



**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, February 6, 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 – Beth Perak**
- 3. Acknowledge Media**
- 4. Approval of Agenda**
- 5. Approval of Minutes of Meeting**
  - (a) January 2, 2018 – Regular Open Session Meeting
- 6. Report of Chair**
- 7. Update from VMS – Director Shimon**
- 8. CEO Report**
  - (a) Introduction of the Director of Human Resources-Carrie Weldon
- 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 Approve Select Audit Task Force Appointments



**12. Unfinished Business**

- (a) Entertain a Motion to Adopt a Resolution to Approve a Digital Pay Tier System with Whole-Home-DVR (**JANUARY Initial Notification-30-Day notification to comply with Civil Code §4360 has been satisfied**).
- (b) Entertain a Motion to Adopt a Resolution Making Amendments to the Traffic Fines (**JANUARY Initial Notification-30-Day notification to comply with Civil Code §4360 has been satisfied**).
- (c) Entertain a Motion to Adopt an Anti-Discrimination Policy. (**JANUARY Initial Notification-30-Day notification to comply with Civil Code §4360 has been satisfied**).

**13. New Business**

- (a) Entertain a Motion to Approve Relocation of Summer Kids Swim Program (**FEBRUARY Initial Notification-must postpone 30-Days to comply with Civil Code §4360**)
- (b) Entertain a Motion to Approve a Resolution for Care Services for Equestrian Center Boarders (**FEBRUARY Initial Notification-must postpone 30-Days to comply with Civil Code §4360**)
- (b) Entertain a Motion to Approve a Resolution for Bluebird Box Replacement
- (c) Entertain a Motion to Approve a Resolution for Martin & Chapman as Inspector of Election for 2018

**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 March 8, 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 February 15, 2018, at 1:30 p.m. in the Board Room.
- (e) Report of the Mobility & Vehicles Committee – Director Troutman. Next meeting February 7, 2018, at 1:30 p.m. in the Board Room.
- (f) Report of the Security & Community Access Committee – Director Sabol Soule. Next meeting February 22, 2018, at 1:30 p.m. in the Board Room
  - Report of the Traffic Hearings – Director Gros. Next meeting February 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 February 27, 2018, 9:30 a.m. in the Pine Room.

**15. Future Agenda Items** - *All matters listed under Future Agenda Items are Resolutions on 30-day public review or items for a future Board Meetings. No action will be taken by the Board on these agenda items at this meeting. The Board will take action on these items at a future Board Meeting.*

- (a) Entertain a Motion to Approve a Resolution for Amendments to the Golf Cart Policies and Procedures (March)
- (b) Entertain a Motion to Approve Policies for Capital Improvement Projects (CIP) to be Reviewed by Corporate Members; and Procedures for Corporate Members Meetings (March)
- (c) Entertain a Motion to Approve New Pickleball and Paddle Tennis Courts; and Maintenance around Driving Range (April)
- (d) Entertain a Motion to Approve Relocation of Summer Kids Swim Program **(FEBRUARY Initial Notification-must postpone 30-Days to comply with Civil Code §4360)**
- (e) Entertain a Motion to Approve a Resolution for Care Services for Equestrian Center Boarders **(FEBRUARY Initial Notification-must postpone 30-Days to comply with Civil Code §4360)**

**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) January 2, 2018 – Regular Executive Session*

*(b) January 4, 2018—Special Closed Session*

*Discuss and Consider Member Disciplinary Matters*

*Discuss and Consider Personnel Matters*

*Discuss and Consider Contractual Matters*

*Discuss and Consider Litigation Matters*

*Discuss Litigation Report Summary*

**18. Adjournment**





Minutes of the Regular Meeting of the Golden Rain Foundation  
Tuesday, January 2, 2018, 9:30 a.m.  
24351 El Toro Road, Laguna Woods, California.

Directors Present: Thomas Sirkel (arrived late), Beth Perak, Ray Gros, JoAnn diLorenzo, Diane Phelps, James Juhan, Jim Matson, Richard Palmer, Annette Sabol Soule and Judith Troutman

Directors Absent: Joan Milliman

Staff Present: Lori Moss, Tim Moy, Bruce Hartley and Cheryl Silva

Others Present: United Mutual: Juanita Skillman, Cash Achrekar, Pat English, Andre Torng  
Third Mutual: John Frankel  
VMS: Dick Rader

**1. Call to Order**

Vice President Perak called the meeting to order at 9:31 a.m., established a quorum, and stated that President Sirkel was not feeling well, but will be arriving later today.

**2. Pledge of Allegiance to the Flag**

Director Troutman 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 Palmer seconded the motion and it passed unanimously.

**5. Approval of Minutes**

Director Sabol Soule made a motion to approve the minutes from the December 5, 2017, Regular Open Session. The motion was seconded by Director Juhan and passed unanimously.

**6. Report of the Chair**

Vice President Perak announced that the Corporate Members Meeting will be held on January 30, 2018, at 9:30 a.m. in the Board Room. She encouraged Members to get involved in the Community. The gates will continue to be updated in 2018.



#### **7. Update from VMS**

Director Bender gave an update of the VMS meetings in the month of December. The Board meets bi-weekly and work on the 5 strategic plans: Improve customer service, efficient operations, safe community, transparent communications, and being an employer of choice. The Handyman Services are expected to start in March. Recreation events calendar is available on the website. Residents are encouraged to become active and get involved in the governance of the Community.

#### **8. CEO Report**

Lori Moss, General Manager, gave a presentation on the GRF Accomplishments in 2017. Negotiations continue with the TV Stations to lower the costs. Director Walsh will Chair the Energy Consultant Services. Lawn Bowling will be closed for two months during the facility upgrades and heavy equipment will go through gate 12 during construction. All landscape crews will have tables with Arbor Pro software and Residents can access Arbor Pro through the website. Plan-a-Ride is now available Saturday, Sundays and Holidays. Residents can stay involved by watch the governance on the website through Granicus and watching on YouTube.

#### **9. Open Forum (Three Minutes per Speaker)**

Several members spoke on the Laguna Woods Foundation, ID Card Replacement Fee, Pickleball, LWV Foundation and various issues during open forum.

#### **10. Response to Open Forum Speakers**

Several Directors and the General Manager responded to member comments.

#### **11. Consent Calendar**

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

### **RESOLUTION 90-18-02** **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.

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

**RESOLUTION 90-18-01**  
**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:

Thomas 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
<b><i>Betty Parker Assistant</i></b>	<b><i>Treasurer ex Officio</i></b>

**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.

Director Juhan made a motion to approve the Consent Calendar. Director Phelps seconded the motion.

Discussion ensued among the Directors.

Vice President Perak called for a vote and the motion passed unanimously.

**12. Unfinished Business**



(a) Entertain a Motion to Adopt a Resolution for Golf Greens Fees for 2018.

Director diLorenzo read the following resolution:

**RESOLUTION 90-18-03**  
**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 introduces 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 90-18-03

DESCRIPTION	2017 Fee	2018 Fee
<b>Carts &amp; Clubs</b>		
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
<b>Driving Range</b>		
Driving Range, Large Bucket	\$3.00	\$3.00
Driving Range, Small Bucket	\$2.00	\$2.00
Driving Range, Quarter Bucket	\$1.00	\$1.00
<b>Greens Fee, 27 Hole Course, 18 Holes</b>		
Residents	\$11.00	\$16.00
Guests, Weekday	\$35.00	\$35.00
Guests, Weekend	\$55.00	\$55.00
<b>Greens Fee, 27 Hole Course, 9 Holes</b>		
Residents	\$6.00	\$8.00
Guests, Weekday	\$18.00	\$18.00
Guests, Weekend	\$28.00	\$28.00
<b>Greens Fee, Par 3 Course, 18 Holes</b>		
Residents	\$8.00	\$10.00
Guests	\$16.00	\$16.00
<b>Greens Fee, Par 3 Course, 9 Holes</b>		
Residents	\$4.00	\$6.00
Guests	\$7.00	\$8.00

Director diLorenzo made a motion to adopt a resolution for Golf Greens Fees for 2018.



