines

- a. To operate a machine safely you must know more than just how to turn it on and off. You must know how to perform the basic operations. You also need to know how to make simple adjustments. Above all you must know the machine’s limits. Always keep the machine at a safe and steady speed. Never push the machine into a job the machine is not designed to do. The equipment in the Wood Shop shall be operated using the manufactured safety standards (MSS).

b. Table Saws

- i. Each table saw is equipped with a safety brake and safety kickback guards to prevent personal injury. “Old” wood can be electronically scanned before use to determine if it will set off the safety brake. On occasions, new wet wood will set off the saw brake. Current wood scanning technology is not 100% accurate therefore the user is ultimately responsible for any material cut on the table saw that may set off the brake. The Shop Supervisor is available to perform these checks. For first time users: you must read the SawStop quick intro handout located in the sign in area.
- ii. To avoid personal injury or setting off the saw brake, push sticks or jigs must be used for cutting narrow stock.
- iii. (MSS) Keep hands out of path of the saw blade.
(MSS) Never reach over or around the saw blade.
(MSS) Never start saw with the blade engaged in the work piece.

c. Band Saws

- i. Check for the proper blade tension before applying power.
- ii. Cutting metals of any sort can only be done in the metal shop.
- iii. If the blade guides or rollers are not in alignment please ask a Supervisor to perform the adjustment; users are not to perform these adjustments.
- iv. The recommended blade guide height is no higher than ¼” above the work piece, adjust the guides accordingly to the thickness of your material
- v. The proper method to stop blade movement and to shut down the Agazzanni is to use the foot brake located on the right hand side of the saw.

d. Abrasive Finishing Machines

- i. These are not to be used on MDF (medium density fiber), plastics, Formica laminates, or wet wood and are not to be used to remove old paint or varnish.
- ii. (MSS) Never wear gloves or hold the work with a rag when using any sanding machine.
- iii. When using the flap and drum sander always sand on the lower half of the drum or flapper.

- iv. The minimum stock dimensions for the vertical belt sander (MSS) are no thinner than ½" and no narrower than ½".
- v. You must always sand on the downward side of the disk when using the disk sander (MSS).
- vi. The (MSS) minimum stock dimensions for using the belt fed horizontal sanders are no thinner than 1/8" and no narrower than ¼". See Shop Supervisor for material shorter than six inches. Sand very small increments to prevent damage to web fed belts and sanding drum. If belt stops and squeals, lower the table immediately.
- vii. Always feed your work against the direction of spindle travel when using the vertical spindle sander (MSS).

e. Lathes

- i. Recommended speeds with diameters of work are posted on the cabinet door (with the tools) and on the green lathe.
- ii. Do not wear gloves (MSS). Lathes are to be operated with eye protection at all times. A face shield is highly recommended.
- iii. When sanding, move the tool rest away from the turning piece (MSS).
- iv. When turning large diameter pieces such as bowls, always operate the lathe at lower speeds.
- v. Get proper introduction, from the most senior lathe worker on how to sharpen the lathe tools, before ruining them.

f. Joiner

- i. Never pass hands directly over the cutter head (MSS).
- ii. Make sure the cutter head is not contacting the work piece before turning on the power (MSS).
- iii. Always use hold-downs/push blocks for jointing material less than three inches in height or planing material less than three inches wide.
- iv. Do not perform jointing or planing operations on material shorter than 10 inches (MSS).
- v. Never make a joint or planing cut deeper than 1/8" (MSS).
- vi. Never perform jointing or planing operations on MDF (medium density fiber), or used or finished (painted or varnished) material.

g. Miter/Chops Saws

- i. When cutting stock shorter than three inches, let the saw blade come to a complete stop before raising the blade. This will prevent small stock from hitting the moving blade and being projected outside the cutting area.
- ii. Do not start the blade with it touching the wood stock.
- iii. Do not attempt to cut small pieces (three inches) without clamping (MSS).
- iv. Do not cut steel, iron, or masonry materials (MSS).

h. Scroll Saw

- i. Must be operated at the correct speed and with the correct blade for the thickness of the materials being cut.
- ii. Check for proper blade tension before use.

i. Wall Mounted Panel Saw

- i. Can be operated to cut horizontally or vertically. If unsure how these horizontal and vertical saws are set up, see the Supervisor.
- ii. Do not force wood stock through the saw, stop and check roller/material alignment.

j. Drill Presses

- i. Drill presses are to be operated at the correct speed for the material being drilled. If you do not know how to change the spindle speeds, contact the Supervisor.
- ii. Always make sure the chuck key is removed prior to turning on the motor.
- iii. When leaving the machine always remove the chuck key from the chuck.
- iv. Return all drill tables to a normal operating position as a courtesy to others.

k. Planer

- i. A courtesies announcement should be made to all the users in the shop, before using a loud machine.
- ii. Will not be used to remove old paint or varnish.
- iii. Will not be used on "particle board" plywood, or MDF (medium density fiber board) because of its glue content.
- iv. The use of earplugs is recommended.
- v. If possible, limit the use to 15min., preferable use the early hours in the morning or start at 3pm in the afternoon, since less users are in the shop.

l. Radial Arm Saw

- i. All stock must be securely held against the fence provided.

n. Router Table

- ii. It is recommended that the power cord be disconnected before installing or removing a router bit.
- iii. Always make sure the fence on your router table is locked into position before each use (MSS).
- iv. Always rout in two or more passes when large amounts of stock are being removed (MSS).
- v. Never bottom out the bit in the collet. Allow 1/8" clearance between the bottom of the router bit and the bottom of the collet.

o. Air Staplers and Nailers

- vi. Must have proper air pressure to prevent equipment damage.
- vii. See the Supervisor to validate the correct pressure.
- viii. Never point an air stapler or nailer at anyone.

14. Supervisors have the authority to refuse use of equipment if they feel it is being used in an unsafe manner. Supervisors also have the authority to enforce the shop rules and regulations.

<p style="text-align: center;">OPERATING RULES Clubhouses</p>	
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A. General

1. Room reservations can be made at the Recreation Office or by appointment in the Clubhouse office.
2. Use of the kitchen or BBQs requires an additional fee; refer to the GRF Pricing Policy and Fee Schedule.
3. Diagrams for the room reservations must be made one week prior to the scheduled event by appointment only.
4. Clubhouse equipment can only be setup or moved by staff.
5. Audio equipment and wireless microphones must be checked out from the Clubhouse office, a resident ID is required. A fee will be imposed if equipment is broken or not returned. Technicians are scheduled at least one month prior to an event through the Performing Arts Center office. If a technician is cancelled without two weeks notice a cancellation fee will be applied.
6. Residents must submit a Facility Check Out Form at the conclusion of their event. Staff will provide the form prior to the event. Applicable fees may apply.
7. The room and kitchen must be left in the same condition as when you arrived. Staff must approve and sign the Facility Check Out Form at the conclusion of the event.
8. Residents and guests must leave the facility by the specified time on the contract.

The Recreation Department reserves the right to review and adjust the operating rules to accommodate the needs of the community.

B. Hours of Operation

1. Clubhouse One: Monday through Sunday 8:00 AM until 10:00 PM.

2. Clubhouse Two: Monday through Sunday 9:00 AM until 6:00 PM (with additional hours as necessary to accommodate reservations and programs).
3. Clubhouse Five: Monday through Sunday 8:00 AM until 6:00 PM (with additional hours as necessary to accommodate reservations and programs).
4. Clubhouse Six: Monday through Sunday 8:00 AM until 10:00 PM for reservations only.
5. Clubhouse Seven: Monday through Sunday 9:00 AM until 6:00 PM (with additional hours as necessary to accommodate reservations and programs).

C. Clubhouse Five

1. In the Main Ballroom stage lighting, more than two microphones, or the opening and closing of the stage curtain during the event will require the scheduling of a technician. Technicians are scheduled at least one month prior to the event through the Performing Arts Center office. If a technician is cancelled without two weeks' notice a cancellation fee will be applied.

OPERATING RULES Computer Learning Centers	
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A. The PC Workshop

1. The PC Workshop is open to all residents and their guests during posted open hours.
2. All residents and their guests must sign in upon entering the facility. Residents must display their Laguna Woods Village ID.
3. Guests must be accompanied by a Laguna Woods Village resident.
4. The Workshop is managed by the Volunteer PC Club Workshop Manager.
5. All users are requested to observe “library-like” guidelines on conversations, cell phones, etc.
6. Abusive conduct is not tolerated.
7. Use of the PC Workshop is generally free of charge. To offset the cost of printing supplies, printing fees may apply. Check with the Volunteer on duty for further information.
8. When all computers are in use a time limit is imposed in fairness to those waiting.
9. Users may obtain information from the Greeter and computer assistance from the Supervisors on duty.

B. PC Learning Center

1. The Learning Center provides a variety of computer classes.
2. Club organized classes are open to club members only. The subjects and schedules for club organized classes are selected by the Volunteer PC Club Education Chairman.
3. Classes are designed and paced to meet the needs of the majority of the students.

4. Classroom conduct is typical of an educational environment.
5. There is a registration fee for each club organized class.
6. All instructors are PC Club Member Volunteers. All classes have an instructor as well as an instructor assistant who helps students keep up with the class.
7. Advanced classes may require basic skills as a prerequisite.
8. Special Interest Group sessions (SIGSs) are open to all residents and there is no charge for these sessions. SIGs are typically held weekly on a variety of computer related subjects.

C. The Mac Learning Center

1. The facility, including teacher-led classes, is open to all residents.
2. All residents must sign in upon entering the facility.
3. Membership in the Mac Club is not required in order to take classes.
4. The Mac Learning Center is operated by Volunteers from the Macintosh Club and is open in accordance with posted hours that may change from time to time.
5. The Club funds and maintains a lending library that is available only to club members.

The Recreation Department reserves the right to review and adjust the operating rules to accommodate the needs of the community.

OPERATING RULES Equestrian Center



The Laguna Woods Village Equestrian Center is a private facility for the residents of Laguna Woods Village and their guests. Residents must show their ID card when visiting the facility. The Equestrian Center offers a Boarding Program, a Riding Program including rental horses with guided lessons and trail rides, a horseshoe pit, an outdoor brick BBQ and small kitchen for outdoor social events, and horse trailer storage for current boarders. All fees for boarding, riding and social events are set by GRF. Everyone utilizing the facility must follow the Operating Rules at all times. Rules and procedures will be set by the Recreation Department for the protection of residents, guests, staff, and horses and are subject to change as needed.

OPERATING RULES SECTIONS:

- General Facility Rules
- Boarding Program Rules
- Stable Yard Rules
- Arena Rules
- Trail Rules
- Turnout Rules
- Feed Rules
- Tack Room Rules
- Riding Program Rules
- Volunteer Program Rules

GENERAL FACILITY RULES:

1. Everyone who enters the facility must sign in.
2. Business hours are Wednesday through Sunday, 7:00 AM until 4:00 PM, except holidays.
3. Outside of business hours, access is restricted to staff, boarders and their guests, and authorized volunteers. No one may enter between 10:00 PM and 6:30 AM unless there is a horse emergency. In this instance, Security and the Equestrian Supervisor must be notified.
4. Everyone who rides or handles horses at this facility is required to have an Equestrian waiver on file which will be verified and/or renewed annually.
5. Residents must accompany their guests to the Equestrian Center to register them and will be required to show their ID card. In addition, the Equestrian Supervisor must provide each guest with authorization to use the facility.
6. Guests must be at least 10 years of age in order to ride a horse.
7. Minors must have a waiver and a Medical Release signed by the parents and are required to wear helmets while riding. Minors must be under adult supervision at all times while on the property.
8. There is NO SMOKING anywhere on the property.
9. There is NO FEEDING of any horses unless the owner gives explicit permission.
10. Bare feet and inappropriate clothing are not allowed.
11. Dogs are not allowed on the property during business hours. Boarders may bring dogs after hours, but they must be kept on a leash at all times.
12. Accidents should be reported immediately to the Equestrian Supervisor. When the Equestrian Supervisor is not available, Security should be notified right away.
13. When rules are broken, a complaint will be filed with Compliance. While the complaint is under consideration, use of the facility may be restricted until a resolution is made by the GRF board. When a complaint is against a guest, the guest must be accompanied by their resident sponsor at all times or they will be suspended from using the facility at the discretion of the Equestrian Supervisor until GRF decides the final outcome.

BOARDING PROGRAM RULES:

1. Residents with a valid Laguna Woods Village ID card may lease a 12x12 box stall for their owned/leased horse and must be actively involved in the care of their horse. In addition, boarders must be willing to follow all facility rules and are responsible for making sure their guests follow all rules as well.
2. The boarding fee will include the stall, one stall cleaning daily, 2 feedings daily, use of day turnouts on a rotation schedule, and 3 bags of shavings per week. Stalls and tack rooms are chosen based on seniority.
3. All boarders must sign a Boarders' Waiver and Release of Liability as well as provide information about their horse, their choice of vet and farrier, the desired feed for their horse, a list of people authorized to handle their horse, and proof of liability insurance with Golden Rain Foundation of Laguna Woods and Village Management Services, Inc. listed as additional insured. All paperwork must be complete and on file in the Equestrian Office. Paperwork must be renewed annually or anytime the owner exchanges their horse. Any horse exchanges must be approved by the Equestrian Supervisor.
4. Each resident is entitled to one stall unless there are empty stalls with no waiting list and the resident has requested and received GRF approval.
5. If there is a waiting list when a stall becomes available, the first person on the list will be called. If that person accepts the stall but does not have a horse, a dry stall fee will be charged for up to 90 days at which time they must either get a horse or give up the stall (no refunds). If a resident is not ready when called, they will be put at the end of the list.
6. Only boarders may rent trailer space at the Equestrian Center.
7. For staff to transport a boarder's horse, an Equestrian Trailering Release, Waiver of Liability and Indemnity Agreement must be completed and signed and placed on file in the Equestrian office prior to any transportation being provided.
8. Only the Equestrian Supervisor may give out facility keys to boarders and their agents.
9. The Equestrian Supervisor must be present when a new horse comes in and has the authority to refuse any horse for boarding that may be dangerous to the facility and other participants. Stallions are never allowed and very young horses must be assessed ahead of time by the Supervisor.
10. All new horses are subject to a quarantine of up to 7 days. Yearly shots are mandatory for all boarded horses and horses must be wormed twice a year unless a veterinarian recommends otherwise.
11. Boarders are responsible for arranging veterinary and farrier services as needed and agree to be directly billed for all services. In addition, boarders must notify the Equestrian Supervisor of all vet visits and the reason for the visit for the protection of the other horses at the facility. All vet and farrier work must be done in the designated areas.
12. In the event of a medical emergency involving a boarded horse where Staff has made all reasonable attempts to contact a boarder, the owner/lessee agrees that the Equestrian Supervisor will use his/her best professional judgment as to the Veterinarian services required in administering care to the horse; owner/lessee agrees to be billed directly by the Veterinarian for services rendered.
13. A washer and dryer are available for cleaning blankets, pads, and towels. Boarders must provide their own soap (HE approved) and must be on the property until the cycle is complete. Items must be removed immediately so others may use the washer/dryer.
14. Boarders are welcome to participate in staff guided lessons and trails with their horse.
15. Staff will be unable to train or ride private horses but may give instruction or assistance to boarders when requested. **Training by anyone other than staff is not allowed on the property.**

STABLE YARD RULES:

1. Horses are not allowed at the tack rooms or in the breezeways near the tables when people are present. Horses must be tied at designated areas where they cannot injure another horse or damage someone's property. Horses must never be left unattended.
2. Never touch or feed a horse other than your own (including GRF horses) without the owner's permission.
3. All horses must be kept to a walk in the stable yard. The only exception is for injury assessment when the area is clear. In this instance, horses may trot or canter on a lead line.
4. Loose horses are never allowed anywhere in the stable area.
5. When Staff is mounting riders in the GRF area, other riders must wait out of the way or use mounting blocks in other areas.
6. There is a 30 minute limit on the hot walker when others are waiting.
7. Riding double is prohibited at all times.
8. There is no feeding in the turnouts, at the tack rooms, or at the railings.
9. Horses must be washed in the wash rack. There is a 15 minute limit when others are waiting, and water conservation efforts should always be kept in mind.
10. Everyone must clean up after their horse in the wash rack, at the rail, in the grooming stall, and in the turnouts after hours. Bridles, buckets, or other items must be cleaned in the utility sink not the bathroom sinks.
11. Horses must be under control of their rider or handler at all times. Staff has the authority to determine when a situation is not safe.
12. Farriers must use the area at the end of the barn by the wash rack and must clean up all clippings and nails.
13. Exterior gates must be secured at all times by a padlock and chain.