Director Phelps seconded the motion.

Discussion ensued among the Directors.

Vice President Perak called for a vote and the motion passed unanimously.

(b) Entertain a Motion to Adopt a Resolution for the "Members First" Policy.

Director Troutman read the following resolution:

**RESOLUTION 90-18-04**  
**Members First**

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

**WHEREAS**, certain GRF amenities have limited occupancy and use; and,

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

**NOW THEREFORE BE IT RESOLVED**, January 2, 2018, that RV Lot(s), the Equestrian Facility stalls, and Garden Center(s) plots and Clubhouse 4 and Golf Club lockers shall first be offered to members prior to any other category of resident when space becomes 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.**

Director Troutman made a motion to adopt a resolution for the "Members First" Policy.  
Director Gros seconded the motion.

Discussion ensued among the Directors.

Director Phelps commented that the Board requested to have the words "other limited amenities such as" in paragraph four removed from the resolution.

Vice President Perak called for a vote and the motion passed unanimously.

(c) Entertain a Motion to Adopt a Resolution Amending the Recreations Policies and Operating Rules.



Director Troutman read the following resolution:

**RESOLUTION 90-18-05**  
**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.**

Director Troutman made a motion to adopt a resolution amending the Recreations Policies and Operating Rules. Director Gros seconded the motion.

Discussion ensued among the Directors.

Vice President Perak called for a vote and the motion passed unanimously.

(d) Entertain a Motion to Adopt a Resolution for a Contract Work Pass and Related Fee Resolution.

Director Troutman read the following resolution:

**RESOLUTION 90-18-06**  
**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**



Director Troutman made a motion to adopt a resolution for a Contract Work Pass and Related Fees. Director Gros seconded the motion.

Director discussion ensued among the Directors.

Chief Moy answered question and verified that construction workers will be required to place a pass on their dashboard when working in the Community.

Vice President Perak called for a vote and the motion passed unanimously.

### 13. New Business

(a) Introduce a Resolution to Approve a Digital Pay Tier System with Whole-Home-DVR.

Director Troutman read the following Resolution:

#### **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
<b>Whole-Home-DVR (one-time fee):</b>	<b>\$100.00</b>

Equipment (monthly fee):

Digital Set Top Box /TV	\$7.25
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Digital Set Top Box/TV/HD	\$13.25
Digital Set Top Box/DVR/HD	\$19.25 (first box)
	\$13.25 (additional box)
<b>Whole-Home-DVR</b>	<b>\$24.95 (first box)</b>
	<b>\$7.25 (additional box)</b>
<u>Programming (monthly fee):</u>	
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.

Director Troutman made a motion to introduce a resolution to approve a Digital Pay Tier System with Whole-Home-DVR. Director diLorenzo seconded the motion.

Discussion ensued among the Directors.

Vice President Perak called for a vote and the motion passed unanimously.

(b) Introduce a Resolution Making Amendments to the Traffic Monetary Penalties.

Director Troutman read the following Resolution:

**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.

Director Troutman made a motion to introduce a resolution making amendments to the Traffic Monetary Penalties. Director Gros seconded the motion.

Discussion ensued among the Directors.

Vice President Perak called for the vote and it passed unanimously.

(c) Introduce a Resolution to Establish an Anti-Discrimination Policy.

Director Troutman read the following Resolution:

**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.

Director Troutman made a motion to introduce a resolution to establish an Anti-Discrimination Policy. Director diLorenzo seconded the motion.

Discussion ensued among the Directors.

Director Troutman made a motion to postpone this agenda item to the next Regular Meeting to give the Board time to consult with Legal Counsel on some questions about the Anti-Discrimination Policy. Director diLorenzo seconded the motion and it passed by a vote of 8-1-0 (Director Phelps opposed).

Director Phelps amended the motion to postpone this agenda item until later today to give the Board time to consult with Legal Counsel when they arrive. Director Sabol Soule seconded the motion and it passed unanimously.

President Sirkel arrived at 11:38 a.m.

**14. Committee Reports**

**(a) Report of the Finance Committee/Financial Reports**

Director Phelps reported on the Finance Committee and presented the Treasurer's Report and announced the two new advisers; Alan Dickinson and Gary Corigliano. The next meeting will be on February 21, 2018, 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, at 2:00 p.m. in the Board Room.

**(c) Report of the Maintenance & Construction Committee**

Director Matson reported on the Maintenance & Construction Committee. Maintenance on Pools 2, 4, 6 had completed. Clubhouse 4 needs a new AC system. Remodeling has been completed on Clubhouse 1 on the dining room two, the card rooms, the kitchen and dining room floors. Construction work will begin shortly at gate 12 for the lawn bowling courts and it will take two months to complete. The next M&C Committee meeting will be held on February 14, 2018, at 9:30 a.m. in the Board Room.

- Director Perak reported on Performing Arts Center (PAC) Renovation Ad Hoc Committee. The architects are currently working on the safety design. PAC updates will be available on the website.



**(d) Report of the Media and Communications Committee**

Director Perak reported on the Media and Communications Committee. Cable Boxes will be discussed at the next Town Hall meeting on January 10, 2018, at 4:30 p.m. in the Board Room. Clubs should contact Heather Rasmussen for information about posted club news on the website. The next meeting will be held on January 15, 2018, at 1:30 p.m. in the Board Room.

**(e) Report of the Mobility & Vehicles Committee**

Director diLorenzo reported from the Mobility & Vehicles Committee. The Committee is working on a detailed report on the cost per ride. The mission statement has been moved to the next meeting. Director Troutman has been riding the buses to see what improvements need to be made. The next Mobility & Vehicles Committee will meet on February 7, 2018, at 1:30 p.m. in the Board Room.

**(e) 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 RV Lots are a priority and the waitlist is shorter. The next Security & Community Access Committee meeting will be held on February 22, 2018, 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 driving without a license. Next meeting will be held January 21, 2018, at 9:00 a.m. in the Board Room and 1:00 p.m. in the Cypress Room.
- Report of the Disaster Preparedness Task Force- Director Troutman. Residents are encouraged to volunteer to be a Good Neighbor Building Captain. Next meeting January 27, 2018, at 9:30 a.m. in the Pine Room.

**15. Future Agenda Items**

**(a) Adopt a Resolution to Approve a Digital Pay Tier System with Whole-Home-DVR (JANUARY Initial Notification-must postpone to FEBRUARY to comply with Civil Code §4360).**

**(b) Adopt a Resolution Making Amendments to the Traffic Monetary Penalties (JANUARY Initial Notification-must postpone to FEBRUARY to comply with Civil Code §4360)**

**(c) Adopt an Anti-Discrimination Policy. (JANUARY Initial Notification—must postpone to FEBRUARY to comply with Civil Code §4360)**

**16. Director's Comments**

President Sirkel thanked Vice President Perak for running the meeting.



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.*

The Board recessed to Closed Session at 12:13 p.m.

**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 the Corporate Members Meeting*

*Discuss and Consider Contractual Matters*

*Discuss and Consider Litigation Matters*

*Discuss Litigation Report Summary*

*Adjournment*

**Adjourn**

The Board adjourned at 4:13 p.m.