ARENA RULES:

1. Use is prioritized as follows: 1. Lessons 2. Riding 3. Lunging 4. Loose horses. When both arenas are busy, the small arena must be shared by rotating every 15 minutes to the next person. Horses should never be left unattended in either arena.
2. Lessons always have priority in both arenas. Lessons shall have the front half of the large arena, and the back half will be reserved for owners wishing to ride during a lesson. Owners must ask for permission to enter/exit and/or to canter when lessons are taking place.
3. Loose horses may run free for up to 15 minutes if no one is using the arena. They must immediately be removed if someone wishes to ride or lunge their horse.
4. Only 3 loose horses are allowed at a time.
5. If a new horse is being introduced, the limit is two.
6. The gates must always be secured with the chains when horses are loose.
7. Riders should be polite and considerate and should try not to interfere with other riders by following these guidelines:
 - Pass on the inside when travelling in the same direction
 - Pass left shoulder to left shoulder when travelling opposite
 - Canter safely towards the center of the arena when others are present
8. Riders must follow the instructions of staff when a lesson is in progress.
9. If problems occur, stop all horses immediately.
10. If riders are present and you wish to lunge a horse, ask for permission and stay in your own space.
11. If lesson equipment is moved, it must be put back in place.
12. Appropriate gaits are walk, trot, and canter. Galloping (running) is only allowed under the guidance of the Equestrian Supervisor or other certified staff.

TRAIL RULES:

1. Guided trails with staff are walking only. Riders should pay attention to their horse and the area around, maintain appropriate spacing between horses, pass oncoming horses left shoulder to left shoulder, and follow all instructions of staff.
2. All horses should be kept to a walk when going up and down hills or through tunnels and also when other horses are in the area. Private horses may trot or canter only when the area is clear.
3. The Bridle Trail gate must be locked upon entry and exit. Riders must stay on the path and not on the grass. In addition, after 2:00 PM and when the Equestrian Center is closed, the rider is responsible for picking up the horse's droppings. Riders are always required to pick up droppings on the creek side.

TURNOUT RULES:

1. Twenty turnouts are provided for the use of the boarders. Boarders must follow the rotation schedule and turnout rules posted by staff. Four turnouts are reserved for GRF horses and for quarantine purposes in the GRF area.
2. There is no riding in the turnouts or in narrow aisles between turnouts unless the turnouts are empty.
3. There is NO FEEDING allowed in turnouts except under special circumstances with staff approval.

FEED RULES:

1. Feed cost is not included in the boarding fee, and prices may fluctuate with the current market prices.
2. Staff sets feed and feeds 2 times per day unless the owner is feeding something other than feed that is provided. In this instance, the owner is responsible for setting the feed and staff will place it in the manger. All supplements are the responsibility of the owner.
3. A flake of hay is an approximation. Staff will make their best attempt to be consistent and to accommodate requests for slightly more or less depending on the needs of their horse. Amounts may fluctuate slightly from day to day.
4. Boarders may get loose hay from the ground at any time to give their horse and may also get a small amount of pellets for supplementation occasionally.
5. For horses with specific medical needs requiring precise feedings, owners may be responsible for preparing the feed.
6. Supplemental feed must be kept in designated areas and/or in approved containers to help with rodent problems.

TACK ROOMS RULES:

1. Boarders are allotted space in one of five common tack rooms and must contain their tack and supplies to their own space.
2. Boarders must keep their area clean and help to keep the tack room clean as well.
3. Horses are not allowed in or near the tack rooms.
4. Any feed (horse only) must be stored properly in an approved airtight container and all preparation should be done at the sink or tables outside.
5. Tack room should be locked when you leave after you have confirmed that other occupants are not in the immediate area. Keys should not be left in the tack room, and the door should be secured in the open position when you are inside.

RIDING PROGRAM RULES:

1. All residents and guests must follow GRF Policies and the Equestrian Center Operating Rules at all times.
2. The Riding Program is for boarders and their own horses as well as residents and their guests who rent a GRF horse. Reservations are required and can be scheduled by calling the Equestrian office.
3. The schedule is determined by the Equestrian Supervisor and is based on demand, staff availability, weather, and protecting the welfare of the horses.
4. Riders must meet the weight and age requirements: 200 lbs. maximum weight, 10 years old minimum age. Riders must be free of injury or illness that might compromise their safety or the safety of staff assisting them. Riders must also be able to mount and dismount using the mounting block with very minimal staff assistance.
5. Residents must accompany their guest(s) for the first visit to show their ID card and sign the waiver. Due to the nature of this activity, residents are not required to ride with their guests.
6. Staff will assess all riders to determine their ability to safely participate and may cancel or end a lesson/trail ride if the safety of the rider, horse, or staff could be compromised.
7. Minors are required to wear a helmet, must be able to reach the stirrups, be strong enough to control the horse and be able to follow instructions.
8. Before riding on the trail riders must demonstrate, to staff's satisfaction, their ability to handle the horse at a walk and trot while guiding the horse on a course.
9. All lessons and trail rides will be with staff instructor or guide.
10. Riders must follow the directions of staff at all times.
11. Riders must wear long pants and riding boots or other staff approved footwear. Shorts and open-toed shoes are prohibited.
12. Only staff and staff-trained volunteers may handle and feed GRF horses.

VOLUNTEER PROGRAM RULES:

1. Volunteers must be at least 12 years of age and have completed at least 6 months of riding lessons.
2. Volunteers must have attended several Grooming and Tacking classes and be able to demonstrate proficiency in several basic skills as well as confidence in handling the horses.
3. Once approved by the Equestrian Supervisor, new volunteers will be mentored by staff and by other trained volunteers and must continue to participate weekly in the riding program.
4. Volunteers may only handle the horses during business hours and under supervision by staff and must remain in the GRF area under staff supervision unless otherwise directed by staff.

The Recreation Department reserves the right to review and adjust the operating rules to accommodate the needs of the community.

<p style="text-align: center;">OPERATING RULES Fitness Centers and Gymnasium</p>	
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A. General

1. With the exception of Clubhouse 5, Fitness Centers are only open when fitness staff is on duty.
2. All residents and guests must present their Laguna Woods Village ID cards and register upon entering the facilities and must have the appropriate Fitness Center Release, Waiver of Liability and Indemnity Agreement on file prior to using the equipment rooms.
3. All residents must participate in an orientation with Fitness Staff prior to using the facility for the first time.
4. Appropriate attire and footwear for engaging in fitness activities are required.
5. The Fitness Staff may restrict activity and/or use of the exercise equipment for any participant whose health or safety is in question or if participant is monopolizing equipment.
6. Time limits on exercise equipment are set by fitness center staff.
7. All residents are expected to be courteous to staff and participants.

B. Guests

1. Residents must accompany their guests to the Fitness Centers and sign them in and remain with the guests at all times.
2. Guest fees are charged in accordance with the GRF Pricing Policy and Fees List.
3. A maximum of two guests are permitted per resident.
4. Guests must complete and sign a Fitness Center Release Waiver of Liability and Indemnity Agreement prior to using the equipment rooms.

5. Guests must be at least 16 years of age to utilize the Fitness Centers.
6. Guests must be 12 years of age to participate in a Gymnasium activity and may not disrupt any of the activities in progress.
7. Guests may be denied use of any exercise equipment if residents are waiting.

C. Gymnasium

1. All residents and their guests must sign in each time they use the Gymnasium.
2. A resident may sponsor a maximum of two guests at any one time and must at all times accompany the guest(s).
3. Residents take priority over guests unless they are participating in a game with resident players. If a resident is waiting a guest must surrender a court after completing the game.
4. All participants must follow proper rules of etiquette for each sport or class, and exhibit good sportsmanship.
5. Using any type of powder and/or liquid on the Gymnasium floor or on the bottom of shoes worn in the facility is prohibited.
6. All programs in the Gymnasium must end at ten minutes to the hour to accommodate set-up of athletic equipment, chairs, etc. for the next program.
7. Saddleback College Emeritus students must follow college registration process and rules when attending college classes.
8. Open gym time is on a first come, first served basis. Scheduled activities have priority.

The Recreation Department reserves the right to review and adjust the operating rules to accommodate the needs of the community.

<p style="text-align: center;">OPERATING RULES Garden Centers</p>	
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A. Introduction/Purpose

1. The Garden Center is a recreational facility managed by Laguna Woods Village staff. It is a functioning farm that provides a relaxing enjoyable environment for the residents to tend, grow and harvest their own fruits and vegetables. Permit holders must do their own gardening and may share their plot with other residents, provided those residents have been properly registered and have signed a Hold Harmless, Release and Waiver of Liability Agreement; however, permit holders shall not sublease or otherwise turn their plot over to someone else to work, except on a temporary basis with the written approval of the Village designated staff representative. Staff will maintain a file with the name of the substitute resident, manor number, contact information and dates with time limit of substitution.

B. General Information

1. The Golden Rain Foundation (GRF) shall establish hours of operation, assign personnel and otherwise oversee the operation of the Garden Centers. Rules are subject to revision during the calendar year, and updates will be posted on the bulletin boards. A complete set of updated rules is available annually.

C. Garden Center Staff and Hours of Operation

1. Staff is responsible for enforcing the adopted Operating Rules to serve the best interest of all residents who use, or wish to use, the Garden Center facilities. Staff is available to oversee the Garden Centers; staff hours are posted at each of the Garden Center offices. You may contact the Garden Center at 949-597-4322.
2. Resident gardeners are welcome to use the Garden Center facilities at times other than when staff is available. The Garden Centers are open from sunrise to sunset. The gates are opened in the morning and locked in the evening by the Security Department.

D. Signing Required Release and Waiver of Liability Agreement

1. Gardeners are required to sign a Hold Harmless, Release and Waiver of Liability Agreement annually, or upon staff's request. This signed agreement will be maintained on file in the Garden Center Office. This agreement limits GRF's liability, and waives any claim a gardener may have, including injury or damage absent gross negligence or willful misconduct. Forms are available online, Garden Center Office, or from the Recreation Office.

2. Guests must be accompanied by an authorized resident or partnering gardener or staff.

E. Who May Rent a Garden Plot

1. Any authorized Occupant or Lessee, as defined by United Laguna Woods Mutual and Third Laguna Hills Mutual, may apply for a Garden Center Use Permit. One permit is issued per manor. All Use Permits are accepted on a first-come, first-served basis and are only accepted on official forms provided by GRF. All persons using a plot must be listed with the following contact information: manor number, address, home phone number, cell number, and e-mail if applicable. Use Permits will be renewed annually in compliance with current adopted GRF policies.
2. All fees are according to the GRF Schedule of Fees and must be paid at the time of Use Permit submittal.

F. Temporary Working of Your Plot by a Designated Person

1. No one may work a garden for another gardener, unless they are a resident of Laguna Woods Village and listed on the Use Permit with the appropriate contact information. If an individual is found to be working a plot without being listed on the Use Permit, the Use Permit holder will be subject to disciplinary action, which could result in permanent forfeiture of the Use Permit.

G. In Case of Emergency

1. Emergency telephones that connect directly with the Security Office are available at both Garden Center One and Garden Center Two. At Garden Center One, the emergency telephone is located on the side of the office. At Garden Center Two, there is one emergency phone outside of the office, and another emergency phone on the east side of the storage building (tool shed and restroom) near the Maintenance Center. Please feel free to use these phones not only for medical emergencies, but also to report suspected unauthorized persons or theft.

H. Gardener Responsibilities

1. Gardeners are responsible for keeping their plots weed and debris free at all times.
2. The Use Permit holder must work his/her plot at least six months of the calendar year and maintain the plot at all times. Work must commence within 30 days of permit execution.
3. Gardeners are obligated to plant fruits, vegetables and/or flowers 12 months out of the year.
4. Seasonal gardeners, e.g. "snowbirds", summer "desert escapees" are required to share their plot(s) with other seasonal gardeners.
5. Mulch outside of plots is prohibited.
6. Gravel is only permitted for use in the Garden Center Two pathways.

7. The disposal of trash and debris is the responsibility of each gardener. Large dumpsters are located strategically throughout the facilities. Do not place debris in walk areas or leave debris in wheelbarrows.
 8. All walkways must be kept clear, and wheelbarrows must be emptied and returned to their proper storage areas. Gardeners using tools furnished by GRF are responsible for the proper care, cleaning, return, and storage of these tools to the tool sheds from which they were obtained. Gardeners are permitted to plant within their assigned garden space only. Planting in any common area, such as in the parking lot, within medians and around structures, is not allowed.
 9. All items stored within the garden plot must be essential to gardening. Pesticides of any kind may not be stored at the Garden Center. Items such as wooden stakes, tomato cages, etc. must be kept in a neat and orderly manner and preferably enclosed in the provided storage locker. Materials may not be stored against either the perimeter fencing of the plot or Garden Center.
 10. Gardeners must complete and submit a Notice of Application to the Recreation Department 10 days in advance of the use of any pesticides in the Garden Center.
 11. Gardeners are required to adhere and comply with all Garden Center Operating Rules, Recreation Department Policy, GRF Governing Documents, and all applicable laws. Failure to do so may result in disciplinary action.
- I. Pets at the Garden Centers
1. Pets are not allowed at any Garden Center or the Garden Centers parking areas. Do not feed wildlife in the Garden Centers. Documentation is required for designated service animals and they must be registered with the Recreation Office. This information will be kept on file.
- J. Annual Fees
1. As part of the plot rental process, residents will be given a statement with the amount due for their plots(s). All checks will be made payable to GRF. The rental fees along with all applicable documentation must be submitted to the Recreation Office. GRF may revoke the Use Permit of any gardener who is 30 days delinquent in payment of his/her plot rental.
 2. Plot rentals are for one calendar year and renewed annually. The plot rental package will be sent out to all current plot renters by November 15. The forms and rental fees must be returned to the Recreation Department before the end of every calendar year to ensure a garden plot.
 3. The resident will receive their plot upon receipt of plot rental fees.
- K. Assignment of Garden Plots/Spaces
1. The Recreation Department through their designated staff representative shall maintain a Garden Center Waiting List. Resident members have priority and will be notified before non-member occupants. Residents will be notified by phone, e-mail, and letter when their name comes to the top of the list. Staff will prepare any plot

offered to a lessee, so that it is weed free, rototilled, all prior existing non-gardening miscellaneous items removed, as well as any deteriorating structures, provide a storage locker and has access to a functioning water source.

2. Plots vary in location, actual size and previous improvements. The resident at the top of the list will be offered a choice of the plots available at that time. If the resident refuses to select an available plot, their name will be moved to the bottom of the list. If a resident knows that they will be on vacation or out of the area and their name is at the top of the waiting list, they should contact the Recreation Department with their contact information so that they do not miss their opportunity for a plot.
3. There is a limit of one garden plot of approximately 200 square feet and/or one tree plot per manor. Anyone with more than one garden plot and/or more than one tree plot prior to May 3, 2016 will be allowed to keep a maximum of two garden plots not to exceed approximately 400 square feet and/or two tree plots.
4. When a Use Permit holder decides to give up his/her plot, he/she can designate another gardener, in writing, to take over the plot, however, the designee must give up a matching number of plot(s) which will become available to those on the waiting list.
5. Use Permits shall be personal to the gardener and shall not be assignable to any other person and shall not pass on to any successors or assignees unless the plot is shared by another resident. If during the lease agreement a resident moves or becomes deceased, the resident sharing the plot will have an opportunity to become the Use Permit Holder. It will be offered in the order in which the names of the partners appear on the current Use Permit.

L. Watering/Irrigation

1. All watering at the Garden Centers is subject to the El Toro Water District rules and any other governing agency or municipality.
2. All hoses must be equipped with a positive self-closing shutoff hose nozzle. Hoses left attached to hose bibs are considered available for public use. Staff shall be notified when faucets or valves are found to be leaking. No main water supplies are to be enclosed in a structure. Public hose bibs may not be enclosed in your fenced area. The gardener must provide a water shutoff valve somewhere outside of any plot enclosed with a structure or provide an access door to the inside valve in order to turn off the water in case it is left on or there is an emergency. Anti-siphon devices are required and may not be removed. Any gardener watering their garden plot must be present at the Garden Center the entire period of time the water is turned on, even if an alternative irrigation system is in place. If an alternative irrigation system is in place such as an automatic irrigation or drip irrigation system, timers are prohibited. All gardeners are responsible for prudent, non-wasteful watering practices, and for preventing water runoff from damaging adjacent gardens.
3. No irrigation systems other than drip or soaker systems are permitted in a plot.
4. Any gardener wishing to perform any irrigation work that will require shutting off the water to a garden area, impacting other gardeners, must first notify the Landscape Department through Resident Services. Gardeners must keep the amount of time the water is turned off to as short a time period as possible.

M. Prohibited Plant Material

1. Controlled substances (including marijuana) are prohibited.
2. GRF reserves the right to prohibit or limit any plantings that it deems not to be in the best interest of the Community or the Garden Centers.
3. All plants with invasive roots or plants that are larger than the plot size are prohibited and must be removed or grown in a container. Some examples include banana trees, mint, cana lilies, bird of paradise, sugar cane and ginger. Shading a neighbor's garden plot with any plant is prohibited. These are provided as examples only and do not represent the entire list.

N. Garden/Vegetable Plots

1. Staff must approve any fence, trellis, or other structure prior to it being built.
2. Each gardener is responsible for walkways within their plots. All walkways must be clear of obstacles. There is not to be any intrusion of growing material into the walkways. Berries, bougainvillea and other climbing vines and plants that have thorns must be planted a minimum of 24 inches away from the fence and may not extend beyond the individual garden property line.
2. Because other areas, in both Garden Centers, have been established to provide for citrus and deciduous fruit trees, no trees may be planted in garden plots.

O. Shade House Spaces

1. Each bench space is approximately 16 square feet and will be assigned on a one per manor basis unless no waiting list exists.
2. The shade house will be kept locked at all times when it is not in use by those with Use Permits. Keys will be issued to all shade house permit holders. Keys must be returned to the Garden Center Office when the Use Permit is terminated.
3. All materials stored under the benches, such as pots, potting mixtures, etc., must be kept in a neat and orderly condition and must be maintained at least eight (8) inches above the ground in order to reduce the opportunity for rodent nest sites. Storage of materials not essential to shade house gardening activities is prohibited.
4. Each shade house gardener is responsible for elimination of all debris and weeds in their half of the walkways around their bench space.

P. Fruit Tree Areas

1. In Garden Center Two, tree plots bordering the Recreational Vehicle Storage Lot B, are designated as dwarf and semi-dwarf citrus tree plots. Tree plots bordering the bridle trail, are designated as fruit, dwarf and semi-dwarf citrus tree plots.
2. In both Garden Centers, there is a tree height restriction of 15 feet.

3. New trees need written approval in advance by the Recreation Department, and in most circumstances are limited to dwarf and semi dwarf trees.
4. Gardeners are reminded of the steep sloping grades that exist in the tree area and safe maintenance of walks, steps and retaining walls is a continuous requirement.
5. Gardeners are expected to prune and care for their trees so they do not spread disease. Trees should not grow over other's plots or block walk ways, and may not rise more than 15 feet in pruned condition.
6. Tree plots must be kept free of ground cover, weeds, berry vines, flowers, and vegetables.
7. Permanent fences are prohibited around tree plots.

Q. Authority, Enforcement of Rules and Revoke of Use Permit(s)

1. GRF is authorized to take disciplinary action against a gardener found to be in violation of the Garden Center Operating Rules. The GRF Board has the authority to impose monetary fines, revoke Use Permit(s), and/or bring forth legal action.
2. Any gardener found to be in conflict with any of the Operating Rules may result in disciplinary action.
3. Garden Center staff will make periodic checks of all garden plots/spaces to ensure they are being properly cared for and operating rules are adhered to. If a safety issue exists, staff will take corrective action to ensure the safety of the Garden Centers. Any costs incurred will be at the gardener's expense.
4. If a gardener is found to be in violation of the Operating Rules, the gardener shall be notified in writing of alleged violations and required to comply within a reasonable time from the date of the notice. Failure to comply within the allowable time may result in a Disciplinary Hearing before the GRF Board of Directors.
5. Upon termination or revocation of a Use Permit, a gardener shall not be entitled to any refund or apportionment of any fee paid to GRF for any material planted, growing or otherwise located within the Garden Centers or for any improvements made on the premises by the gardener, and at the option of GRF, all or part of such material and improvements shall become the property of GRF. Gardeners are responsible for leaving plots weed and debris free and ready for the next gardener. If not, GRF may charge for clean-up when a garden is left in such a condition as to require clean up.

The Recreation Department reserves the right to review and adjust the operating rules to accommodate the needs of the community.

OPERATING RULES Golf Facilities



A. Introduction

1. The golf facilities are for the use and enjoyment of residents and their guests. The golf course operations/maintenance, and all related facilities are under the supervision of the Recreation Department.

2. The golf facilities include:

27 Hole Golf Course	Private and Group Lessons
Pro Shop	Driving Range
Club Storage	Electric Rental Golf Carts
Individual Practice Areas	Pull Cart Rentals
Golf Club Rentals	Nine Hole Par Three Golf Course
Three Golf Professionals	Village Greens Meeting Rooms
Six Practice Putting Greens	

B. The 27-Hole Golf Course

1. The 27 Hole Golf Course (consisting of three separate nine hole courses) is located adjacent to Clubhouse Two on Moulton Parkway and is accessed through the Village Greens at Gate 12. The course is open every day of the year. The course opens for play daily at 7:00 AM. During Daylight Savings the Golf Course hours are extended from a 5:00 PM closing to a 6:00 PM closing. The café hours are 7:30 AM until 8:00 PM). Please check with the café for the most current hours. The irrigation system operates nightly beginning at 7:00 PM; therefore all golfers must be off of the course by that time. The Golf Course is irrigated with reclaimed water. A nine hole round of golf may be played as follows:
 - a. Course one after 12:00 Noon
 - b. Course two prior to 8:24 AM
 - c. Course three 7:00 AM until 8:28 AM and 10:44 AM until closing

C. Driving Range

1. The Driving Range is located across from Gate 12, on Moulton Parkway, and is open daily at 7:00 AM (8:30 AM on Thursdays) and closes at 4:00 PM (hours extended to 5:30 PM during Daylight Savings). A practice pitching green and bunker area is also available. Tokens are available at the Driving Range; Prepaid Keys can be purchased at the 27 Hole Pro Shop. Non-residents must be accompanied by a resident golfer and must be 11 years of age or older. Players under the age of 11 are permitted with an accredited Junior PGA Card signed by a PGA Professional.

E. Pro Shop

1. The Pro Shop is located in the Village Greens at the 27 Hole Golf Course. It is open daily from 7:00 AM until 5:00 PM (and until 6:00 PM during Daylight Savings). This shop maintains a variety of golf clothing, supplies and equipment. The golf staff will personally assist you in filling your special orders.

F. Golf Carts

1. Golf carts are available for rent at the starter window. Both electric and hand pull carts are available. Privately owned power carts require an annual use permit (trail fee decal) that may be obtained at the Pro Shop for an annual fee. There is a cost of a daily permit for a privately owned power cart. . There is a limit of two persons per cart in a private or rental cart. Drivers must be at least 18 years of age. There is a three cart maximum per golf group.
2. If you have an electric cart and charge it in your carport you may be subject to an annual electric use decal fee. Such a decal must be obtained from Community Access in the Community Center. Please call 597-4358 for details.
3. The maintenance of privately owned golf carts is totally the responsibility of the individual owner. The cart storage garage is not equipped to work on privately owned carts. The cart wash station is available for a minimal fee and the air hose may be used free of charge. No emergency gasoline is available. Emergency electrical re-charge is available under certain circumstances - please check with staff.

G. Club Storage

1. Club storage provides a location to store clubs when they are not in use. The storage area is organized as a “self-serve” area and cleaning facilities are also available. There is an annual fee charged for use of this facility. Residents store their golf clubs in this facility at their own risk.

H. Nine Hole Par Three Course

1. The Nine Hole Par Three Golf Course is accessed through Gates Seven, Nine or 10 and is bordered by Paseo del Lago. No power golf carts are allowed on this course. No reservations are needed. Pull carts are available for rent. The hours are 7:00 AM until 6:00 PM during Daylight Savings, with a 5:00 PM closing for the remainder of the year.
2. There are two putting greens at the Par Three Golf Course, one is located near hole number nine and one is located adjacent to Paseo del Lago West.

I. Reserved Tee Times

1. Reserved tee times are scheduled one week in advance. A lottery drawing is conducted each morning, Thursday through Monday, 6:30 AM sharp, in a designated location, currently the Village Greens Club Rooms Two and Three. Numbers are issued at 6:30 AM. Numbers will be distributed at random and starting times will be assigned in numerical order for that day of the following week. There is only one number issued to each group. Once the lottery has concluded, the unscheduled times may be reserved in person at the Pro Shop or via telephone after 10:00 AM (except Tuesday and Wednesday which are available the day of play at 7:00 AM by phone). A stand-by list is maintained by the Starter for same day play. This is called “going on the rail”. The Starter will fill in from this list for “no shows”, as slots become available.

J. Club Days

1. Tuesday is women’s club day and Wednesday is men’s club day. Open play is available on Tuesdays and Wednesdays when the Golf Operations Manager or Golf Professional approves it.

2. As a courtesy to other golfers wishing to make a reservation, please notify the Pro Shop in person or by telephone as soon as you know you will not be using your reserved time and wish to cancel. Substitutions or name changes are permissible.

K. Course Conditions

1. For golf course conditions and golf cart restrictions, you may call 597-4373 any time after 6:30 AM daily. During the winter season, November 1 until May 1. Once the lottery drawing is made, it is in effect even if the course is closed later in the day. There are no rain checks given.

L. Guest Information

1. When a resident makes a tee time reservation the resident must identify the names of the guests (if any). On weekends and holidays there is a maximum of one guest per round of golf prior to noon during standard time or 1:00 PM during daylight savings time. Otherwise there is a limit of three guests per resident. All guests must be accompanied by, and play with, a resident. Guests must be 11 years of age or older. Players under the age of 11 are permitted with an accredited Junior PGA Card signed by a PGA Professional. Each player must have his/her own clubs. As safety is a prime concern, there is a limit of two persons per golf cart. If you require gate clearance for your guest(s) please ask the Pro Shop to make the arrangements for you.

M. Dress Code

1. The golf course does not permit halter-tops, tank tops or short shorts. Shorts that are no shorter than six inches above the knee are permitted. Jeans are prohibited. Shoes must be worn at all times. The dress code will be enforced. The golf facilities are non-metal spike facilities.

N. Fees

1. Refer to the GRF Pricing Policy and Fee Schedule.

O. Lessons

1. Private and group lessons are scheduled with Golf Professionals. Resident and non-resident fees apply according to GRF Pricing Policy and Fee Schedule.

P. Course Guidelines

1. All golfers should check-in with the Starter no earlier than 20 minutes prior to their reserved starting time but no later than 10 minutes prior to their starting time. Failure to do so may result in the cancellation of the reservation.
2. Foursome play is the accepted playing format and will have right of way over all other groupings. Fivesomes are permitted when possible
3. When parking carts to play a shot, particularly at the tees and greens, stay on the cart paths completely with all four wheels. Park on the paved paths and walk to your ball as often as possible. When parking your cart to pay your green fees or to record your score, do not park in the six slots downstairs under the patio of the Village Greens. These spaces are reserved for players making the turn. Power carts are not permitted within 30 yards of the greens, in the fairway, or in the rough, whether or not the area is marked, and never between a green side bunker and the green. Observe cart signs and proceed to the indicated path.

4. For the preservation of the fairways please observe the 90-degree rule. This means driving the golf cart along the cart path or the rough to a point opposite your ball, then driving into the fairway, playing your shot, then driving out to the rough or cart path and repeating this procedure until reaching the green.
5. When raking bunkers, leave the rake in the bunker. Repair all divots and ball marks on the greens, yours and any others you may find, by replacing or sanding. Fill all divots with sand from sand bottles.
6. The flag color indicates the location of the cup on the green.
7. There are a number of yardage markers. Please check with staff.

Q. Ready Golf

1. Play ready golf at all times from the tee through the green, not just on the tee. The player who is ready should hit whether he is “away” or not, as long as he doesn’t interfere with another golfer. After everyone in the group has finished putting, walk off the green briskly thus clearing the way for the next group to hit up. Mark your scorecard at the next tee, not while parked near the green you just played. The group behind you cannot hit until you are out of the way.
2. As you approach your ball, between the tee and green, be thinking about your club selection. Don’t wait until you are standing over your ball.
3. After you make your first putt, finish putting out unless you would be standing in the putting line of another player.
4. The maximum time to search for a lost ball is five minutes. Hit a “provisional ball” any time there is a possibility that you may have gone out of bounds or you think your ball may be difficult to find. This will speed up play.
5. You should keep up with the group ahead of you. Play at your own speed but if you see that you are not keeping up with the group in front of you, and the group behind you is kept waiting, it is your own responsibility to ask them if they wish to “play through”. Remember you can allow a group to “play through” anywhere, tee through the green, not just the tee.
6. The starting times are set at every eight minutes beginning at 7:00 AM. According to the USGA rating system, 18 holes on the golf course should take no more than four hours and 15 minutes to play, which is approximately 14.25 minutes per hole. Please try to keep up!
7. Players shall play holes in successive order and may not change from one course to another. Play must be in regular sequence as assigned by the Starter.
8. The Player Assistants are responsible for monitoring the pace of play and enforcing regulations. They are authorized to issue warnings, write citations, or remove players from the course for violations or improper conduct. CITATIONS WILL BE FORWARDED TO GRF FOR POSSIBLE DISCIPLINARY ACTION.

R. Local Rules

1. Please refer to the golf course scorecard for the current local rules.

S. Important Telephone Numbers

Pro Shop	597-4336
Café	206-1525
Starter	597-4276
Golf Course Weather Conditions	597-4373
Driving Range	268-2419
Par Three Golf Course	597-4334
Golf Operations Manager/Pro	597-4350
Golf Maintenance Manager	597-4248
Recreation Department	597-4273


T. In Case of Emergency

1. If you have an emergency while on the golf course, the following communication tools are available to you:
 - a. Please use your cell phone to call 911. Then call the Pro Shop at the number on the score card 597-4336.
 - b. Clubhouse 4 has a telephone available for emergency calls Monday until Sunday from 8:00 AM until 4:00 PM. They may be reached at 597-4344.
 - c. The Player Assistants who patrol the course are each equipped with a hand held radio that has direct contact with the Pro Shop.

U. Miscellaneous

1. The USGA Rules of Golf and Handicap Committees have determined that rounds played using electronic distance measuring equipment are deemed to have been played in accordance with the principles of the USGA Rules of Golf.
2. Please remember golf course etiquette. If in doubt, any of the staff or the Golf Professional will be happy to answer your questions. Etiquette is also covered in Section One of the USGA Rules of Golf.
3. Pedestrians, cyclists, rollerskaters and rollerbladers are not permitted on the Golf Course. Non-golfers are permitted to use the perimeter path paralleling El Toro Road and Moulton Parkway.
4. No pets are allowed on the Golf Course. No pets, except service animals, are allowed in the Village Greens golf building or its patios and terraces.

The Recreation Department reserves the right to review and adjust the operating rules to accommodate the needs of the community.

<p style="text-align: center;">OPERATING RULES Horseshoes</p>	
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- A. All players must sign in upon arrival at the facility. The clipboard is in the supply box by the Horseshoe Pit.
- B. All players must have a signed Horseshoe Release, Waiver of Liability and Indemnity Agreement for the current calendar year on file in the Equestrian Center Office. Waiver forms may be obtained from that office.
- C. Residents must accompany their guests.
- D. Children under 10 years of age are not permitted at the Horseshoe Pit.
- E. Play is restricted to one game when others are waiting. Players wishing to play again may go back on the bottom of the waiting list after relinquishing the pit to the next players.
- F. Players must rake the pit smooth after finishing the game.
- G. Players must stop pitching when a horse is being led along the length of the pit. They may resume pitching when the horse has passed by.

The Recreation Department reserves the right to review and adjust the operating rules to accommodate the needs of the community.

<p style="text-align: center;">OPERATING RULES Lawn Bowling</p>	
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- A. All residents and guests must sign in prior to using the facility.
- B. Resident bowlers must accompany their guests at all times.
- C. Children under 18 years of age are not allowed on the greens.
- D. Only shoes with smooth, flat, rubber soles (no heels) may be worn on the greens.
- E. No one is allowed on playing surface except for when bowling.
- F. Damage to greens through improper delivery of bowls is prohibited.
- G. Bowl rakes must be used carefully to avoid damage to the greens.
- H. For information concerning closure of the greens due to inclement weather or to obtain the club schedule, call 949-951-3027 (Lawn Bowling Greens at Clubhouse 2).
- I. Play may be restricted due to scheduled club events and tournaments and scheduled maintenance, or as directed by staff.
- J. New bowlers must pass a test given by a member of the Lawn Bowling Club Instruction Committee before being permitted to bowl. Those who are not proficient will be asked to attend a session of lawn bowling classes.
- K. Each bowler will clean up the area after use and return all equipment to its proper place.