JoAnn diLorenzo, Acting Secretary of the Board  
Golden Rain Foundation





Laguna Woods Village®

Golden Rain Foundation  
Recreation and Special Events Department  
Policies and Procedures



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**GOLDEN RAIN FOUNDATION  
RECREATION DEPARTMENT POLICY**



The Recreation and Special Events Department (Recreation Department) is responsible for the planning and execution of a comprehensive recreation program for all Laguna Woods Village Residents. The Recreation Department coordinates events and programs to ensure that Residents are provided with an enjoyable, diversified program. Access to Golden Rain Foundation (GRF) facilities is available for Residents. Specific facility and amenity operating rules may be found on the Laguna Woods Village website 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](mailto: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](mailto: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 or promote 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 or promote 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](mailto: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.





**Construction Contractor Work Pass Policy**  
Adopted: January 2, 2018

**I. Purpose**

The purpose of this document 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.

**II. Definition**

- a. Application – the form prescribed by GRF to apply for a Construction Contractor(s) Work Pass.
- b. Construction Contractor - is a person or company that performs work on a contract basis. The term may refer to: general contractor, sub-contractor, individual or corporation that contracts with another individual for an alteration or other construction application.
- c. Charge – fee, fine, and/or monetary penalty that GRF may levy upon Construction Contractor(s).
- d. Community- Laguna Woods Village.
- e. Conformance Deposit – deposit required as part of the conditions of approval to assure that no damages to Mutual property occur during construction, including, but not limited to, internet/TV, landscaping, or exterior walls/roof.
- f. Division- Manor Alterations Division.
- g. Governing Documents - the Articles of Incorporation and Bylaws of GRF, TLHM, and ULWM; any rules and regulations of GRF, TLHM and ULWM; Covenants, Conditions, and Restrictions (CC&R's) of TLHM; and ULWM Occupancy Agreement.
- h. Corporations(s) -Golden Rain Foundation (GRF), United Laguna Woods Mutual (ULWM), and Third Laguna Hills Mutual (TLHM).
- i. Member/Owner – a person who has been approved by Third Laguna Hills Mutual (TLHM) or United Laguna Woods Mutual (ULWM) as being entitled under the Governing Documents of TLHM/ULWM to membership in TLHM/ULWM and has an appurtenant right of membership in GRF.
- j. Golden Rain Foundation (GRF) the non-profit mutual benefit Corporation organized to manage and maintain the Community Facilities and services for the Community.
- k. Pass Holder- is defined as the Construction Contractor(s) who has/have been authorized to conduct business in the Community.



I. Staff- Employees authorized to act on behalf of GRF.

m. Vehicle Pass – document required to enter the Community to conduct business; allows entry through the gates.

### III. Fees

Refer to the GRF Fee List.

### IV. Terms & Conditions

- a. Authorization to provide service to the Community shall be effective only when a Construction Contractor Work Pass is issued by staff and shall be limited to the terms specified herein.
- b. Only approved improvements may be constructed, authorized by the Division and, if applicable, the City of Laguna Woods.
- c. The Construction Contractor Work Pass and Vehicle Pass(es) are approved for the duration of each project.
- d. A new set of Construction Contractor(s) Work Pass and Vehicle Pass(es) are required with each project.
- e. Construction Contractor(s) are obligated to pay charges imposed by GRF pursuant to this policy and the Governing Documents and rules (see GRF Fee Schedule).
- f. There is a non-refundable fee to replace any Vehicle Pass(es) (for example lost, altered, destroyed, etc.).
- g. A Vehicle Pass is required for each vehicle conducting business on behalf of the Construction Contractor.
- h. Limits of up to five vehicles are allowed per job site.
- i. Vehicle Pass(es) shall be issued for a period of six months.
- j. Vehicle Pass(es) will not be issued until all required paperwork is received and the application has been approved.
- k. Vehicle Pass(es) are issued by staff.
- l. Vehicle Pass(es) cannot be duplicated.
- m. Vehicle Pass(es) are not transferrable.
- n. Vehicle Pass(es) shall not be altered or misused.
- o. Construction Contractor(s) are responsible for the conduct of the pass holder.
- p. Member/Owner(s) are personally responsible for ensuring that the rules, regulations, and policies are followed by anyone they allow into the community.
- q. Pass holders are not authorized to clear other vehicles through the Gates.
- r. Any Vehicle Pass(es) presented without the Construction Contractor(s) name properly printed will be confiscated and the Construction Contractor pass holder will be immediately escorted out of the community.
- s. Vehicle Pass(es) must be displayed on the driver's side dashboard.



- t. Vehicle Pass(es) must be presented to Gate staff when entering the Community, upon request of any Security Officer, other staff, and/or Resident.
- u. All traffic rules must be observed in the Community including:
  - i. Park ONLY on the road and not on any resident, guest, or handicap parking and fire lanes.
  - ii. Speed limit is 25 MPH on streets, 15 MPH on cui-de-sacs.
- v. General Requirements for all Alteration Standards in the Community include, but are not limited to:
  - i. Construction approved work hours.
  - ii. Use of Community Dumpsites for Construction related dumping is prohibited.
- w. Member is required to submit copy of current contractors "Certificate of Liability Insurance", with a minimum of one million dollars in general liability.
- x. Issuance of Vehicle Pass(es) does not authorize the individual to reside in the Community.
- y. Vehicle Pass(es) are the property of GRF and must be relinquished upon completion of the project.
- z. Soliciting is prohibited inside the community.

#### V. Procedures

- a. Construction Contractor(s) must complete and submit "Construction Contractor(s) Work Pass Application" for review.
- b. Application shall be submitted to the Division located in the Laguna Woods Village Community Center. The Construction Contractor(s) Work Pass application is available for download at [www.lagunawoodsvillage.com](http://www.lagunawoodsvillage.com) or upon request from the Division.
- c. The Application and additional documentation must be submitted to the Division.
- d. Upon request, Staff will check if there are any outstanding violations against the Construction Contractor(s) or unit address.
- e. Presentation of additional documentation:
  - i. Current/valid photo identification; if driving, a driver's license.
  - ii. Current Department of Motor Vehicles registration. If driving a company vehicle, then the company's Department of Motor Vehicles registration.
  - iii. Current proof of insurance for the registered vehicle.
- f. Staff will review the application and approve or deny the request.
- g. Division hours of operation are Monday-Friday, 8:00 A.M. to 5:00 P.M.; (949) 597-4616; P.O. Box 2220, Laguna Hills, CA 92654-2220.

#### VI. Enforcement

GRF is authorized to take disciplinary or suspension action against a Construction Contractor found to be in violation of this Policy. The Board of



Directors has the authority to impose monetary fines, suspend privileges, and/or bring forth legal action upon Member/Owners whose construction contractors who are in violation of the Governing Documents and rules.

Member/Owner(s) are personally responsible for ensuring that the rules, regulations, and policies are followed by anyone they allow into the community.

The Construction Contractor is responsible for ensuring that the rules, regulations, and policies are following by sub-contractors or employees.

A complaint may be registered by calling the Security Department at 949-580- 1400 or anonymously via the Compliance Division at 949-268-CALL.





## 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	
<p><u>Repair.</u> 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.</p> <p><u>Indemnity.</u> 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</p>	



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	



# Golden Rain Foundation

## Anti-Discrimination Policy

Adopted \_\_\_\_\_, 2018

Resolution \_\_\_\_\_

### 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.



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## **STAFF REPORT**

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**DATE:** February 6, 2018  
**FOR:** Board of Directors  
**SUBJECT:** Ratify GRF Appointment Select Audit Task Force

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### **RECOMMENDATION**

Entertain a Motion to ratify the appointment of Michael W. Cunningham to the Village Select Audit Task Force.