The Recreation Department reserves the right to review and adjust the operating rules to accommodate the needs of the community.

<p style="text-align: center;">OPERATING RULES Library</p>	
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- A. All library materials available for check out may be checked out by residents for a period of two weeks, with the due date stamped on the loan card. Materials not returned by the due date are overdue.
- B. Residents are assessed fines on all overdue materials that are checked out to them. This included books, books-on-tapes, music cassettes, CDs, DVDs, videos, and magazines.
- C. Current fines are assessed by the Library Club.
- D. Disciplinary action may be recommended when fines reach \$5 For videos the maximum is \$10
- E. Lost books or books not returned are treated as unpaid fines. Fines are assessed until the book, or applicable item, is returned or paid for.
- F. The Library Director may consider extenuating circumstances.

The Recreation Department reserves the right to review and adjust the operating rules to accommodate the needs of the community.

<p style="text-align: center;">OPERATING RULES Lockers</p>	
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- A. In accordance with the GRF Pricing Policy and Fee Schedule, there are annual fees for the following lockers: Billiard Room, Clubhouse 2, Clubhouse 4 Jewelry Room, Clubhouse 4 outdoor, Table Tennis, and Village Greens bag storage. These lockers are rented to residents/clubs for their use only.
- B. Lockers without a fee are for one day use only; lockers must be emptied out and the lock removed each day.
- C. GRF Holds no liability as to the contents held in these lockers.

The Recreation Department reserves the right to review and adjust the operating rules to accommodate the needs of the community.

<p style="text-align: center;">OPERATING RULES Paddle Tennis and Pickleball</p>	
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- A. All residents and guests must sign in upon arrival at the Paddle Tennis/Pickleball facility.
- B. The facility is for playing paddle tennis and pickleball.
- C. Guests must be at least six years of age to enter the facility and must be accompanied by a resident at all times.
- D. Guests may only occupy one court with their resident sponsor.
- E. When arriving to play, hang your paddle in the first slot, others waiting will follow. The first four paddles will be the next foursome to play.
- F. Proper tennis attire and footwear are required. Shoes that mark the court or injure the surface are prohibited.
- G. Skateboards, roller skates, and bicycles are prohibited on the courts.
- H. No pets are allowed on the courts.
- I. Unless someone is waiting to play, players may play as long as desired.
- J. If someone is waiting to play players may only play two sets.
- K. Walking into a court before play has stopped is prohibited.
- L. Court 4 is reserved for teaching on the days and at the times posted at the courts and may be used for paddle tennis and pickleball at all other times.

The Recreation Department reserves the right to review and adjust the operating rules to accommodate the needs of the community.

<p style="text-align: center;">OPERATING RULES Performing Arts Center</p>	
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A. Performing Arts Center (PAC)

1. The PAC is open from 7:00 AM until 10:00 PM Monday through Sunday except when posted otherwise.

B. Box Office

1. Box Office hours are 9:00 AM until 4:30 PM Monday through Saturday, 10:00 AM until 2:00 PM on Sunday, and one hour prior to ticketed events in the theater.
2. Tickets are sold to Laguna Woods Residents only. Residents must be prepared to show their Laguna Woods ID card when purchasing tickets.
3. Tickets purchased by credit cards, may be purchased only with a credit card in the residents name that is purchasing the tickets.
4. Tickets are available no more than 90 days prior to the scheduled event.
5. There is a limit of four free tickets or ten paid tickets per manor for Recreation Department coordinated events/programs.
6. The limit of paid tickets per manor for resident sponsored events is at the discretion of the facility supervisor.
7. No refunds are available on the day of the event for Recreation Department events. Refunds for resident/club sponsored events must be provided by the sponsor.
8. Consignment tickets for theatre events must be withdrawn before tickets go on sale and are limited to 10 percent of the total number of tickets.
9. Consignment tickets may not be sold in the lobby; sales are limited to the reserved facility during a scheduled meeting for that group producing/sponsoring the event.
10. Refunds and/or exchanges of tickets must be done by the resident who purchased the tickets.
11. The Box Office will do a ticket reprint of lost or misplaced tickets, for the resident listed as the purchaser. In the event that two tickets are presented for seating at the same show, only the original ticket will be honored for seating at that event. The ticket marked "reprint" will not be accepted.

C. Theater

1. Scheduling
 - a. Scheduling and reservations are made through the Performing Arts Center Supervisor only.
2. Theater etiquette
 - a. During public performances, flash photography or video recording is prohibited.
 - b. Cell phones should be turned off (or muted) during performances.
3. Staffing
 - a. Clubhouse staff/technicians must be scheduled in the theater by the resident renter anytime it is occupied.
 - b. Clubhouse technicians must operate all systems and equipment in the theater.

D. Clubhouse Technicians

1. Clubhouse Technicians are scheduled through the Senior Technician.
2. The Senior Technician will determine the time and number of staff required to facilitate the event.
3. Clubhouse Technicians must be scheduled a minimum of four weeks in advance of the event.
4. Clubhouse Technicians may only be scheduled for Recreation facilities.
5. Cancellation of Technician will result in an additional fee if cancelled within two weeks of the event.

The Recreation Department reserves the right to review and adjust the operating rules to accommodate the needs of the community.

OPERATING RULES Pools, Hot Pools and Locker Rooms	
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A. General Information

1. Swimming pools are open only when a staff lifeguard is on duty.
2. All residents and guests must sign in upon entering the pool deck and residents must show their Laguna Woods Village ID Card to the Lifeguard. Residents must accompany their guests to the pool and sign them in with the Lifeguard.
3. Any non-resident entering the pool deck, the pool, and/or hot pool must pay the current guest fee per the approved GRF Pricing Policy and Fees List.
4. Appropriate swimming attire is required. Lifeguards will use discretion for safety purposes.
5. Alcoholic beverages are prohibited at the pool facilities.
6. Eating and drinking on the pool deck is prohibited except in designated areas.
7. Smoking is prohibited on the pool decks, sun decks, and in the locker rooms.
8. Only service animals are permitted on the pool deck.
9. Running is not permitted on or around the pool deck.
10. Glass containers such as drinking glasses, lotion or shampoo bottles, etc. are prohibited on any pool deck, sun deck, or in any locker room.
11. Floatation devices are prohibited except for use by adults only and are limited to devices specifically designed for exercise or therapeutic use. Fins and snorkels may be used only by adults.
12. Organized pool games may be played only if they do not interfere with other pool uses such as lane swimming and will be halted at the request of a resident.
13. Lockers may be used on a daily basis only. Residents/guests must supply their own locks in order to secure their belongings. Locks must be removed when the resident/guest leaves the facility. Shower stalls are also limited to daily use and personal items must be removed after each use.
13. The length of time a resident or guest may shower using the locker room shower facilities is limited to 10 minutes per person per day. No chairs or other GRF property may be moved into the locker room or shower stalls.
14. Showers are recommended prior to entering any of the pools or hot pools.
15. According to the State of California Health and Safety Code Manual, any resident with an open sore or cut may be excluded from all pools. It is recommended that all residents and guests with a bandage or visible open cut or sore do not enter the water.
16. Lap swimmers swimming the length of the pool have the right of way.
17. Locker rooms open by 6:45 AM (7:00 AM at Pool Five) and close 15 minutes after the pool closes (Pool 5 locker rooms close at Pool closing time).
18. When there is thunder and/or lightning the pools/hot pools will be cleared of all swimmers. Swimmers will not be allowed back into the pools/hot pools until at least 30 minutes following the last sighting of lightning or sound of thunder.
19. The swimming pool hours of operation vary according to the time of year. Generally the pools change to summer hours in mid-April and extended summer

hours conclude on or about October 1. Current hours are posted at the pools and published in the newspaper and in "Recreation Today". There may also be limited holiday hours.

20. Pool and hot pool temperatures are maintained as closely as possible to the following temperatures; however, during the summer months the water may be warmer due to sun load:
 - a. Pools One, Five and Six, large pools, between 82 and 84 degrees.
 - b. Pool Two, large pool, between 80 and 82 degrees.
 - c. Pool Four, large pool, between 84 and 86 degrees.
 - d. All hot pools, between 102 and 104 degrees.
21. Each pool is renovated and preventative maintenance is performed annually. The process takes approximately six-weeks per pool beginning approximately November 1 and continuing until mid-April. Pool Six is closed from approximately October 1 until the Friday beginning Memorial Day weekend each year. If a pool is undergoing major renovations the six-week schedule may require adjustment.
22. Loud music on the pool deck is prohibited. It is suggested that people use headphones.
23. The guard shack phone is for business use only; use by anyone other than an employee is prohibited.
24. Lifeguards do not take responsibility for anyone's personal belongings nor can they store them in the guard shack; Lifeguards are not responsible for lost or stolen items; if anyone finds a lost item or wishes to report a stolen item, contact Security.
25. Saddleback College students participating in a college aquatic classes may not arrive at the pool more than 15 minutes prior to the start of the class and must leave the facility within 15 minutes of the end of the class. If the non-resident student wishes to remain at the pool, a resident would have to sign them in as a guest and pay the current guest fee.

B. Hot Pool

1. The recommended time limit in a hot pool is five minutes. After an extended period of time the Lifeguard may recommend that the person sit out. The Lifeguard should call Security with any issues.
2. Strenuous exercise in the hot pools is prohibited.
3. Children under 16 years of age are not permitted in the hot pools.

C. Guests and Children's Swim

1. There are fees associated with adult and child guest swimming in accordance with the approved GRF Pricing Policy and Fees List. All guests must pay each day they come to an aquatic facility. If they go from one facility to another on the same day they must pay at each facility.
2. Lifeguards have the authority to prohibit a child from entering the pool.
3. Guests 15 years of age or younger are considered for this purpose to be children. Children are permitted to swim daily at a designated pool (Pool 2). During Friday of Memorial Day weekend and continuing through Labor Day, the children's swim time is five hours, from 11:00 AM until 4:00 PM. The remainder of the year it is two hours (12:00 PM until 2:00 PM). Children must vacate the pool area within 15 minutes of the end of the Children's Swim Program.

Residents or adult guests must accompany and remain at the pool with all children, no exceptions.

4. The number of guests entering the pool is regulated by the Lifeguard on duty with a limit of not more than five guests per resident at any one time.
5. Children are only permitted to wear or use coast guard approved floatation devices (including those built into swimsuits).
6. Children may not use kickboards or toys of any kind in the pools; run on the pool deck; dive for objects; make excessive noise, play rough including pushing and splashing; ride on another person's back or shoulders; jump or dive into the shallow end of the pool; slide down or hang on railings and ladders; play on stairs; climb out of pool without using ladder or stairs; perform back dives, go onto diving board if someone else is already there, etc.
7. An adult must accompany a child who does not know how to swim into the water and stay with that child as long as the child remains in the water.

D. Lap Lane Usage

1. Lap lane lines are available for anyone making forward progress, at any speed, continuously back and forth across the length of the pool without stopping except for rest periods.
2. Circle pattern may be used if there are two to four users in a lap lane (four is the maximum for the lane at one time). Lifeguards will make final determination in regards to lane line safety.
3. Lap lane usage is based on a first come, first serve basis.
4. No swimming across lap lanes unless entering or exiting the pool from the side
5. Lap lanes are for lap swimming or aquatic exercise only (unless otherwise designated).
6. Hanging on the lane dividers is prohibited.
7. No diving or jumping from or into the 4 feet deep "shallow section"; diving into the pool is allowed only in the area 5 feet or deeper.
8. No diving into crowded lanes.
9. Equipment such as pull buoys, masks, fins, snorkels, and paddles may be used.

E. Lap Swim Schedule

1. Pool 2 has 4 lane lines from 7:00 AM until 11:00 AM and 2 lane lines from 11:00 AM until 7:00 PM. On Wednesdays, due to maintenance, lane lines are not set up until 9:00 AM
2. Pool 5 has 4 lane lines from 6:00 AM until 10:30 AM and 2 lane lines from 10:30 AM until 9:00 PM. On Thursday there are 4 lane lines from 9:00 AM until 10:30 AM. On Monday, Wednesday, and Friday there are no lane lines from 12:00 PM until 1:00 PM.

F. Lap Lane Etiquette

1. Swim to the right of the lane at all times
2. When passing another swimmer, pass to the person's left, down the middle of the lane at full speed. Once you have finished passing, swim to the right of the lane again.
3. When being passed, slow down until the overtaking swimmer has completely passed you.

4. If someone is at your heels when you reach the wall, pause to let that person pass.
5. When swimming into the wall, keep to the right (not the middle or left) so that if a person is passing you at the end of a lane they will have space to turn.
6. When standing at the wall of a lane, stand to the left (when facing the wall) whenever possible allow space for the incoming swimmers.
7. If a problem should arise, inform the lifeguard.
8. If you want to stretch out or do other exercises in the water, please move to the proper swim lane reserved for recreation/social swimming.

G. Getting in a Lane

1. Entering a lane
 - a. Sit down on the side of the pool and hang your legs in the water, off to one side of the lane, and let the swimmer(s) in the water complete a few more laps before you get in the pool.
2. Circle Swimming vs. Splitting the lane
 - a. If the swimmer(s) stops, ask if they want to circle or split the lane. If they don't stop, then follow the same pattern they are using.
 - b. Splitting the lane is dividing the lane in half, with the center line on the bottom of the pool marking no-man's land. You swim on your half of the lane no matter which direction you are swimming.
 - c. Circle swimming is usually done in a counter-clockwise direction. You swim on the right side of the lane going down the pool, and when you reach the wall and do your swimming turn, you swim back to the other side of the lane (still the right side since you have turned around).

H. Swimming

1. Pushing off the wall – When you leave the wall to start swimming, be sure to give the swimmer ahead of you adequate space.
2. Choice of swimming stroke – if you are ahead of someone, and you switch strokes, and the result is you going slower and getting caught from behind, it may have been better etiquette for you to make that switch after the other swimmer passes you.
3. Turning – if you are splitting the lane, how you turn makes no difference to the other swimmer in your lane as long as you stay on your side of the lane. If you are circle swimming, then you should aim for the left side of the lane as you turn and push off in a straight line. You are swimming toward the wall on the right side of the lane. When you are a few meters from the wall, shift your aim for the left side of the wall, turn on the left side of the wall "T" and push off in a straight line on the new right side of the lane
4. Stopping - If you are going to stop while lap swimming, only stop on the wall; stopping mid-pool can cause problems. As you approach the wall, swim straight into the right corner of the wall, on the right side of the wall "T" and compress yourself into that corner, yielding as much wall space as possible for other swimmers to use for turns.
5. Passing other swimmers - One or two gentle taps on the foot ahead of you tells the lead swimmer that the swimmer behind them wants to pass. Lap swim etiquette is for the

swimmer being passed to stop at the next wall, allowing the other swimmer to do a turn a pass them, then the slower swimmer resumes swimming.


6. Non-Lap swimmers - Someone doing water aerobics, water running, socializing - not lap swimming in lap swim lanes - is a breach of etiquette during lap swim hours unless the non-lap-swimmer has permission from pool management.

I. Diving Board

1. The diving board is located at Pool 2.
2. Only one person at a time is permitted on the diving board.
3. Users may only bounce on the board once and then must dive off straight, swim to the nearest ladder or out of the diving area.
4. Swimming is prohibited in the diving area.
5. Lifeguards have the authority to determine who may use the diving board.
6. Use of the diving board is prohibited when lane lines are installed in the pool.


G. Swim Lessons

1. Group lessons may be given when the pools are not being heavily used. Residents are notified through the newspaper, flyers, and postings at the pools regarding the swim class schedule for the upcoming season. Generally swim lessons are available for a four to eight week period between June 1 and August 30 each year.
2. Non-Lap swimmers - Someone doing water aerobics, water running, socializing - not lap swimming in lap swim lanes - is a breach of etiquette during lap swim hours unless the non-lap-swimmer has permission from pool management. Each resident is charged for a series of ½ hour group lessons according to the GRF Pricing Policies and Fees List.
3. Lessons are available to residents only.
4. Residents must pre-register and must pay at the time of registration.

<p style="text-align: center;">OPERATING RULES Shuffleboard</p>	
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- A. All residents and guests must sign in prior to using the facility.
- B. All guests must be accompanied by a resident and be a minimum of 10 years of age.
- C. Guests and residents who are not members of the Shuffleboard Club may be restricted from playing if the courts are being utilized by scheduled team and/or tournament play by the Shuffleboard Club members.
- D. Non-marking rubber sole shoes are required for all players. Leather sole shoes, high-heel shoes, and sandals with open toes are prohibited for safety reasons.
- E. Walking on the courts with or without dressing is prohibited for safety reasons and to prevent damage to the surface of the courts.
- F. Prior to play the courts must be dry-dust mopped and the dressing applied. Playing on a dry, non-prepared court is not permitted as it damages the playing surface.
- G. Food and drink are prohibited during the play on the courts.
- H. Clubhouse 1 Staff can provide information about the application of the dressing and/or answer any questions regarding shuffleboard activities.
- I. The courts are locked at all times. Clubhouse 1 staff can provide access if the resident leaves his/her Laguna Woods Village ID with staff.