### **BACKGROUND**

The Board recently advertised for an individual to volunteer for the Select Audit Task Force. The Task Force is comprised of member residents who are not currently directors, representing each of the three corporations (GRF, United and Third). The Task Force meets periodically, with the majority of meetings happening during the annual audit from December through March. The Task Force requires a commitment of approximately 12 meetings at two hours each, in addition to some personal study time to review the financials and audit report.

The Select Audit Task Force serves as liaison between the Finance Committees of the Laguna Woods Village Corporations and the independent auditors during the annual audit of the financial statements of the corporations. The Task Force reviews reports from the auditors, and recommends any appropriate action.

### **DISCUSSION**

On January 25, 2018, the Board appointed member Michael W. Cunningham to the Village Select Audit Task Force. Mr. Cunningham has an undergraduate degree in Finance and an MBA (ATT 1). He has extensive experience in banking, specializing in investment portfolio and daily money market funding. Throughout his career he had close coordination with internal and external auditors.

### **FINANCIAL ANALYSIS**

None

**Prepared By:** Lori Moss, Community Manager

**Reviewed By:** Betty Parker, Financial Services Director

**Attachment:**  
ATT 1 - Qualifications



**Michael W. Cunningham**

**Education:**

1964 BS Finance Indiana University  
1973 MBA San Diego State University  
1975 Chartered Financial Analyst (CFA) designation achieved

**Previous Work Experience:**

1964-67 US Navy Officer. Homeport San Diego.  
1967-69 American United Life Insurance, Indianapolis. Securities Analyst.  
1969-70 Charter Counseling, San Diego. VP Investment Counseling.  
1971-75 Southern California First National Bank, San Diego. AVP in Bond Dept.  
1975-81 WestAmerica Bank, San Rafael. AVP in Investment Dept.  
1981-1988 Union Bank, San Francisco. VP & Mgr Funds & Investment Dept.  
1989-2002 Union Bank, Los Angeles. SVP & Mgr Risk Monitoring Unit in Treasury Dept

**Responsibilities:**

During my 20+ years with Union Bank, I was heavily involved with the bank's investment portfolio and daily money market funding. I served as a member of the bank's Asset & Liability Committee. As Manager of the Risk Monitoring Unit, I supervised staff who monitored limits on trading risk in the money markets and foreign exchange. Also served on the Retail Rates Committee which set rates to be paid on retail deposits.

All of these activities involved frequent and close coordination with both the bank's internal auditors as well as the outside auditors. The latter included FDIC and state banking regulators in addition to the bank's independent auditors (Arthur Anderson, then Deloitte Touche).



**STAFF REPORT**

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

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**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
<b>Whole-Home-DVR (one-time fee):</b>	<b>\$100.00</b>
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)
<b>Whole-Home-DVR</b>	<b>\$24.95 (first box)</b>
	<b>\$7.25 (additional box)</b>
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 adopts 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
<b>Whole-Home-DVR (one-time fee):</b>	<b>\$100.00</b>

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)
<b>Whole-Home-DVR</b>	<b>\$24.95 (first box)</b>
	<b>\$7.25 (additional box)</b>

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**

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



## **STAFF REPORT**

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**DATE:** January 2, 2018  
**FOR:** Board of Directors  
**SUBJECT:** Schedule of Traffic Fines

---

### **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 Fines 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 Fines. 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 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup> +	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>
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 Fines**

**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 adopts the proposed revisions to the Schedule of Traffic Fines 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**

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



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## **STAFF REPORT**

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**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, Corporate Secretary

### **ATTACHMENT(S)**

ATT 1 -- Anti-discrimination Policy

ATT 2 – Anti-discrimination Resolution



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# Golden Rain Foundation

## Anti-Discrimination Policy

Adopted February 6, 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 adopts 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**

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



Golden Rain Foundation  
Community Activities Committee Meeting  
January 11, 2018

ENDORSEMENT (to GRF)

**Relocation of Summer Kid's Swim**

The Committee discussed the staff recommendation to relocate the kid's swim pool from Clubhouse 2 to Clubhouse 6 during the summer pool hours of operation, May 26 to October 1.

A motion was made to approve the relocation of the kid's swim pool from Clubhouse 2 to Clubhouse 6 during the summer pool hours of operation, May 26 to October 1.

Motion to approve the relocation of the kid's swim pool from Clubhouse 2 to Clubhouse 6 during the summer pool hours of operation, May 26 to October 1 carried unanimously.



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## **STAFF REPORT**

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**DATE:** January 11, 2018  
**FOR:** Community Activities Committee  
**SUBJECT:** Relocation of Summer Kids Swim

---

### **RECOMMENDATION**

Approve the relocation of the kid's swim pool from Clubhouse 2 to Clubhouse 6 during the summer pool hours of operation, May 26 to October 1.

### **BACKGROUND**

Clubhouse 2 pool is the designated kids pool and offers extended kids swim hours in the summer. The pool is shared by kids, lap swimmers and recreational adult swimmers; creating a densely populated swimming environment which can be hazardous to some older swimmers.

The pool at Clubhouse 6 is a summer pool, operating from noon to 6 p.m. seven days per week from Memorial Day weekend to the first Sunday in October. Based on utilization reports (Attachment 1), the pool is underutilized yielding very few swimmers. Staff believes this is due to the pool being an oversized back yard style pool with no option of lap swimming or other type of water activities.

### **DISCUSSION**

Staff analyzed and compared the utilization rates of both pools. Pool 2 averages 10 swimmers per hour from noon to 4 p.m. while Pool 6 averages 3.5 swimmers per day during the summer. In addition, staff has received numerous complaints from resident swimmers that Pool 2 is not a safe swimming environment while kids are there. Residents enjoy Pool 2 for its openness, pool deck space, lap/recreational swimming and locker room amenities.

The design and layout of Pool 6 is more conducive to kids swim due to its size, shape, and pool deck layout (Attachment 2). Surrounding neighbors will be minimally impacted by noise and traffic due to the limited amount of hours kids can swim, noon to 4p.m. daily; which is also a low facility usage in the clubhouse.

By relocating the summer kid's pool to Pool 6, staff can customize fun and creative programs that engage both grandparents and grandchildren together; classes such as reading programs, arts, games, and crafts.

### **FINANCIAL ANALYSIS**

None.



**Recreation Division Policy**

January 11, 2018

Page 2

**Prepared By:** Brian Gruner, Recreation & Special Events Director

**Reviewed By:** Lori Moss, Community Manager

**Committee:** Community Activities Committee

**ATTACHMENT(S)**

Attachment 1: Utilization Pool 2 and Pool 6 from May 27 to August 31

Attachment 2: Pool 6 layout and surrounding area



## **RESOLUTION 90-18-XX**

### **Relocation of Summer Kid's Swim**

**WHEREAS**, Clubhouse 2 pool is the designated kids pool and offers extended kids swim hours in the summer;

**WHEREAS**, Clubhouse 2 pool is shared by kids, lap swimmers and recreational adult swimmers, creating a densely populated swimming environment which can be hazardous to all swimmers; and,

**WHEREAS**, Clubhouse 6 pool is a summer pool, operating from noon to 6 p.m. seven days per week allowing kids swim hours from noon to 4 p.m. seven days a week from Memorial Day weekend to the first Sunday in October; based on utilization reports, the pool is underutilized yielding very few swimmers.