The Recreation Department reserves the right to review and adjust the operating rules to accommodate the needs of the community.

<p style="text-align: center;">OPERATING RULES Table Tennis</p>	
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- A. All residents must sign in with name and manor number. All guests must sign in next to their resident sponsor.
- B. Guests must be a minimum of six years of age.
- C. Appropriate athletic attire and non-marking shoes or equivalent are required.
- D. Good sportsmanship and courtesy are to be observed at all times. USTTA rules and regulations apply.
- E. The assigned Tournament Director will determine the tournament format.
- F. During open times, matches may be played three out of five games to 11 points, or two out of three games to 21 points. All games should be completed on the table where started.
- G. Warm up time is limited to three minutes.
- H. All players must give up tables to waiting players on a first come first served basis after a match is completed.
- I. Persons rallying and not playing a match are limited to 20 minutes when others are waiting to play.
- J. Club organized leagues and trophy tournaments take precedence.
- K. Use of the ball machine is limited to club members only. Play is limited to 10 minutes when others are waiting to use it. After using the ball machine, balls must be picked up and returned. Balls may not be used for regular play.
- L. Balls and/or equipment may not be removed from the room.

The Recreation Department reserves the right to review and adjust the operating rules to accommodate the needs of the community.

OPERATING RULES Tennis	 Laguna Woods Village®
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A. General Rules:

1. The tennis courts are used only for playing tennis.
2. Everyone must sign in upon entering the facility.
3. Proper tennis attire must be worn. Jogging or walking shoes that mark the courts or injure the surface are prohibited.
4. Prime time for tennis play is defined as play between the hours of 7:00 AM and 12:00 PM.
5. After 4:30 PM all of the lighted courts are governed by the rules for the reserved courts. Use the Tennis Clubhouse chalkboard to sign up.
6. Tennis Club tournaments and league matches must be scheduled and posted one week in advance and cannot be scheduled prior to 10:30 AM (some exceptions may apply) except the Tennis Club tournament in October of each year that may be scheduled anytime and use up to eight courts. Team practice sessions are prohibited during prime time and are limited to four courts.
7. Guests of residents may use one court only and the resident must be present.
8. Guests under 6 years of age are not permitted to use the facility.
9. Only 1 guest is permitted during prime time hours and up to 3 guests are permitted all other hours.
10. No pets are allowed at the tennis facility.

The Recreation Department reserved the right to review and adjust the operating rules to accommodate the needs of the community.

B. Rules Governing Use of Challenge Court (Court 1):

1. No more than five minutes are allowed for warm up prior to starting a set.
2. The flip-over cards must be used to show waiting players the score of the set in progress and it must be updated at each change-over.
3. Two names are required on the challenge court board for a legitimate challenge.
4. Two teams play one set. There is a tiebreak at 6-6.
5. Winners stay on the court and play the next waiting team.
6. If the same team wins again, both teams leave the court.

7. The next two teams take the court.
8. The losers may sign up at the end of the challenge list.
9. If no one is playing on the challenge court, four people may play one set, but must be aware that they could be challenged by another twosome signed up on the challenge board.

C. Rules Governing Use of the “Pick-Up” Courts (Courts 2 thru 4):

1. Players wishing to use courts 2, 3 or 4 may sign-up on the board located outside of the club house wall. The sign-up board consists of two areas, one for waiting players and one for players already occupying courts 2 thru 4. Before occupying one of those courts, erase your name from the waiting list and add it to the court you will occupy.
2. Court priority rules for courts 2 thru 4 are shown in Table 1, “Court Priority Rules”. As shown in the table, courts 2, 3 and 4 may be used by 2, 3 or 4 players for one set if courts are available. A single player may also use courts 2, 3 or 4, but only if 2, 3 or 4 players do not want to play on it. If they do, and they sign up for the court, the one player must vacate the court, even if other courts are available.
3. The score tubes must be brought up to date at every cross-over so that waiting players are alerted to the nearing of a set's completion. Time to complete cross-overs may not exceed 2 minutes when other players are waiting to use the courts. Tie breakers are played at 6 games each and are played to seven points, but must be won by at least two points.
4. When one set is completed, an audible signal is given immediately (voice from court 2, horn from court 3 or 4) that can be heard from the club house area, and a minimum of two minutes allowed for the waiting players to acknowledge their availability and reach the court. If no players are waiting, another set may be played to completion.
5. Players may not dominate a court by starting another set when others are waiting and listed on the sign-up board, but rather must give the waiting players time to reach the court. Waiting players also must remain alert when a set is nearing completion.

D. Rules Governing Use of the Reserved Courts (Courts 5 thru 10) Prime Time:

1. Players signed up for play on the “pick-up” courts may not be signed up on the “reserved” courts.
2. Courts five through 10 may be reserved for 1.5 hours by signing up on the boards controlling these courts. On and off times cannot be changed, however play may continue until a new group of players claim the court. Sign-up times are based on the clocks on the courts, not on members’ watches. No more than a five-minute variance is permitted for sign-up times and no variance is permitted for off time. Clock time does not commence until the court is playable (water and/or debris is removed).
3. During “prime time” doubles play has priority on courts five through eight. Singles play has priority on courts nine and 10.

- 4, If prior to the expiration time, one or more of the original players does not wish to continue play, a substitute may fill in for the balance of the reserved time.
5. One person can reserve one court for a group by entering four names on the waiting list. When the next open court becomes available, all players must be present at the tennis facility; otherwise that group forfeits its position to the next waiting group.


E. Rules Governing Court Eight, Nine, Ten and Ball Machine (Non-Prime Time)

1. Players practicing with the ball machine, using the backboard, or practicing serving must give way to doubles play during “prime time”. With others waiting, practice with the ball machine is limited to 60 minutes. Ball machine users on court nine have priority during ball machine hours (after 11:00 AM daily).
2. Instruction is required in order to practice with the ball machine. Classes are held at 12:00 Noon the second Tuesday and fourth Friday of each month. Ball machine instruction takes precedence over all ball machine use and tennis play on court nine after 11:00 AM. Upon completion of the class you will be added to an approved list of ball machine users.
3. You must leave a valid picture ID when you pick up the key and remote at the Clubhouse 7 front desk. The resident’s name must be on the list of those who took the ball machine class and are approved to use the ball machine.
4. Lessons may be given only with the Recreation Department’s approval. Scheduled instructions by the Tennis Instructors are on a varied schedule. The Tennis Instructors will post the time of the lessons 48 hours in advance. Lessons may not be scheduled prior to 11:00 (Monday thru Saturday) and all day Sunday. Lessons may only be taught on courts 1 and 8.
5. Practice courts available on courts 9 and 10, after 11:00 AM daily. The ball machine is also available on courts 9 and 10.
6. Ball machine use is available after 11 AM, daily.

Table 1: Court Priority Rules

(Please remember to be courteous whenever possible)

A court is "available" if no one is signed up on the signup board for that court, even if someone is occupying it. To occupy an available court, players must have their names on the court signup board.						
	PRIME TIME (7am - noon)			NON-PRIME TIME		
	COURTS			COURTS		
	2 thru 4	5 thru 8 ¹	9 thru 10	2 thru 4	5 thru 8 ¹	9 thru 10
Do doubles players have priority on the court waiting list over 1, 2 or 3 players?	YES	YES	NO	NO	NO	NO
Do ball machine users have priority on the court waiting list from 11 AM on?	NO	NO	YES	NO	NO	YES
Must ball machine users sign up for courts 9 or 10 before getting the ball machine key?	N/A	N/A	YES	N/A	N/A	YES
Can doubles players take a court from 1, 2 or 3 signed in players if other courts are open?	NO	NO	NO	NO	NO	NO
Do singles players have priority on the waiting list?	NO	NO	YES	NO	NO	NO
Can one player occupy an available court?	YES ²	YES	YES	YES	YES	NO
Can 1, 2 or 3 players take over a court from doubles players who are signed in for the court?	NO	NO	NO	NO	NO	NO
How long can 2, 3 or 4 players occupy a court for which they are signed in?	1 SET	1.5 HR	1.5 HR	1 SET	1.5 HR	1.5 HR
If a group is not signed up on a court, may a group wanting the court take it over?	YES	YES	YES	YES	YES	YES
¹ Instructions provided by the club teaching professionals have court priorities on court 1 and court 8 all day Sunday and after 11:00 AM on other days. The club teaching professionals will post the lesson time 24 hours in advance.						
² On courts 2-4, one player must give up the court if 2, 3 or 4 players want to use it, even if other courts are available.						

<p style="text-align: center;">OPERATING RULES Video Learning Center and Studio</p>	
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- A. The Video Learning Center is open to all residents and their guests during posted hours.
- B. All residents and their guests must sign in upon entering the Video Learning Center.
- C. Residents must accompany their guests at all times.
- D. The Video Learning Center is staffed by Volunteer Supervisors.
- E. Resident's use of equipment is at the discretion of the Volunteer Supervisor on duty. Safety of the equipment and the users is the most important consideration.
- F. Video Club projects take priority in the Video and Sound Studio. Other users are at the discretion of the Volunteer Studio Supervisor.

The Recreation Department reserves the right to review and adjust the operating rules to accommodate the needs of the community.

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RESOLUTION 90-17-XX
Recreation Policy and Operating Rules

WHEREAS, the Board has set Policies and Operating Rules for usage of GRF facilities;

WHEREAS, the Recreation and Special Events Department oversees the use of facilities;

WHEREAS, the Department is responsible for booking room reservations, selling tickets, conducting classes, set-up and take down of rental rooms, ensure that safety and compliance procedures are followed, protect facilities, and enforce policy and operating procedures; and,

WHEREAS, the amendments improve the understandability of the policies and procedures and facilitates implementation by staff.

NOW THEREFORE, BE IT RESOLVED, January 2, 2018, that the Board of Directors of the Corporation hereby adopts amended policies and operating rules;

RESOLVED FURTHER, new operating rules are included for the Archery Room, Card/Game Room, Performing Arts Center, Drop In-Lounge, Lockers, Bar Services and Clubhouses;

RESOLVED FURTHER, a 50/50 exception rate policy is added for coordinated events hosted by residents at main lounges when 50 percent of non-residents are in attendance;

RESOLVED FURTHER, flyers are not permitted to be distributed for reservations made by individuals;

RESOLVED FURTHER, reservations for weddings, birthdays, and anniversaries for immediate family members pay the resident rate, and reservations for others pay the exception rate;

RESOLVED FURTHER, lottery cards for clubs and individuals have been reduced from six cards to four cards per year;

RESOLVED FURTHER, that this resolution supersedes and cancels resolution 90-16-56; and,

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized, on behalf of the Corporation, to carry out this resolution.

NOVEMBER INITIAL NOTIFICATION

30-day notification comply with Civil Code No. 4360 has been satisfied.

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STAFF REPORT

DATE: November 7, 2017
FOR: Board of Directors
SUBJECT: Construction Contractor Work Pass Policy

RECOMMENDATION

Staff recommends introduction of a Resolution for a Construction Contractor Work Pass Policy.

BACKGROUND

On August 24, 2017, the Security & Community Access Committee (SCAC) reviewed a proposed Business Pass Policy that would require all vendors to obtain a pass for entry to the Village. By way of consensus, the Committee requested that the policy be amended to only address Construction Contractors.

Both the TLHM and the United Boards have approved a one-year pilot program for the collection of a refundable \$250 conformance deposit for Standard Mutual Consent and Variance Requests. This is to cover any damage to Mutual property or fines/fees that might be assessed in conjunction with alterations.

On October 26, 2017, the SCAC reviewed the proposed Construction Contractors Work Pass Policy. The policy was revised for clarification purposes. By unanimous vote, the Committee recommended adoption of the Construction Contractor Work Pass Policy.

DISCUSSION

The purpose of the Contractor Work Pass Policy (Attachment 1) is to set forth guidelines for the registration of Construction Contractor(s) who provide services to residents in Laguna Woods Village. It applies to contractors hired by residents for any alteration projects valued over \$500. The recommended policy adds standards to verify that all construction contractors in the Village are authorized and ultimately licensed. This policy will assist with enforcement as staff has experienced several issues with Construction Contractors including illegal dumping in Village dumpsters, excessive noise and smoking by contractors, parking in resident spaces by contractors, damage to mutual property during construction, and working after hours.

If approved, staff will provide proper notification to both residents and Construction Contractors. Staff will publish the new policy in the Globe, the Village Breeze and to the Laguna Woods Village website. Additional handouts will be issued in Resident Services by Manor Alterations and at all gates.

The Construction Contractor/Authorized Representative will be required to complete the Contractor Work Pass Application. The Application will be accepted and processed by the Manor Alterations Division. The review process will include history of violations, if any. The Construction Contractor/Authorized Representative will receive the requested vehicle pass(es) after all associated fees have been paid. Once the work has been completed, the passes will need to be returned.

The proposed policy was reviewed by legal counsel and comments were incorporated.

FINANCIAL ANALYSIS

The initial vehicle pass, per job, is included in the refundable conformance deposit fee of \$250 per alteration project. Additional vehicles pass(es) cost \$15 each per project. If the contractor complies with all rules and regulations, submits the required paperwork, and returns the vehicles pass(es), the deposit will be returned to the Member and all associated passes will be voided.

The table below indicates the fees that are recommended in order to recover administrative costs:

Construction Contractor Work Pass	Included in the Conformance Deposit of \$250
Additional Vehicles Passes	\$ 15
Pass Replacement	\$ 25

Prepared By: Francis Rangel, Operations Manager

Reviewed By: Barbara Bridges, Resident Services Supervisor
Brett Crane, Manor Alterations Supervisor
Kurt Wiemann, Permits, Inspections & Restoration Manager
Christine Spahr, Resident Services Director
Tim Moy, Chief of Security
Betty Parker, Financial Services Director
Lori Moss, Community Manager

ATTACHMENT(S)

Attachment 1: Proposed Contractor Work Pass Policy



Construction Contractor Work Pass Application

Return completed application to: Manor Alterations Division, 24351 El Toro Road, Laguna Woods, CA 92637; Phone: 949-597-4616, E-mail: alterations@vmsinc.org

Resident Information

Name:

Address:

Telephone:

Cell Phone:

E-mail:

Contractor Information

Business Name:

License No:

Address:

Contact Name:

Telephone:

Cell Phone:

E-mail:

Driver License No:

Expiration Date:

Vehicle Pass Information

Color:

Make:

Model:

License Plate:

Insurance Company:

Policy No:

Expiration Date:

Additional Pass(es) (Limit 5):

Indemnity Agreement and Waiver of Liability

Repair. Should any damage or injury to the Community or GRF Property be caused in connection with work associated with or arising out of the issuance of a Vehicle Pass, Contractor agrees hereby to bear the full cost and expense of any repair, injury or replacement.

Indemnity. To the fullest extent permitted by law, Contractor expressly agree to defend (with counsel acceptable to GRF), indemnify and hold GRF, and each of GRF's representatives, attorneys, directors, officers, employees, partners, shareholders, members, authorized agents, representatives, successors and assigns, and the like free and harmless from claims, demands, suits, causes of action, damage, and loss which arises out of or is in any way related to, associated with or arising out of the issuance of a Vehicle Pass. Contractor further acknowledge that the indemnity set forth in this agreement exists regardless of cause or responsibility for negligence, whether passive or active, and that this indemnity applies, without limitation, to any and all injury, damage, suits, actions, claims, demands, causes of action, liabilities, expenses, attorney fees, consultant fees, expert fees and costs arising out of or in any way connected to this agreement and in any way related, associated with or arising out of the issuance of a Vehicle

Pass. The obligation to indemnify shall be effective even if active or passive negligence or misconduct of GRF contributes to the loss, claim or damage. This indemnity provision shall extend to claims occurring after the Vehicle Pass is terminated as well as while it is in force.

Waiver. In consideration of the Vehicle Pass granted, Contractor, Contractor's heirs, assigns and successors in interest, hereby waive the right to claim indemnity or contribution from GRF, its agents, employees, directors, officers, committees and committee members, members, attorneys, insurers and the like, for any acts or omissions concerning, or damages of any kind arising out of or in any way related or associated with the issuance of a Vehicle Pass.

Contractor further understand that serious accidents may occur during the access and performance of the work for which the Vehicle Pass is issued, that the Contractor and those acting with or on behalf of the Contractor might sustain mortal or serious personal injuries, and/or property damage, as a consequence thereof. Knowing the risks of work for which the Vehicle Pass is issued, Contractor hereby agree to assume those risks and to release and hold harmless all of the persons or entities mentioned above who (through negligence or carelessness) might otherwise be liable to the Contractor, Contractor's heirs and assigns, for damages and/or any other claims which might arise as a result of the issuance of Vehicle Pass and any work performed thereunder.

Attorneys' Fees: In the event of any litigation relating to the issuance of a Vehicle Pass and any work associated therewith, the prevailing party shall be entitled to an award of his, her or its reasonable attorney's fees and costs. This right shall include matters arbitrated and judicially affirmed.

Contractors Signature:

Date:

For Office Use Only

Received By:	WO#:
No of Additional Vehicle Passes Issued:	Total Amount Due:
Pass No:	Issue Date:
Contractor's License: <input type="checkbox"/> Active <input type="checkbox"/> Suspended	

RESOLUTION 90-17-XXX

Construction Contractor Work Pass Policy

WHEREAS, staff has experienced several issues with manor alterations including illegal dumping in Village dumpsters, excessive noise and smoking by contractors, parking in resident spaces by contractors, damage to mutual property during construction, and working after hours;

WHEREAS, Third Laguna Hills Mutual (TLHM) and United Laguna Woods Mutual (ULWM) both support requiring contractors to obtain a Gate Access Permit to perform work in the Village when implemented;

WHEREAS, the TLHM and ULWM approved a program for the collection of a refundable Conformance Deposit for Standard Mutual Consent and Variance Requests;

NOW THEREFORE BE IT RESOLVED, on January 2, 2018, that the Board of Directors of this Corporation adopts a Construction Contractor Work Pass Policy and Forms, as attached to the official minutes of this meeting; and

RESOLVE FURTHER, that the fees be included in the Monetary Fees Schedule; and

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out this resolution.

NOVEMBER INITIAL NOTIFICATION

30-day notification to comply with Civil Code §4360 has been satified.

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Endorsement

On December 18, 2017, the Media and Communications Committee endorsed approval of changing the digital pay tier system to include Whole-Home DVR services with the following price structure:

Installation/Service Call (one-time fee):	\$30.00
Cable Line (one-time fee):	\$50.00
New Outlet (one-time fee):	\$100.00
Whole-Home-DVR (one-time fee):	\$100.00
Equipment (monthly fee):	
Digital Set Top Box /TV	\$7.25
Digital Set Top Box/TV/HD	\$13.25
Digital Set Top Box/DVR/HD	\$19.25 (first box)
	\$13.25 (additional box)
Whole-Home-DVR	\$24.95 (first box)
	\$7.25 (additional box)
Programming (monthly fee):	
Cinemax Pak	\$14.25
HBO Pak	\$17.25
Showtime Pak	\$14.25
Starz/Encore Pak	\$14.25
Foreign Language Channels	\$10.00 - \$15.00
Adult Playboy Channel	\$15.00
Adult Pay-Per-View, Per Event	\$9.00



Golden Rain Foundation
Finance Committee Meeting
December 20, 2017

Whole-Home DVR Service

ENDORSEMENT

The Committee reviewed a staff report and endorsement from Media and Communications Committee proposing a new Whole-Home DVR Service and fees.

A motion was made and carried unanimously to recommend the Board approve changing the digital pay tier system to include Whole-Home DVR services with fees as outlined in the report.

STAFF REPORT

DATE: January 2, 2018
FOR: Board of Directors
SUBJECT: Digital Pay Tier System with Whole-Home-DVR

RECOMMENDATION

Staff recommends adoption of a resolution introducing fees for the digital pay tier system to include Whole-Home-DVR services.

BACKGROUND

The Broadband Services division currently offers a Digital Pay Tier System that includes three rental choices for set top boxes. The current Pay Tier System was approved October 4, 2016 by GRF Resolution 90-16-46. This includes Standard, HD Standard, or HD Digital Video Recording (DVR) units at \$7.25, \$13.25 or \$19.25 per month, respectively. Staff recommends an addition to the Pay Tier to include a new rental choice for Whole-Home-DVR services starting at \$24.95 per month. This new service will include features such as an interactive guide, pausing, searching, rewinding and storing of content as well as a suite of Over-The-Top applications such as Hulu, Netflix or YouTube TV services. This new rental choice will also include TV Anywhere services that will allow content streaming to any device in the home such as a tablet or smartphone.

On December 18, 2017, the Media and Communications Committee endorsed approval of changing the digital pay tier system to include Whole-Home DVR services with the pricing structure recommended by staff. The Finance Committee, on December 20, 2017, reviewed the report and endorsement from Media and Communications Committee; and unanimously recommends that the Board approve changing the digital pay tier system to include Whole-Home DVR services with fees as outlined below.

DISCUSSION

The recommended changes to the digital pay tier system include:

Installation/Service Call (one-time fee):	\$30.00
Cable Line (one-time fee):	\$50.00
New Outlet (one-time fee):	\$100.00
Whole-Home-DVR (one-time fee):	\$100.00
Equipment (monthly fee):	
Digital Set Top Box /TV	\$7.25
Digital Set Top Box/TV/HD	\$13.25
Digital Set Top Box/DVR/HD	\$19.25 (first box)
	\$13.25 (additional box)
Whole-Home-DVR	\$24.95 (first box)
	\$7.25 (additional box)
Programming (monthly fee):	
Cinemax Pak	\$14.25

HBO Pak	\$17.25
Showtime Pak	\$14.25
Starz/Encore Pak	\$14.25
Foreign Language Channels	\$10.00 - \$15.00
Adult Playboy Channel	\$15.00
Adult Pay-Per-View, Per Event	\$9.00

FINANCIAL ANALYSIS

The device cost for a Whole-Home-DVR server-box is approximately \$400. The client-box that allows communication to the server-box is approximately \$90 per room. The monthly rental fee for the equipment is proposed at \$24.95 and \$7.25, respectively. The cost is competitive in the market and covers the cost of equipment within the first year to two, as the expected life is seven years. The ongoing monthly fees after payback will cover the operating cost for the interactive guide, access fees, licensing and programming.

Prepared By: Paul Ortiz, Television Services Manager

Reviewed By: Chuck Holland, Information Services Director
Lori Moss, Community Manager
Betty Parker, Financial Services Director

ATTACHMENT(S)

ATT1 - Resolution

Attachment 1

RESOLUTION 90-18-XX

Digital Cable Services Fee Structure and Tier System

WHEREAS, the Golden Rain Foundation currently offers a Digital Pay Tier System that includes three rental choices for set top boxes;

WHEREAS, a new service is proposed to expand recording and viewing capabilities with Whole-Home-DVR equipment;

WHEREAS, this new service will include features such as an interactive guide, pausing, searching, rewinding and storing of content as well as a suite of Over-The-Top applications such as Hulu, Netflix or YouTube TV services; and

WHEREAS, this new rental choice will include TV Anywhere services that will allow content streaming to any device in the home such as a tablet or smartphone.

NOW THEREFORE BE IT RESOLVED, on February 6, 2018, the Board of Directors of this Corporation hereby approves the proposed revisions to the Digital Pay Tier System as attached to the official minutes of this meeting.

Installation/Service:

Service Call (one-time fee):	\$30.00
Cable Line (one-time fee):	\$50.00
New Outlet (one-time fee):	\$100.00
Whole-Home-DVR (one-time fee):	\$100.00

Equipment (monthly fee):

Digital Set Top Box /TV	\$7.25
Digital Set Top Box/TV/HD	\$13.25
Digital Set Top Box/DVR/HD	\$19.25 (first box)
	\$13.25 (additional box)
Whole-Home-DVR	\$24.95 (first box)
	\$7.25 (additional box)

Programming (monthly fee):

Cinemax Pak	\$14.25
HBO Pak	\$17.25
Showtime Pak	\$14.25
Starz/Encore Pak	\$14.25
Foreign Language Channels	\$10.00 - \$15.00
Adult Playboy Channel	\$15.00
Adult Pay-Per-View, Per Event	\$9.00

RESOLVED FURTHER, Resolution 90-16-46 adopted October 4, 2016 is hereby superseded and canceled; and

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of this Corporation to carry out this resolution.

JANUARY Initial Notification

Should the Board endorse the proposed revisions, Staff recommends that a motion be made and seconded to accept the resolution and allow discussion to ensure that the resolution reads to the satisfaction of the Board. Staff then recommends that a Board Member postpones the resolution to the next available Board Meeting no less than 30-days from the postponement to comply with Civil Code §4360.

STAFF REPORT

DATE: January 2, 2018
FOR: Board of Directors
SUBJECT: Schedule of Traffic Monetary Penalties

RECOMMENDATION

Staff recommends introduction of a Resolution to amend the Schedule of Traffic Monetary Penalties.

BACKGROUND

The Traffic Division enforces rules and regulations within the boundaries of Laguna Woods Village, and the officers are empowered to issue notices of violations. Anyone who receives a notice of violation may be subject to a fine and other disciplinary action. Additionally, the resident has the option of attending a two hour class addressing traffic safety topics designated for Laguna Woods Village drivers. Since Laguna Woods Village is a private community with no public roadways, neither the Department of Motor Vehicles nor a driver's insurance carrier is notified of the violation.

The Laguna Woods Village Traffic Hearing Committee schedules enforcement hearings with respect to the notice of violation, and the imposition of the corresponding fines when the Committee considers the violation to have been committed as charged. The Committee is comprised of one Director from GRF and one from each housing mutual. The Committee imposes fines based on the Schedule of Traffic Monetary Penalties approved by the Board. The Schedule of Traffic Monetary Penalties was last updated and approved on December 2, 2014 (Resolution 90-14-73).

On December 21, 2017, the Security and Community Access Committee (SCAC) reviewed and discussed the amended Schedule of Traffic Monetary Penalties. By unanimous vote, the Committee recommends that the Board approve the amended Schedule of Traffic Monetary Penalties.

DISCUSSION

A traffic or parking citation with a reasonably imposed fine is a proven method to maintain a safe community, hold drivers accountable for their actions, and deter future violations. Fines are to maintain safe roadways and ease parking problems.

The current Schedule of Traffic Monetary Penalties has 10 sections with no fines attached to the initial violation. Citing a driver or owner of an illegally parked vehicle for a violation that has no monetary consequence is counterproductive to the above objectives.

It is recommended that a nominal fine be added to each of the violations that currently have no penalty. There are a few inconsistencies in the fine schedule where similar violations carry

different fines. The proposed changes will provide greater consistency and promote a fine schedule that is fair and objective.

Below is breakdown of the proposed changes:

#	Type of Violation	Current				Proposed			
		1 st	2 nd	3 rd	4 th +	1 st	2 nd	3 rd	4 th
680	Reckless Driving	\$140	\$280			\$150	\$300	\$300	\$300
690	Headlight	\$10	\$20			\$25	\$25	\$25	\$25
691	Riding a bicycle on Sidewalk	No fine	\$25	\$50		\$25	\$25	\$50	\$50
0010	Abandoned vehicle	No fine	\$20	\$30	\$40	\$25	\$25	\$50	\$50
700	No Parking Zone	\$35	\$50	\$75	\$100	\$25	\$50	\$75	\$100
720	Limited Time Parking	No fine	\$20	\$30	\$40	\$25	\$25	\$50	\$75
721	RV over 6 hour limit	No fine	\$20	\$30	\$40	\$25	\$25	\$50	\$75
722	Advertising on vehicle	No fine	\$20	\$30	\$40	\$25	\$25	\$50	\$75
724	Parked on sidewalk or grass	No fine	\$20	\$30	\$40	\$25	\$25	\$50	\$75
726	Parked blocking access	No fine	\$20	\$30	\$40	\$25	\$25	\$50	\$75
727	No Valid Decal or Permit Displayed	No fine	\$20	\$30	\$40	\$25	\$25	\$50	\$50
730	Other Parking Violations	No fine	\$20	\$30	\$40	\$25	\$25	\$50	\$50
750	Pedestrian Violations	No fine	\$20	\$30	\$40	\$25	\$25	\$50	\$50
830	Wheel Block	\$40	\$60	\$80		\$25	\$50	\$75	\$100
840	Jack Support	\$40	\$60	\$80		\$25	\$50	\$75	\$100
850	Maintenance or Repair	\$50	\$100	\$150		\$25	\$50	\$75	\$100

FINANCIAL ANALYSIS

Fine revenue partially offsets the administrative costs associated with a citation such as patrolling, filing, data entry, correspondence with the driver/owner, and scheduling a Traffic Hearing.

Prepared By: Tim Moy, Chief of Security

Reviewed By: Francis Rangel, Operations Manager
Betty Parker, Financial Services Director
Lori Moss, Community Manager

ATTACHMENT(S)

ATT1 - Resolution

Attachment 1

RESOLUTION 90-18-XX

Schedule of Traffic Monetary Penalties

WHEREAS, the Golden Rain Foundation through the Security Department enforces traffic rules and regulations within the boundaries of Laguna Woods Village, and the officers are empowered to issue notices of violations of those rules and regulations; and

WHEREAS, the Security and Community Access Committee has recommended amendments to the Schedule of Traffic Monetary Penalties.

NOW THEREFORE BE IT RESOLVED, on February 6, 2018, the Board of Directors of this Corporation hereby approves the proposed revisions to the Schedule of Traffic Monetary Penalties as attached to the official minutes of this meeting;

RESOLVED FURTHER, Resolution 90-14-73 adopted December 2, 2014, is hereby superseded and cancelled; and

RESOLVED FURTHER; that the officers and agents of this Corporation are hereby authorized, on behalf of this Corporation, to carry out this resolution.

JANUARY Initial Notification

Should the Board endorse the proposed revisions, Staff recommends that a motion be made and seconded to accept the resolution and allow discussion to ensure that the resolution reads to the satisfaction of the Board. Staff then recommends that a Board Member postpones the resolution to the next available Board Meeting no less than 30-days from the postponement to comply with Civil Code §4360.

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STAFF REPORT

DATE: January 2, 2018
FOR: Board of Directors
SUBJECT: Anti-discrimination Policy

RECOMMENDATION

Staff recommends introduction of a resolution to create an Anti-discrimination Policy.

BACKGROUND

Federal law prohibits discrimination in housing based on race, color, religion, sex, national origin, familial status and disability. Additionally federal law also provides that discrimination includes a refusal to permit, at the expense of the handicapped person, reasonable modifications of existing premises occupied or to be occupied by such person if such modifications may be necessary to afford such person full enjoyment of the premises.

California law prohibits the owner of any housing accommodation to discriminate against or harass any person because of the race, color, religion, sex, gender identity, gender expression, sexual orientation, marital status, national origin, ancestry, familial status, source of income, disability, or genetic information of that person. See other legal requirements in attached Resolution.

DISCUSSION

On occasion the Mutual receives claims of anti-discrimination. United recently approved a similar policy and the GRF and Third Attorneys recommend following suit believing that it is a good practice to have such a policy (Attachment 1) in place.

FINANCIAL ANALYSIS

None

Prepared By: Lori Moss, Community Manager

Reviewed By: Cheryl Silva, Assistant Corporate Secretary

ATTACHMENT(S)

ATT 1 - Anti-discrimination Policy

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Golden Rain Foundation

Anti-Discrimination Policy

Adopted _____, 2018

Resolution 90-18-xx

I. Purpose

The purpose of this document is to strengthen, clarify and confirm Golden Rain Foundation's (GRF) anti-discrimination policy pursuant to applicable law.

II. Definitions

For the purposes of this policy:

- a. Resident is defined as a Member or Lessee who has been approved by the Board of Directors for occupancy.
- b. Protected Class is defined to mean one's race, color, religion, sex, national origin or ancestry, gender, gender identity, gender expression, sexual orientation, familial status, marital status, disability or genetic information

III. Policy

- a. The officers, directors, committee members and/or any agent of GRF, including, but not limited to, management, shall not discriminate in employment, contracting, compensation, termination, upgrading, promotions, or enjoyment of services, amenities, privileges, housing and other conditions against any Resident, employee, contractor, subcontractor, or guest on the basis of his or her Protected Class.
- b. GRF is an equal opportunity corporation and will not discriminate and will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the basis of his or her Protected Class.
- c. GRF will be committed to providing an inclusive and welcoming environment for all Residents, guests, employees, contractors, subcontractors and vendors.
- d. If a Resident, guest, employee, contractor, subcontractor, or vendor feels that he or she has been discriminated against and/or harassed on the basis of his or her Protected Class, he or she should

immediately report the matter to management. If that person is not available or the individual feels that it would be unproductive to inform that person, he or she should immediately contact the President or member of the Board of Directors. Once the matter has been reported, it will be promptly investigated and any necessary corrective action will be taken where appropriate.