**NOW THEREFORE BE IT RESOLVED**, February 6, 2018, that the Board of Directors of this Corporation hereby introduces the relocation of the Summer Kid's Swim from Clubhouse 2 to Clubhouse 6 during the summer pool hours of operation, May 26 to October 1; and,

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

#### **FEBRUARY 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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Golden Rain Foundation  
Community Activities Committee Meeting  
January 11, 2018

ENDORSEMENT (to GRF)

**Care Services for Equestrian Center Boarders**

The Committee discussed the staff recommendation to approve new horse care service program to boarders who are sick or out of town.

A motion was made to approve new horse care service program with a charge of \$35 per day to boarders who are sick or out of town.

Motion to approve new horse care service program with a charge of \$35 per day to boarders who are sick or out of town carried unanimously.



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## **STAFF REPORT**

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**DATE:** January 11, 2018  
**FOR:** Community Activities Committee  
**SUBJECT:** Care Services for Equestrian Center Boarders

---

### **RECOMMENDATION**

Approve new horse care service program to boarders who are sick or out of town.

### **BACKGROUND**

Boarders requested staff to offer a horse care program for their horses when they are sick or out of town for a short period of time if there is no one else available. The services requested are:

1. Turnout service
2. Basic grooming
3. Feeding pre-prepared supplements
4. Hot walking
5. Extra stall cleaning
6. Access to Banamine Paste in colic emergencies.

### **DISCUSSION**

The new care program would be performed by VMS Staff, approximately 45 minutes per day, per horse.

- 20 Minutes - Turnout, grooming, and administering prepared supplements
- 10 Minutes - Hot walking, during which time Staff is performing other duties
- 15 Minutes - Extra stall cleaning

All services are to be performed by the Equestrian Supervisor or Stable Assistant between 7 a.m. and 4 p.m.

### **FINANCIAL ANALYSIS**

The recommended cost of the service is \$35 per day, which will cover costs.

Prepared By: Brian Gruner, Recreation & Special Events Director

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



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## **RESOLUTION 90-18-XX**

### **Care Services for Equestrian Center Boarders**

**WHEREAS**, the GRF Equestrian Facility includes 27 stalls that have been made available to boarders to keep their personally owned horse, with boarders responsible for rental and feed costs;

**WHEREAS**, boarders requested staff to offer a horse care program for their horses when they are sick or out of town for a short period of time if there is no one else available; and,

**WHEREAS**, a new care program would be performed by VMS Staff, approximately 45 minutes per day, per horse to boarders who are sick or out of town; and, all services are to be performed by the Equestrian Supervisor or Stable Assistant between 7 a.m. and 4 p.m.

**NOW THEREFORE BE IT RESOLVED**, February 6, 2018, that the Board of Directors of this Corporation hereby introduces a new horse care service program to boarders who are sick or out of town for \$35 per day to cover costs, to be charged to the boarder; and,

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

#### **FEBRUARY 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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Golden Rain Foundation  
Community Activities Committee Meeting  
January 11, 2018

ENDORSEMENT (to GRF)

**Bluebird Box Replacement**

The Committee discussed the staff recommendation to designate the Western Bluebird Club of Laguna Woods Village to be the sole club to maintain all Bluebird boxes within Golden Rain Foundation common area.

A motion was made to designate the Western Bluebird Club of Laguna Woods Village to be the sole club to maintain all Bluebird boxes within Golden Rain Foundation common area and to allow golf cart tours with scheduling to be arranged through the Recreation Department.

Motion to designate the Western Bluebird Club of Laguna Woods Village to be the sole club to maintain all Bluebird boxes within Golden Rain Foundation common area and to allow golf cart tours with scheduling to be arranged through the Recreation Department carried 5-3.



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## **STAFF REPORT**

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**DATE:** January 11, 2018  
**FOR:** Community Activities Committee  
**SUBJECT:** Western Bluebird Box Replacement

---

### **RECOMMENDATION**

Staff recommends designation of Western Bluebird Club (WB Club) of Laguna Woods Village to be the sole club to maintain all Bluebird boxes within Golden Rain Foundation common area.

### **BACKGROUND**

In many areas, the number of Bluebirds has decreased alarmingly. The decline of the Bluebird's population is contributed to loss of their habitats and increased competition for nesting sites.

The WB Club has been in existence since May of 2017, and has 20 members. Within Laguna Woods Village the WB Club estimates approximately 11,000 bird boxes were erected over the past 33 years with most being left unattended and inhabited by unwanted classes. The unattended boxes have been inhabited by insects and various invasive species which caused the nest boxes to be unwelcoming for Bluebirds.

Many of the nest boxes have damaged the limbs of the trees as growth around the wire caused strangulation. If unattended, the restriction will keep sap from flowing through the tree, eventually killing all growth above the constricted part.

The WB Club is in the process of removing deteriorated nest boxes and replacing with suitable Bluebird houses. The club estimates they have removed approximately 615 boxes from GRF grounds and placed 75 new bird boxes.

### **DISCUSSION**

The WB Club is requesting permission to maintain bird boxes within the common area as well as use of two golf carts during the nesting season, April 15 through June 15. Golf carts will be used to promote Bluebird awareness by offering docent field trips during the nesting season. Fees charged for tours will be used to cover the costs of maintaining the bird boxes.

#### **Tour Details**

- Three tours per day from 10 a.m. to 4 p.m.; each one hour in length
- Offered once a week during nesting season
- WB Club members \$10 per person, non-club members \$20 per person
- Tour locations will consist of the Aliso Creek area and adjacent to golf greens
- Ages 12 and up; GRF waiver required



### **FINANCIAL ANALYSIS**

The estimated cost for use of two golf carts for approximately 24 hours a year is \$200. Minimal staff time will be required to coordinated golf cart usage.

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

### **ATTACHMENT(S)**

Attachment 1: Bluebird Box Locations



## **RESOLUTION 90-18-XX**

### **Bluebird Box Replacement**

**WHEREAS**, approximately 11,000 bird boxes were erected and left unattended and are inhabited by insects and various invasive species which cause the nest boxes to be unwelcoming for Bluebirds;

**WHEREAS**, many of the boxes have damaged the limbs of the trees as growth around the wire caused strangulation and if left unattended will restrict all growth above the constricted part; and,

**WHEREAS**, the Western Bluebird Club of Laguna Woods Village is currently in the process of removing deteriorated nest boxes and replacing with suitable Bluebird houses.

**NOW THEREFORE BE IT RESOLVED**, February 6, 2018, that the Board of Directors of this Corporation hereby designates the Western Bluebird Club of Laguna Woods Village to be the sole club to maintain all Bluebird boxes within Golden Rain Foundation common area and to allow golf cart tours with scheduling to be arranged through the Recreation Department, April 15 through June 15; and,

**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**

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**DATE:** February 6, 2018  
**FOR:** Board of Directors  
**SUBJECT:** Approve Inspector of Election Services

---

**RECOMMENDATION**

Staff recommends single-sourcing the contract to Martin and Chapman as an Inspector of Election for the 2018 Annual Meeting of the Corporate Members.

**BACKGROUND**

Martin and Chapman has been retained as the Inspector of Election in previous years due to their familiarity with the Community and the Board of Directors of this Corporation.

**DISCUSSION**

The Board of Directors may direct staff to secure a contract with Martin and Chapman as the Inspector of Election for the 2018 Annual Meeting of the Corporate Members. The prior contract rate was \$1,000 per event for inspectors of election services at a corporate members meeting.

**FINANCIAL ANALYSIS**

These services are included in the annual operating budget.