- e. Residents with a “disability” as defined by applicable law may request, in writing, that GRF make reasonable accommodations to rules or policies or allow reasonable modifications to property in order to allow the Resident full access to his or her Separate Interest and or GRF Common Areas. Once the request is submitted, the Board will promptly review same and issue a response in a timely manner, under the circumstances.
- f. Should the Board approve a reasonable modification to a Resident's Separate Interest and/or GRF Common Area, the Board may require the Resident to bear the cost of making the modification. The Board may also require the Resident to return the Separate Interest and/or the Common Area to its original condition once he or she vacates the Community or the disability ceases to exist.
- g. All complaints of unlawful discrimination and/or harassment will be handled in as discreet and confidential a manner as is possible under the circumstances.

RESOLUTION 90-18-XX

Anti-discrimination Policy

WHEREAS, Golden Rain Foundation (GRF) is a non-profit mutual benefit corporation, existing under and by virtue of the laws of the State of California, pursuant to the provisions set forth in its Articles of Incorporation and Bylaws;

WHEREAS, California Civil Code Section 4760(a)(2) provides in part that a member may modify his or her separate interest, at his or her expense, to facilitate access for persons who are blind, visually handicapped, deaf, or physically disabled, or to alter conditions which could be hazardous to these persons. These modifications may also include modifications of the route from the public way to the separate interest;

WHEREAS, federal law prohibits discrimination in housing based on race, color, religion, sex, national origin, familial status and disability;

WHEREAS, federal law also provides that discrimination includes a refusal to permit, at the expense of the handicapped person, reasonable modifications of existing premises occupied or to be occupied by such person if such modifications may be necessary to afford such person full enjoyment of the premises;

WHEREAS, California law prohibits the owner of any housing accommodation to discriminate against or harass any person because of the race, color, religion, sex, gender identity, gender expression, sexual orientation, marital status, national origin, ancestry, familial status, source of income, disability, or genetic information of that person;

WHEREAS, California law also prohibits (i) the owner of any housing accommodation to make or to cause to be made any written or oral inquiry concerning the race, color, religion, sex, gender, gender identity, gender expression, sexual orientation, marital status, national origin, ancestry, familial status, disability, or genetic information of any person seeking to purchase, rent, or lease any housing accommodation; (ii) any person to make, print, or publish, or cause to be made, printed, or published any notice, statement, or advertisement, with respect to the sale or rental of a housing accommodation that indicates any preference, limitation, or discrimination based on race, color, religion, sex, gender, gender identity, gender expression, sexual orientation, marital status, national origin, ancestry, familial status, source of income, disability, or genetic information or an intention to make that preference, limitation, or discrimination; and (iii) to otherwise make unavailable or deny a dwelling based on discrimination because of race, color, religion, sex, gender identity, gender expression, sexual orientation, familial status, source of income, disability, genetic information, or national origin”;

WHEREAS, the Bylaws provide that GRF has the express power and duty to manage, maintain, preserve and administer the business of the Development, and to promote the health, safety, and welfare of the residents within the Development;

WHEREAS, the Board has the power to adopt, amend, or repeal, in its discretion, rules and regulations not inconsistent with the provisions of the governing documents, respectively; and,

WHEREAS, GRF desires to strengthen, clarify and confirm its anti-discrimination policy pursuant to applicable law.

NOW, THEREFORE BE IT RESOLVED, February 6, 2018, that the Board of Directors of this Corporation hereby introduces the Anti-discrimination policy; and

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out this resolution.

JANUARY INITIAL NOTIFICATION

Should the Board endorse the proposed revisions, Staff recommends that a motion be made and seconded to accept the resolution and allow discussion to ensure that the resolution reads to the satisfaction of the Board. Staff then recommends that a Board Member postpones the resolution to the next available Board Meeting no less than 30-days from the postponement to comply with Civil Code §4360.

Financial Report

As of November 30, 2017

INCOME STATEMENT

ACTUAL
(in Thousands)

TOTAL REVENUE

\$36,759

TOTAL EXPENSE

(\$36,627)

Revenue over Expense

\$132

Financial Report

As of November 30, 2017

FUNDS INCOME STATEMENT	OPERATING	FUNDS	TOTAL (in Thousands)
Assessment Revenue	\$23,762	\$3,362	\$27,124
Non-assessment Revenue	\$7,014	\$2,621	\$9,635
Total Revenue	\$30,776	\$5,983	\$36,759
Total Expense	\$36,378	\$249	\$36,627
Net Revenue/(Expense)	(\$5,602)	\$5,734	\$132
w/o Depreciation	(\$1,172)		



Financial Report

As of November 30, 2017

Through November, GRF was better than budget by \$368K primarily due to:

- **Trust Facilities Fees** – more revenue generated from transfer fees due to higher sales volume.
- **Employee Compensation** – Savings due to outsourcing Aquatics operation.
- **Income Tax** – significant tax savings resulting from reallocation of revenues and offsetting expenses.
- **Insurance** – lower premiums for general liability and property coverage.
- **Cable Programming/Franchise** – Lower programming fees.

Agenda Item # 14a

Page 3 of 7



Financial Report

As of November 30, 2017

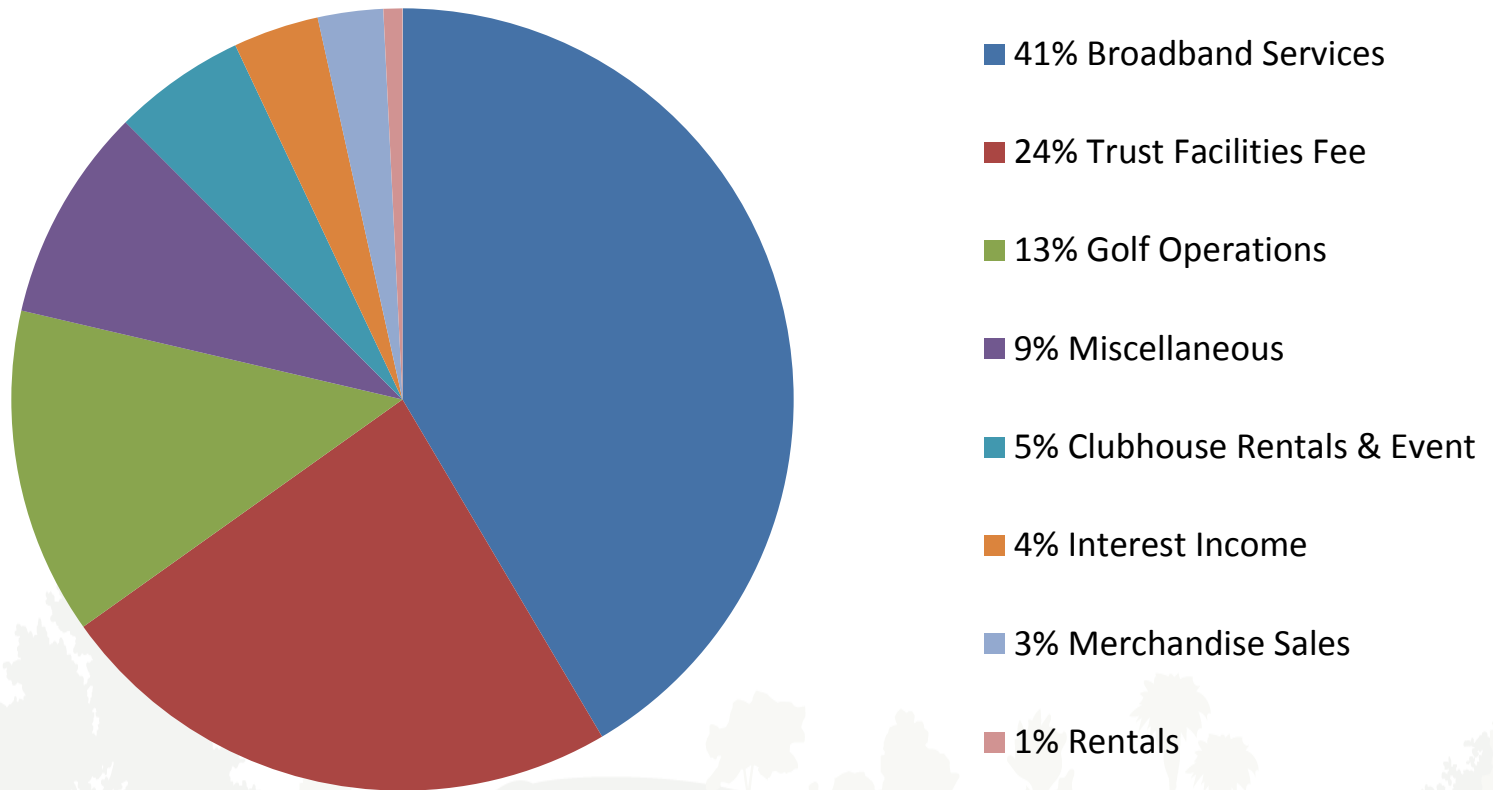
Some offsetting unfavorable variances included:

- **Materials and Supplies** – expansion of Resident Services, unbudgeted RFID stickers, more supplies required in Janitorial and Broadband.
- **Utilities** – higher telephone costs; renegotiated contract.
- **Outside Services** – Outsourced aquatics operations.

Financial Report

As of November 30, 2017

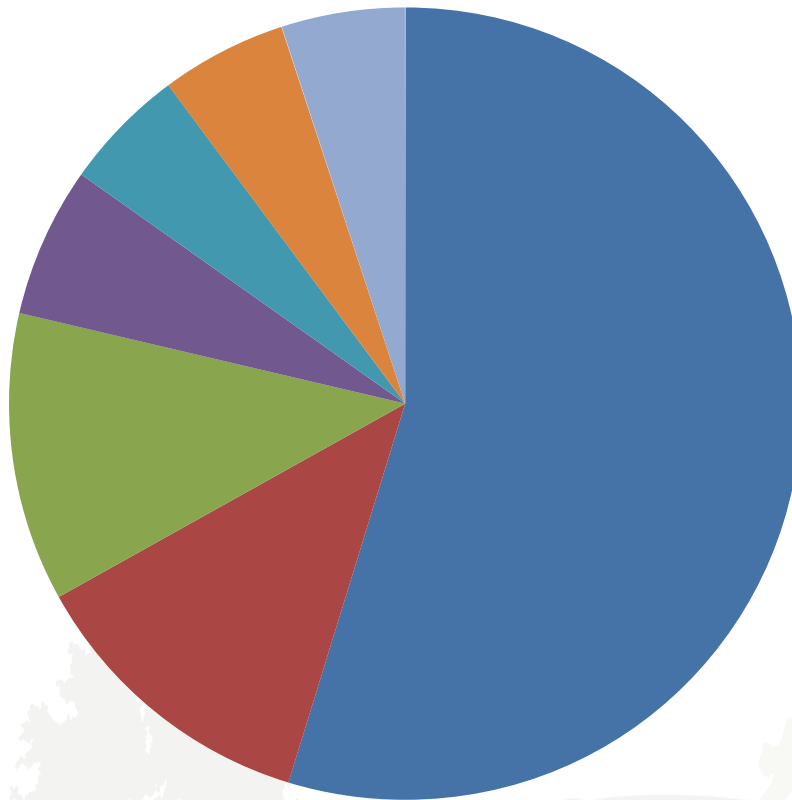
Total Non Assessment Revenues \$9,634,765



Financial Report

As of November 30, 2017

Total Expenses \$36,626,980



- 55% Employee Compensation & Related
- 12% Depreciation and Amortization
- 12% Cable/Franchise/Copyright
- 6% Utilities and Telephones
- 5% Material and Supplies
- 5% Outside Services & Other Oper Expenses
- 5% Insurance, Professional & Legal Fees

Financial Report

As of November 30, 2017

FUND BALANCES (in Thousands)

	ENDING BALANCES	WORK IN PROGRESS	REMAINING APPROPRIATIONS	UNENCUMBERED BALANCES
Equipment	\$8,424	\$1,816	\$2,849	\$3,759
Facilities	16,338	2,499	6,251	7,588
Contingency	860	141	69	650
Trust Facilities Fee	10,193	188	6	9,999
TOTAL	\$35,815	\$4,644	\$9,175	\$21,996

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REPORT OF THE REGULAR OPEN MEETING
OF THE GOLDEN RAIN FOUNDATION FINANCE COMMITTEE

Wednesday, December 20, 2017 – 1:30 p.m.
Laguna Woods Village Community Center Board Room, 24351 El Toro Road

MEMBERS PRESENT: Diane Phelps - Chair, Annette Soule, Tom Sirkel,
Juanita Skillman, Gary Morrison, Steve Parsons, Rosemarie
diLorenzo, Alfred Amado;
Advisors – Alan Dickinson, Greg Corigliano

MEMBERS ABSENT: None

STAFF PRESENT: Betty Parker, Solange Backes, Chuck Holland, Pamela Bashline,
Christopher Swanson

OTHERS: UNITED: Andre Tornig
VMS: Dick Radar

Call to Order

Director Phelps chaired the meeting and called it to order at 1:32 p.m.

Acknowledgment of Media

None.

Approval of Meeting Agenda

A motion was made and carried unanimously to approve the meeting agenda with the following addition: Discuss and Consider ID Card and Decal Fees.

Approval of the Regular Meeting Report of October 25, 2017

A motion was made and carried unanimously to approve the report as written.

Chair Remarks

Chair Phelps advised of an opening on the select audit committee, which will be advertised in the Laguna Woods Village Globe to seek candidates.

Member Comments (Items Not on the Agenda)

None.

Department Head Update

None.

Review Preliminary Financial Statements dated November 30, 2017

The Committee reviewed and commented on the financial statements dated November 30, 2017. The Committee asked Staff to confirm the status of High Definition Programming and

Clubhouse 3 Walk-through projects. The Committee asked Staff to correct the description of JP18340000 to "Gates 7, 8, 9 and 14."

Trust Facilities Fee Policy

The Committee reviewed the current Trust Facilities Fee Policy and discussed a proposal to add a waiver that would eliminate the fee requirement for members who have previously paid the fee for a primary residence.

A motion was made and carried unanimously to adhere to the existing Trust Facilities Fee Policy without change. Director diLorenzo was not present for the vote.

Whole-Home DVR Fee

The Committee reviewed a staff report and endorsement from Media and Communications Committee proposing a new Whole-Home DVR Service and fees.

A motion was made and carried unanimously to recommend the Board approve changing the digital pay tier system to include Whole-Home DVR services with fees as outlined in the report.

Social Media and Reputation Management Program

The committee reviewed a staff report and endorsement from the Media and Communications Committee regarding the extension of the Social Media and Reputation Management Program.

A motion was made and carried unanimously to recommend the Board approve extension of the contract from January to June, 2018 with a supplemental appropriation of \$22,200 to be funded from the Contingency Fund.

ID Card Replacement Fee

The Committee discussed the current ID Card Replacement Fee, a \$25 charge from GRF, and confusion over a related fee change in the Third Mutual lease policy. Director diLorenzo indicated that Third Mutual will remove the separate ID replacement fee from their policy.

Future Agenda Items

Collection Policies.

Committee Member Comments

Director diLorenzo commented on fliers included with annual budget report mailing and requested that a contact number be provided for the coupon books.

Advisor Dickinson complimented the presentation of financial information.

Advisor Corigliano commented on amenities fees relating to owners vs. lessees.

Date of Next Meeting

Wednesday, February 21, 2018 at 1:30 p.m.

Adjournment

The meeting recessed to closed session at 3:32 p.m.



Diane Phelps, Chair

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REPORT OF REGULAR MEETING OF THE GOLDEN RAIN
FOUNDATION MEDIA & COMMUNICATIONS COMMITTEE

Monday, December 18, 2017-1:30 P.M.
Laguna Woods Village Community Center, Board Room
24351 El Toro Road, Laguna Woods

MEMBERS PRESENT: Chair Joan Milliman, Beth Perak, Diane Phelps, Burt Baum, Maggie Blackwell, Steven Leonard and Ryna Rothberg

MEMBERS ABSENT: Susan Caine

ADVISERS PRESENT: Steve Carman, John Perak and Lucy Parker

OTHER DIRECTORS PRESENT: Juanita Skillman (United President), Cash Ackrekar (United Director), and Dick Rader (VMS Director)

STAFF PRESENT: Chuck Holland, Lori Moss, Heather Rasmussen, Paul Ortiz, Rae Esperon, Leslie Cameron and Becky Jackson

1. Call to Order

Chair Milliman called the meeting to order at 1:30 p.m.