**Prepared By:** Lori Moss, Community Manager

**Reviewed By:** Betty Parker, Financial Services Director

**ATTACHMENT(S)**

ATT1: Resolution – Approve Inspector of Election Services



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**RESOLUTION 90-18-XX**

**Approve Inspector of Election Services**

**RESOLVED**, February 6, 2018, that the Board of Directors of this Corporation hereby approves single-sourcing a contract to Martin and Chapman to perform Inspectors of Election services for the 2018 Annual Meeting of the Corporate Members;

**RESOLVED FURTHER**, that as-needed inspection services may be required at other special corporate member meetings held throughout the year, unless the Board directs inspection and balloting services to be performed by Staff; 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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# Financial Report

As of December 31, 2017

## INCOME STATEMENT

**ACTUAL**

(in Thousands)

**TOTAL REVENUE**

**\$40,080**

**TOTAL EXPENSE**

**(\$40,416)**

**Revenue over Expense**

**(\$336)**



# Financial Report

As of December 31, 2017

<b>FUNDS INCOME STATEMENT</b>	<b>OPERATING</b>	<b>FUNDS</b>	<b>TOTAL</b> (in Thousands)
Assessment Revenue	\$25,922	\$3,668	\$29,590
Non-assessment Revenue	\$7,580	\$2,910	\$10,490
Total Revenue	\$33,502	\$6,578	\$40,080
Total Expense	\$39,995	\$421	\$40,416
Net Revenue/(Expense)	(\$6,493)	\$6,157	(\$336)
w/o Depreciation	(\$1,608)		



# Financial Report

As of December 31, 2017

**Through December, GRF operations were better than budget by \$200K primarily due to:**

- **Income Tax** – significant tax savings resulting from reallocation of revenues and offsetting expenses.
- **Workers Compensation Insurance** – lower workers compensation rates.
- **Insurance** – lower premiums for general liability and property coverage.
- **Cable Programming/Franchise** – Lower programming fees.



# Financial Report

As of December 31, 2017

## Some offsetting unfavorable variances included:

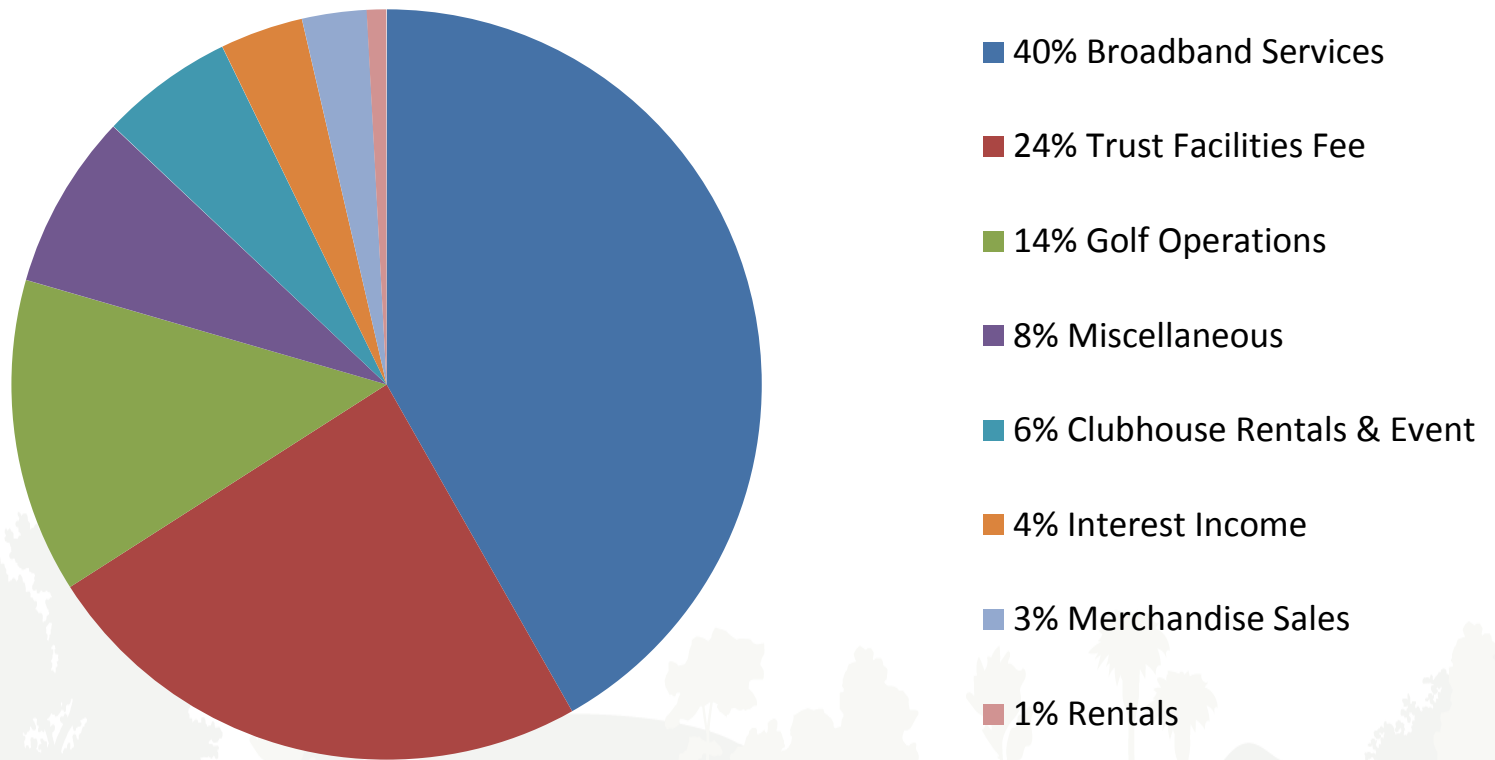
- **Employee Compensation** – More hours required for fitness; additional hours in Security required for training.
- **Materials and Supplies** – expansion of Resident Services, unbudgeted RFID stickers, more supplies required in Janitorial and Broadband.
- **Utilities** – higher telephone costs; renegotiated contract.
- **Safety** – company-wide AED/CPR training.
- **Uniforms** – changed contractual requirements.



# Financial Report

As of December 31, 2017

## Total Non Assessment Revenues \$10,490,455

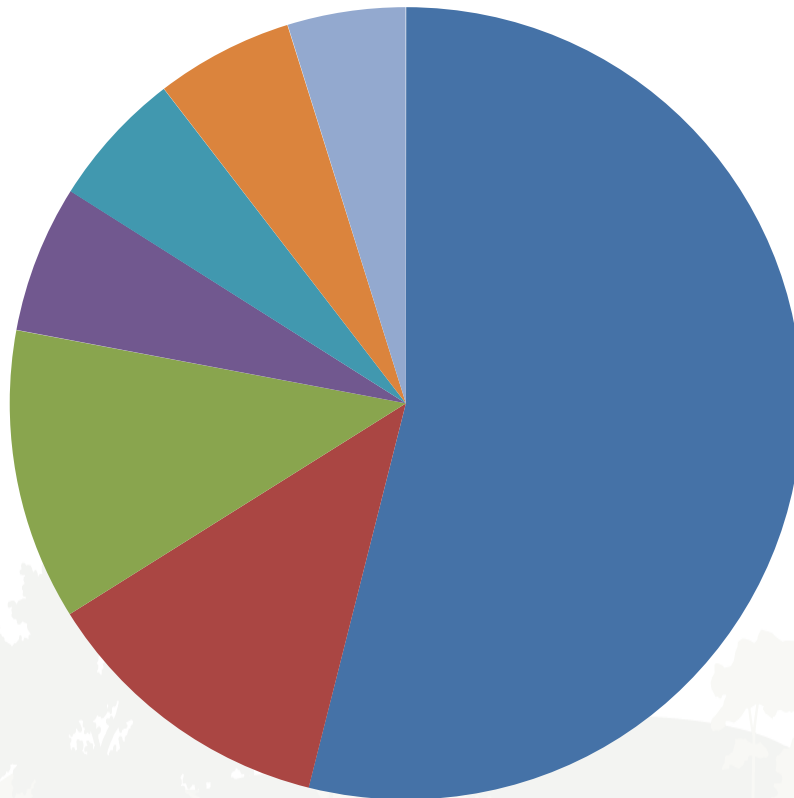




# Financial Report

As of December 31, 2017

## Total Expenses \$40,416,453



- 53% Employee Compensation & Related
- 12% Depreciation and Amortization
- 12% Cable/Franchise/Copyright
- 6% Utilities and Telephones
- 6% Insurance, Professional & Legal Fees
- 6% Outside Services & Other Operating Expenses
- 5% Material and Supplies

Agenda Item # 14a

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Slide 6



# Financial Report

As of December 31, 2017

## FUND BALANCES (in Thousands)

	ENDING BALANCES	WORK IN PROGRESS	REMAINING APPROPRIATIONS	UNENCUMBERED BALANCES
Equipment	\$8,589	\$1,712	\$3,110	\$3,767
Facilities	16,424	2,756	5,438	8,230
Contingency	768	35	69	664
Trust Facilities Fee	10,457	0	0	10,457
<b>TOTAL</b>	<b>\$36,238</b>	<b>\$4,503</b>	<b>\$8,617</b>	<b>\$23,118</b>





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.



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Diane Phelps, Chair



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# **OPEN MEETING**

## **REPORT OF THE SPECIAL MEETING OF THE GOLDEN RAIN FOUNDATION COMMUNITY ACTIVITIES COMMITTEE**

Thursday, January 11, 2018 – 2 p.m.  
Board Room

**MEMBERS PRESENT:** Beth Perak-Chair, Jules Zalon, Juanita Skillman, Janey Dorrell, Ryna Rothberg, Andre Torng, Steve Parsons, Joan Milliman, Jim Matson, Leon St. Hilaire

**MEMBERS ABSENT:** JoAnn DiLorenzo,

**OTHERS PRESENT:** Dick Rader

**STAFF PRESENT:** Brad Hudson, Brian Gruner, Jennifer Murphy, Jackie Kupfert

### **Call to Order**

Beth Perak, Chair, called the meeting to order at 2:03 p.m.

### **Acknowledgement of Media**

There was no press present.

### **Approval of Agenda**

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

### **Approval of Committee Report for November 9, 2017**

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

### **Chair's Remarks**

Chair Perak stated that 2017 was a great year! She is looking forward to another great year in 2018.

### **Report of the Recreation and Special Events Director**

Mr. Gruner wished everyone a Happy New Year. Mr. Gruner stated operational improvements and Customer Service Initiative were completed in 2017. Village Games Closing Ceremonies were held on November 13, with a great turnout. Both Thanksgiving dinners were sold out. The annual Volunteer luncheon was well attended by over 500 resident volunteers. The Holiday Festival showed an increase of participation by residents, with over 300 in attendance. Christmas dinner was sold out. The Performing Arts Center New Year's Eve concert sold 1032 tickets for both shows. The New Year's Eve Gala sold out with approximately 400 attendees. The Recreation and Special Events Department coordinated 260 events in 2017 with over 15,000 residents visiting the Recreation office. Over 120,000 rounds of golf were played, the Community Center Fitness Center



was opened as well as a new Clubhouse 5 fitness center. Aquatic services were improved as well as amendments to the reservation policy. In 2018, Recreation will continue to promote the key objectives of Customer Service training, expansion of fitness services, ActiveNet training and improvements, extending the card swipe system, email access for all staff to help with better communication, continued evaluation of Recreation Policies, and elimination of the wait list at the Garden Centers.

Chair Perak inquired which objectives were most important to Recreation. Mr. Gruner responded Garden Centers, Customer Service Training and ActiveNet.

Ms. Murphy stated the new fitness room at Clubhouse 5 launched with several new classes. Silver Sneakers Cardio Strength and Flex had over 40 attendees with only 30 able to join in, due to the size of the room. Ms. Murphy is communicating with the instructor to add more classes. Latin Line Dancing is very popular and the instructor is adding another class to accommodate all who want to join. Chair Yoga added another class due to popularity (over 50 showed up). Patty Haft's class was well attended along with Pilates and Stress-Less Meditation. The Yoga class with Jordyn LeVeir did not get enough attendees. Ms. Murphy is communicating with the instructor to modify the class or time to encourage more attendees. On February 7, there will be a President's Council meeting at 10 am in the Board room to discuss the new officer policy for clubs (member owner residents). An invitation via email has been sent to the club presidents. A reminder with an agenda will be sent two weeks prior to the meeting. Chinese New Year will be celebrated at the Performing Arts Center on January 20 with current ticket sales already at 461. On February 14, Pat Boone will perform at the Performing Arts Center and a Valentine's Day dinner dance will be hosted at Clubhouse 1. The Health Expo will be held on March 7, 10 am to 3 pm at Clubhouse 2 and will include vendors, demos and lectures. The True Willie concert is returning by popular demand on March 10 at the Performing Arts Center and on March 17 St. Patrick's Day will be celebrated with dinner and entertainment at Clubhouse 2. Other upcoming events include Easter at The Equestrian Center on March 31, the Village Bazaar on April 7 and the Village Games beginning April 8 - 30.

Director Torng asked if all of the events are listed on the website. Ms. Murphy noted they are listed on the TeamUp calendar.

Director Dorrell commented on the new club policy and inquired about club bylaw requirements. Ms. Murphy stated no bylaws are required by clubs.

Mr. McCray reported that the golf course is "greening up" due to rain. Mr. McCray is making a list of improvements residents would like to see. New programs implemented include two fitting days that were very successful. Instructional days have been successful for the residents. February 15 will host a putting day to try new putters which will become a monthly event. On March 1, Golf will have a short-game clinic for the second time. A driving day to try new drivers will be on March 15. In April, the SCGA will come to inform residents of new rules of play for 2019. Golf course staff changes will be in effect to maximize time and effectiveness of staff. These changes include addition of a starter on tees to help golf play flow and remind golfers the etiquette of maintaining the course. A new employee fluent in Korean was hired to help with making all golfers feel welcome and assist with their needs in a timely manner. Mr. McCray and staff will help the ladies clubs run events to make them better attended. New improvements of the driving range will help minimize closures due to rain.



Director Milliman asked about the potential of the SCGA event being filmed. Mr. McCray responded he will communicate with Village TV to assist with filming. He also stated he is going to continued interaction with Village TV to film more at the course.

Director Leonard asked if non-golfers can attend the clinics. Mr. McCray responded yes with more clinics/instructional events scheduled to increase participation in golf.

Mr. Cincotta (Golf Maintenance Manager) brought soil samples to show improvements needed at the golf course, including clay "soil" and black "clay earth" necessary to grow grass. Staff is working to maintain the balance necessary to keep the greens green. The irrigation system is in need of replacement, but staff has been replacing valves and setting the correct height of heads to maintain the system. Mr. Cincotta will be training his staff in course maintenance, golf etiquette and customer service to make the golfer's experience better.

Director Zalon inquired about closure time of the golf course needed to replace the irrigation system. Mr. Cincotta replied 12-16 weeks per nine holes.

Director Torng inquired if one hole at a time could be done. Mr. Cincotta replied yes, but it would take much longer.

Director Dorrell thanked Mr. Cincotta for a thorough presentation.

Mr. Gruner stated main line replacement may be 8-10 years down the road.