2. Acknowledgment of Media

No media were present.

3. Approval of Agenda

A motion was made by Director Phelps to approve the agenda as presented, and seconded by Director Perak. The motion was approved unanimously.

4. Approval of Meeting Minutes for October 21, 2017

Since there were no corrections or additions, the minutes were approved as presented.

5. Chair's Remarks

Chair Milliman welcomed the committee and introduced Lucy Parker as a new adviser to the committee. Chair Milliman stated the committee will meet monthly, with the next meeting on January 15, 2018, at 1:30 p.m. She thanked staff for the agenda packet and shared her goal to encourage two-way communication with the residents.

6. Member Comments

Members spoke regarding on-demand services, Village Television, and the New Resident Orientation video.

A task force was created composed of Lori Moss, Heather Rasmussen, Paul Ortiz and Directors Rothberg, Baum, Perak and Blackwell. Staff will edit the Resident Orientation video script for presentation to the task force.

REPORTS

7. Broadband ProForma Operating Statement, Subscriber Counts

Chuck Holland, IT Director, reviewed subscriber counts for 2016/2017.

8. Contract Renewals

Mr. Holland reviewed the contracts that are up for renewal and reported on cable network programming updates. Negotiations are ongoing with CBS and KTLA 5. Director Leonard asked why some repair and maintenance costs were zero. A question was asked about non-collectable amounts and why there are bad debts. Staff will look into both items and report back to the committee.

9. Marketing and Communications Report (Facebook update)

Ms. Rasmussen reported on the popularity of the Docent Tours, staff speaking engagements and the success of the social media project. Chair Milliman asked for clarification on website bounce rate. Staff described it as the number of people who leave the website after visiting the page, which is indicative of the users finding what they are looking for. Director Leonard commented that he believes there will be more residents using Facebook in the future. Director Baum asked about Facebook and if it is engaging residents in communication. Staff addressed this by reporting statistics of engagement by residents of Laguna Woods.

10. Village Television Policies and Procedures

Mr. Holland reported on Village Television Policies and Procedures and changes in the policy, primarily as a result of name change and branding. The Committee concurred with the redlined document.

11. Announcement of Town Hall on Cable Boxes January 10, 2018

On January 10, 2018, a Town Hall Meeting will be hosted in the community to discuss a full roll out of the new Whole-Home DVR and the removal of analog. Mr. Holland commented that a pilot group of 10 residents will be testers for the new Whole-Home DVR. Adviser Parker suggested using a sign-up sheet due to the number of premium customers in the community.

12. Hosting Club Websites

Ms. Rasmussen reported on the successful club website training. Moving forward, there are 80 clubs that need to migrate to the new website. Staff continues to provide training on a one-on-one basis. Chair Milliman commented that the website administrative tools were user friendly.

ITEMS FOR DISCUSSION AND CONSIDERATION

13. Entertain a Motion to introduce a fee for a new service, Whole-Home DVR

Mr. Holland discussed tiered services, and whole-home DVR pricing options and installation. Staff recommended offering services at \$24.95 a month with additional boxes at \$7.95 per month. Fees include programming and hardware. Director Leonard commented on the one-time fee and asked to consider a reconstruction fee in the event of malfunction or user error. Staff explained that the hardware is user friendly, but will discuss with Village Television staff to determine if there is a need for reconstruction fees. Director Rader asked if the box was a TiVo product, staff confirmed that it was.

A motion was made by Director Phelps to approve fees for whole-home DVR services, and seconded by Director Perak. The motion was approved unanimously.

14. Extension of Social Media Contract

Ms. Rasmussen reported on the success of the social media and reputation management program from August to December 2017, and the improvement in

communication. Staff recommended extending the contract for six months with a supplemental appropriation of \$22,200.

A motion was made by Director Phelps to extend the social media contract for six months, and seconded by Director Perak. The motion was approved unanimously.

15. USC Annenberg Center Opioid Study

CEO Brad Hudson gave an overview of the research being conducted by the USC Annenberg Center for Health Journalism regarding Opioid danger. Director Achrekar introduced the idea of having a psychiatrist or doctor give information on Village Television. Director Baum suggested an outreach program.

A motion was made by Director Perak to direct the CEO to offer Village participation in the USC Annenberg Center for Health Journalism Opioid Study, and seconded by Director Baum. The motion was approved unanimously.

Concluding Business:

16. Committee Member Comments

- Director Rothberg commented on improving communication.
- Director Leonard commented on an article in the Register regarding background checks for lessees in the Village.
- Director Blackwell commented on Globe letters to the editor.
- Director Baum commented on two misleading articles in the Globe.
- Director Perak would like to see follow-up on the USC Annenberg Study.
- Director Phelps would like to have a section on the website or in the Breeze to offset rumors.
- Ms. Moss commented on the need for a page on the Village website to clarify issues and report facts.

17. Next meeting-January 15, 2018

18. Adjournment at 4 p.m.


Joan Milliman, Chair
Media and Communications Committee

**REPORT OF REGULAR MEETING OF THE GOLDEN RAIN FOUNDATION
MOBILITY AND VEHICLES COMMITTEE**

Monday, December 4, 2017 – 1:30 p.m.
Laguna Woods Village Community Center Board Room
24351 El Toro Road, Laguna Woods, CA 92637

MEMBERS PRESENT: JoAnn diLorenzo – Acting Chair, Ray Gros, Steve Parsons, John Frankel, Andre Torng (substituting for Reza Bastani), Prakash “Cash” Achrekar

ADVISORS: Gloria Moldow

MEMBERS ABSENT: Judith Troutman, Reza Bastani, June Greenwald, Marion Levine (Advisor)

OTHERS PRESENT: Juanita Skillman

STAFF PRESENT: Bruce Hartley, Andrew Harrell, David Collins, Kayla Aninzo

1. Call to Order

Acting Chair diLorenzo called the meeting to order at 1:29 p.m.

2. Acknowledgment of Media

No press was present.

3. Approval of the Agenda

By consensus, the agenda was approved.

4. Approval of Meeting Report for October 2, 2017

The Regular Meeting Report of October 2, 2017, was approved by directors who were present at the previous meeting.

5. Chair’s Remarks

Acting Chair diLorenzo gave her welcoming remarks and informed the Committee that Judith Troutman, GRF Mobility & Vehicles Chair, will be at the next meeting in February. She looks forward to learning a lot with the guidance of Staff and the Committee.

6. Member Comments (Items Not on the Agenda)

- Suellen Zima (823-D) commented on Transportation services and suggested that a group be formed to review ideas.
- Shirley Niederkorn (184-A) inquired about Christmas Eve and holiday Transportation services. She suggested that future bus purchases should have enough room for walkers and wheelchairs.
- Vashti Williams (726-P) commented that she enjoys coming to the Mobility and Vehicles Committee meetings. She commented on Plan-A-Ride services.

7. Department Head Update

Bruce Hartley, General Services Director, summarized the activity in his division.

Judith Troutman is the new Chair of the GRF Mobility and Vehicles Committee meeting. Mr. Hartley will meet with Chair Troutman before the next meeting to discuss the direction of the Committee. The annual Transportation Awareness Day (TAD) was held last month, where Staff addressed minor modifications to Transportation services. The event provided residents a chance to speak one on one with Transportation Coordinators, Staff, alternative transportation representatives, and other sponsors.

GRF approved vehicle and equipment purchases of approximately \$1 million for 2018. Specifications are being put together to go out to competitive bid. The approved budget provided for the purchase of two new buses. The early release of funding allowed staff to move forward with specifications for buses that meet resident needs. Staff is looking at gas and electric bus options, preferably smaller, nine passenger busses with low floors and access ramps to accommodate walkers, wheelchairs, and power carts. Staff will come back to the GRF Board for award. The two buses are expected to be delivered in early 2018.

Bruce Hartley announced that the City of Laguna Woods will be doing a roadway slurry project on El Toro Road between Moulton and Valencia on the week of December 18th. This project restricts access to Gates 1 and 5, and will impact bus service, slowing down fixed bus routes. Staff is working with the City on a plan to mitigate traffic delays during that week. He informed the Committee that OCTA Access and Yellow Cab vehicles inside the community are permitted to service residents. They are 'on demand' services that regularly service our residents by individual request.

Consent:

None

Reports:

8. Monthly Transportation Reports (Drew Harrell)

Drew Harrell, Transportation and Maintenance Services Manager, gave a brief overview of the Transportation reports. The reports provided information on total gallons of fuel used per month and total fuel costs per month, in comparison to data from the previous year.

Several Directors commented on the Transportation reports. Acting Chair diLorenzo inquired about fuel costs and fuel management. Director Torng requested to see a report for cost per rider. Advisor Moldow inquired about the status of charging stations for electric vehicles.

Bruce Hartley responded to Committee member comments. The Purchasing department advertised a Request for Proposal to manage fuel purchasing and tank compliance for the fueling facilities located at the Service Center and Golf Course. Upon implementation, fuel tanks will be monitored electronically. The proposals are expected in January. Staff will present Transportation reports that include financial data and ridership count at the next meeting. Charging stations are located at the Community Center at a lower cost for residents.

9. Transportation Awareness Day Report (Drew Harrell)

Drew Harrell provided a report on Transportation Awareness Day.

The annual Transportation Awareness Day (TAD) was held on November 17 at Clubhouse 5, in commemoration of Denise Dowd “Denny” Welch. The event was created in 2003 to help inform residents of the transportation programs offered by Laguna Woods Village. At the event, Transportation presented minor adjustments that will take effect in January 2018. In addition to Village Transportation services, local sponsors like OCTA Access, Yellow Cab, and Age Well showcased their services as alternative options to residents.

Items for Discussion and Consideration:

10. M&V Committee Mission Statement

Acting Chair diLorenzo tabled this item for the February meeting.

Items for Future Agendas:

11. Ridership Report

Concluding Business:

14. Committee Member Comments

Advisor Moldow commented that benches should be installed for bus riders in the community.

Director Torng agreed with the installation of benches.

Director Frankel commented on the demographics of the community.

Director Parsons agreed with the installation of benches.

Director Gros explained the limitations of a Committee and went over proper procedures for any major changes in the community.

Acting Chair diLorenzo thanked the Committee for their attendance. She appreciated hearing comments and working with Staff.

15. Date of Next Meeting – Monday, February 5, 2018

16. Adjournment

The meeting was adjourned at 2:41 p.m.

DRAFT

JoAnn diLorenzo, Acting Chair
GRF Mobility & Vehicles Committee

REPORT OF THE REGULAR MEETING OF THE
GOLDEN RAIN FOUNDATION OF LAGUNA WOODS
SECURITY AND COMMUNITY ACCESS COMMITTEE

December 21, 2017

The Regular Meeting of the Security and Community Access Committee was held on Thursday, December 21, 2017 at 1:30 PM, 24351 El Toro Road, Laguna Woods, California.

MEMBERS PRESENT: Annette Soule-Chair, Ray Gros, Jim Juhan, Steve Parsons, Don Tibbets, Pat English, and Roy Bruninghaus

MEMBERS ABSENT: John Frankel

ADVISORS PRESENT: None

ADVISORS ABSENT: Larry Cunningham

OTHERS PRESENT: Juanita Skillman, Diane Phelps, Gary Morrison, Joan Milliman, Dick Rader, Prakash Achrekar, and Andre Torng

STAFF PRESENT: Tim Moy, Debbie Ballesteros

CALL TO ORDER

Annette Soule, Chair, called the meeting to order at 1:32 p.m. and stated that it was a regular meeting held pursuant to notice duly given.

ACKNOWLEDGEMENT OF PRESS

The Media was not present.

APPROVAL OF AGENDA

Chair Soule made a motion to amend the agenda by adding Golf Cart Policies and Procedures, Plug-in Electric Vehicles Policies and Procedures, and standardized fees.

By way of consensus, the Committee approved the amended agenda.

APPROVAL OF MEETING REPORT

By way of consensus, the Committee approved the October 26, 2017 meeting report as presented with minor corrections.

CHAIRMAN'S REMARKS

Chair Soule stated that she is honored to serve and will give her best to the Community and looks forward to next year. She stated that the priorities will be the gate access system and that Director Bruninghaus, TLHM, will replace Director Parsons.

MEMBER COMMENTS ON NON-AGENDA ITEMS

Director Achrekar (201-E) commented on a blind spot coming out of culdesac (CDS) 23.

Mike Epstein (3235-C) informed the Committee that CDS 226, near the entrance of Gate 6, vehicles are parking close to the end of the CDS.

Director Skillman (2154-N) stated that decals and resident ID charges are a GRF matter.

Director English (928-A) informed the Committee that the landscaping near Clubhouse 3 makes it hard to see the road.

RESPONSE TO MEMBER COMMENTS

Tim Moy, Chief of Security, stated that he will work with the General Services and Landscape Departments to address the concerns presented.

REPORTS

Disaster Preparedness Task Force Report

Chief Moy stated that the December meeting was canceled. He appreciates the support of Board Directors Judith Troutman, Juanita Skillman, Gary Morrison, Steve Parsons, and John Frankel who have been attending the meetings. If someone is interested in getting involved, they can attend one of the monthly Disaster Preparedness Task Force meetings.

Chief Moy informed the Committee that he and a few members of the Security Department visited the Health Care Agency's (HCA) Point of Distribution (POD) facility in Santa Ana. Laguna Woods Village is moving forward with a partnership with the HCA to provide medication and supplies to the Village in case of an emergency.

RV Update

Chief Moy mentioned that he attended a RV Wheelers meeting on November 11, 2017. There were some minor issues that were brought to his attention including lighting conditions, vegetation overgrowth and complaints of over-enforcement by Security personnel. Chief Moy has already taken care of a few improvement requests and will closely monitor citations in the RV lots. He advised that Security has made the RV Lots a priority due to the long waiting list and the significant number of unkept RV's and boats. The waiting list has been lowered from 70+ to 11 and additional space openings should be filled within the week.

Noteworthy Incidents

Chief Moy informed the Committee that a Security Supervisor observed a suspicious male subject in the area of RV Lot B late in the evening. He contacted the individual and called for backup. Upon further questioning, the man admitted to having a knife and drugs. He also had a warrant for his arrest. The Orange County Sheriff's Department

(OCSD) was dispatched and the subject was taken into custody for possession of a syringe, narcotics, and a bench warrant.

This example brings up an important issue involving the growing concern of homelessness in South Orange County. Security has located homeless encampments nearby and has been working closely with the Orange County Sheriff's Department (OCSD). However, this Community has generous residents who care for the homeless by giving them money and food. As a result, they stay close to the area and can be seen on the corner of major intersections begging for money. Security continues to work with the City and Sheriff to address the problem. Chief Moy recently met with the Lieutenant who is overseeing the Homeless Liaison Officer (HLO) program with the Sheriff's Department to determine what can be done for Laguna Woods.

Security Statistics

Chief Moy reported on the statistics for the Security Division that includes foot patrols, notice of violations, crimes, traffic collisions, RV lots, Social Services and the Compliance Department. Reports are attached to the official minutes of this meeting.

Chief Moy explained there has been a minor spike in thefts, but many of the items have been taken from carports from unsecured lockers or vehicles. Unfortunately, there was a daytime burglary in which the manor was ransacked while the residents were away for a short time. The OCSD was called and investigated.

Chief Moy briefly discussed the Bike Patrol program and stated the team goes out 3-4 times a week as staffing allows. The Bike Patrol team consists of 5 members who serve in an ancillary role and spend a few hours in the community upon each deployment.

ITEMS FOR DISCUSSION AND CONSIDERATION

Schedule of Traffic Monetary Penalties

Chief Moy presented the Schedule of Traffic Monetary Penalties report. The Committee commented and asked questions.

Director Tibbets made a motion to recommend the Board approve the amended Schedule of Traffic Monetary Penalties with minor changes. Director Gros seconded the motion.

By unanimous vote, the Motion carried.

ITEMS FOR FUTURE AGENDAS

- Clubhouse Generators
- Golf Cart Policies and Procedures
- Plug-In Vehicles Policies and Procedures
- Standardized Fees

CONCLUDING BUSINESS

Committee Member Comments

Director Tibbets stated there are unauthorized vehicles in the RV lot.

Director Parsons thanked the Committee for allowing him to serve.

DATE OF THE NEXT MEETING

The next meeting is scheduled for Thursday, February 22, 2018, at 1:30 p.m. in the Laguna Woods Village Community Center, Board Room.

ADJOURNMENT

There being no further business to come before the Committee, Chair Soule adjourned the meeting at 3:01 p.m.

Annette Soule, Chair