### **Member Comments (*Items Not on the Agenda*)**

Members spoke on golf fees being raised, cost of irrigation system, automotive hobby shop, outside vendors at fundraising events, swimming at pool 2, fitness instructor payment for Silver Sneakers classes and online reservation policies.

Director Rothberg, Director Torng, Director Zalon and Director Dorrell responded to the statements.

### **CONSENT**

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

### **REPORTS**

**Bluebird Box Replacement Report-** Mr. Gruner recommended designation of the Western Bluebird Club of Laguna Woods Village to be the sole club to maintain all Bluebird boxes within Golden Rain Foundation common area.

Discussion ensued.

A motion was made to approve designation of Western Bluebird Club of Laguna Woods Village to be the sole Club to maintain all Bluebird boxes within GRF common area.

The motion carried 6-2. (Directors Torng, Parsons)



A motion was made to allow golf cart tours with scheduling to be arranged through the Recreation Department.

The motion carried 5-3. (Directors Torng, Dorrell, Parsons)

**Memorial and Veterans Plaque Dedication Site Report-** Mr. Gruner recommended approval of the design and construction of a Clubhouse 2 Memorial and Veterans dedication site.

Discussion ensued.

A motion was made to approve the design and construction of a Clubhouse 2 Memorial and Veterans dedication site.

The motion carried unanimously.

The motion was amended to state that the memorial at Clubhouse 1 will remain and an additional plaque will be placed at Clubhouse 2.

The amended motion carried unanimously.

The motion was amended a second time requesting two additional flag pole receptacles to be installed for special occasions at Clubhouse 2.

The second amended motion carried unanimously.

**Relocation of Summer Kid's Swim Report-** Mr. Gruner recommended the relocation of the kid's swim pool from Clubhouse 2 to Clubhouse 6 during the summer pool hours of operation, May 26 to October 1.

Discussion ensued.

A motion was made to approve the relocation of the kid's swim pool from Clubhouse 2 to Clubhouse 6 during the summer pool hours of operation, May 26 to October 1.

The motion carried unanimously.

**Care Services for Equestrian Center Boarders Report-** Mr. Gruner recommended approval of new Horse Care Service Program to boarders who are sick or out of town.

Discussion ensued.

A motion was made to approve new horse care service program to boarders who are sick or out of town.

The motion carried unanimously.

## **ITEMS FOR DISCUSSION AND CONSIDERATION**



**Request for Exception to Ticket Allotment for OC Sound Chorus Show-** Mr. Gruner stated the request from the OC Sound Chorus for 300 allotment tickets per show for distribution.

Discussion ensued.

A motion was made to approve an exception to ticket allotment of 80 tickets to 300 tickets for the OC Sound Chorus show.

The motion failed 1-5-2 (Director Rothberg and Director Zalon abstained).

### **ITEMS FOR FUTURE AGENDAS**

None

### **CONCLUDING BUSINESS**

#### **Committee Member Comments**

Director Torng commented on the fantastic staff in Recreation Department.

Director Dorrell was impressed with the golf presentation.

Director Zalon commented on staff preparedness and is pleased with the higher level of participation of the committee.

Director Parsons agreed to comments from Director Torng and Director Zalon.

Chair Perak stated she would like to have more reports from other departments within Recreation. She thanked the committee for their patience and dedication.

#### **Date of Next Meeting**

The next regular meeting of the GRF Community Activities Committee will be held at 2 p.m. at the Community Center in the Board Room, on Thursday, March 8, 2018.

#### **Adjournment**

There being no further business, the Chair adjourned the meeting at 5:11 p.m.

**DRAFT**

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Beth Perak, Chair



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## OPEN MEETING

### MINUTES OF THE REGULAR MEETING OF THE GOLDEN RAIN FOUNDATION MEDIA AND COMMUNICATIONS COMMITTEE

Monday, January 15, 2018 – 1:30 p.m.  
Laguna Woods Village Community Center, Board Room  
24351 El Toro Road, Laguna Woods, CA 92637

## REPORT

MEMBERS PRESENT: Chair Joan Milliman, Directors Beth Perak, Diane Phelps, Roy Bruninghaus, Steven Leonard, Maggie Blackwell, Ryna Rothbergh and Advisers John Perak, Steve Carman and Lucy Parker

MEMBERS ABSENT: Directors Burt Baum and Susan Caine

OTHERS PRESENT: Juanita Skillman- United Mutual, Dick Rader- VMS

STAFF PRESENT: Lori Moss, Chuck Holland, Paul Ortiz and Becky Jackson

1. Call to Order

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

2. Acknowledgment of Press

There were no media present.

3. Approval of Agenda

Agenda was approved unanimously.

4. Approval of Meeting Report from December 18, 2017

Report from December was approved unanimously.

5. Chair's Remarks

Chair Joan Milliman welcomed Director Roy Bruninghaus, representative from Third Mutual and wished everyone a Happy New Year.

Chair Milliman talked about the success of the Town Hall meeting and the capabilities associated with new digital services and cost comparisons to satellite and cable.

6. Member Comments

Members provided comments on making it easier to find YouTube videos on the website, and Pac 12 viewing. Mr. Holland responded to comments.



## REPORTS:

7. Broadband Update
  - a. ProForma Operating Statement  
Mr. Holland gave a report on the ProForma Operating Statement.
  - b. Subscriber Counts  
Mr. Holland gave an overview of subscriber counts.
  - c. Analog Conversion Schedule  
Mr. Holland reported February 5, 2018 is the first scheduled removal of analog services.
8. Contract Renewals  
Mr. Holland gave a report on contract renewals and talked about the negotiations that are in process with KTLA.  
  
Director Beth Perak asked about feedback from the Town Hall Meeting.  
  
Adviser John Perak asked about the ability to cast channels from a smartphone or iPad to a television.
9. Marketing and Communications Report
  - a. Breeze Update  
Lori Moss gave an overview of the report on the Breeze.
  - b. Thrive Expansion Possibilities  
Ms. Moss talked about Thrive and showed a clip from the website.
  - c. Thrive meeting scheduled for Wednesday, January 17 at 9:30 a.m.
10. Debut of "The Scoop" Page on [www.lagunawoodsvillage.com](http://www.lagunawoodsvillage.com)  
Ms. Moss described articles that might be on the new page.  
  
Mr. Rader commented that YouTube videos are buried.  
  
Director Leonard mentioned there is confusion with the "All News" option and suggested removing this.

## ITEMS FOR DISCUSSION AND CONSIDERATION:

11. Review Broadband, Village Television and Media 55 Logos  
Ms. Moss reported she has consultants working on logos.



## ITEMS FOR FUTURE AGENDAS:

Broadband, Village Television and Media 55 Logos

## CONCLUDING BUSINESS:

### 12. Committee Member Comments

Adviser Lucy Parker talked about collaborating with the writing club for videos for the Thrive Project.

Director Roy Bruninghaus will assist in writing reports for Third Mutual Breeze.

Director Phelps would like the Scoop Page to address the Letters to the Editor in the Globe.

Director Perak would like the Scoop Page to address issues in a general nature in lieu of specific letters.

Director Maggie Blackwell likes the ideas of changes through the navigation of the website that Director Leonard suggested and likes the idea of the Scoop Page.

Director Leonard took a survey of the committee members who found navigating the website for YouTube videos easy; and would like to see the website tighten up and made more user-friendly.

Chair Milliman would like to see a format or structure residents can use.

### 13. Next meeting – February 15, 2018 at 1:30 in the Board Room.

### 14. Adjournment at 3:05 p.m.

  
Joan Milliman, Chair  
Media and Communications Committee