



**THE GOLDEN RAIN FOUNDATION  
MEDIA AND COMMUNICATIONS COMMITTEE**

**Monday, May 17, 2021 – 1:30 p.m.  
VIRTUAL MEETING  
Laguna Woods Village Community Center Board Room  
24351 El Toro Road**

**NOTICE OF MEETING AND AGENDA**

***This meeting will be recorded.***

Laguna Woods Village owner/residents are welcome to participate in committee meetings and submit comments or questions regarding virtual committee meetings using one of three options

1. **Join the Zoom meeting at <https://us06web.zoom.us/j/82817619487>**
2. Email [meeting@vmsinc.org](mailto:meeting@vmsinc.org) any time before the meeting is scheduled to begin or during the meeting. Include the name of the committee in the subject line of the email. You must provide your name and manor number.
3. Call 949-268-2020 beginning one half hour before the meeting begins and throughout the remainder of the meeting. You must provide your name and manor number.

1. **Call to Order**
2. **Acknowledgement of Media**
3. **Approval of Agenda**
4. **Approval of Meeting Report – April 19, 2021**
5. **Chair's Remarks**
6. **Member Comments – Open Forum (Items Not on the Agenda)**

**Zoom link: <https://us06web.zoom.us/j/82817619487>**

The comments of directors, staff, consultants or other guests during committee meetings are not comments of Golden Rain Foundation (GRF) and are only the speaker's opinions. The position of GRF is only that expressed in motions or resolutions which are adopted by the Board of Directors.

7. **Director and Staff Responses to Member Comments**

**REPORTS:**

**8. Media and Communications Report – Eileen Paulin**

**9. Broadband Consultant Update – Paul Ortiz**

- **TV Programming Contracts**

**10. ITEMS FOR DISCUSSION AND CONSIDERATION:**

- **Distribution of Publications Policy**
- **The Broadband Group recommendations**
- **Survey of Village residents**
- **Continued town halls by CEO Jeff Parker**

**11. ITEMS FOR FUTURE AGENDAS:**

**12. CONCLUDING BUSINESS:**

- **Committee Member Comments**
- **Date of Next Meeting – June 21, 2021, at 1:30 p.m.**
- **Adjournment**



OPEN MEETING  
THE GOLDEN RAIN FOUNDATION  
MEDIA AND COMMUNICATIONS COMMITTEE  
Monday, April 19, 2021, at 1:30 p.m.  
Laguna Woods Village Community Center  
Virtual Meeting  
24351 El Toro Road, Laguna Woods, CA 92637

REPORT

**MEMBERS PRESENT:** Chair Joan Milliman; Directors Elsie Addington, Neda Ardani, Maggie Blackwell and Lynn Jarrett; Advisors Tom Nash, Carmen Pacella, Lucy Parker and Juanita Skillman; Alternates Bunny Carpenter and Deborah Dotson

**MEMBERS ABSENT:** Directors Annie McCary and Ryna Rothberg; Advisor Theresa Frost

**OTHERS PRESENT:** Richard Rader, Doug Rook, James Hopkins, Arlene OC-CA

**STAFF PRESENT:** Eileen Paulin, Susan Logan-McCracken, Paul Ortiz and Ellyce Rothrock

1. **Call to Order**  
Meeting was called to order at 1:30 p.m. and a quorum established by Chair Milliman.
2. **Acknowledgement of Media**  
None present.
3. **Approval of the Agenda**  
Approved by unanimous consent.
4. **Approval of Meeting Report from February 22, 2021**  
Approved by unanimous consent.
5. **Chair's Remarks**  
Chair Milliman commented on the VMS year-in-review video presentation, the updated Media and Communications Committee charter and a reopening plan for Village amenities.

6. **Member Comments (Items Not on the Agenda)**

Richard Rader and Director Addington asked how to access the VMS year-in-review video presentation.

7. **Director and Staff Responses to Member Comments**

Ms. Rothrock and Mr. Ortiz answered Mr. Rader and Director Addington on how to navigate to the video on the Village Television YouTube channel, which is at this link: <https://www.youtube.com/watch?v=Z6txjMzwnZc>

**REPORTS:**

8. **Media and Communications Report – Eileen Paulin**

Ms. Paulin announced that Mr. Ortiz accepted the position of General Manager of Broadband Services.

Ms. Paulin also highlighted projects her department worked on last month:

- VMS Year-in-Review video presentation
- Vaccination program
- Launch of the bi-weekly Manor Alterations newsletter

Ms. Paulin mentioned that subscriptions have grown steadily for the weekly "What's Up in the Village" email newsletter.

9. **Broadband Update – Paul Ortiz**

Mr. Ortiz gave a PowerPoint presentation that included:

- Cable operations report and budget update through February 2021
- Overview of expiring programming contracts
- Pay subscription report
- Programming legislation report

After his presentation, Mr. Ortiz invited questions.

Director Addington asked about expiring programming. Mr. Ortiz explained how the process works and how contracts are negotiated on residents' behalf.

Director Dotson asked about internet bandwidth to support smart TVs and streaming services. Mr. Ortiz referenced The Broadband Group report recommendations on whether to split the nodes or install fiber to the curb, and a discussion ensued.

**ITEMS FOR DISCUSSION AND CONSIDERATION:**

10. **Recommendations from The Broadband Group Cable System Assessment**

Referencing The Broadband Group Cable System Assessment and Business Case Scenarios study, Ms. Paulin discussed with the committee these recommendations:

- Succession planning for tech team
- The technicians' fleet needs air-conditioned vehicles
- The radio tower maintenance
- Splitting the nodes vs. fiber to the curb
- Content caches from West Coast Internet
- Franchise fees

Director Carpenter asked about the Broadband Ad Hoc Committee. Chair Milliman listed the names of directors who are on this committee: James Hopkins, Jon Pearlstone, Richard Rader, Lynn Jarrett, Annie McCary, Debbie Dotson and Joan Milliman.

Ms. Paulin mentioned the possibility of a second-phase study by The Broadband Group and a discussion ensued.

**11. Distribution of Resident Telephone Directories**

Members of the committee discussed the policy that regulates visitors entering the Village and distributing publications and other printed materials, such as the resident telephone directories. Chair Milliman thanked everyone for their feedback and said these points will be taken into consideration.

**ITEMS FOR FUTURE AGENDAS:**

- The Broadband Group recommendations
- Survey of Village residents
- Continued town halls by CEO Jeff Parker

**CONCLUDING BUSINESS:**

**12. Committee Member Comments**

Advisor Parker commended the meeting and mentioned new television delivery technology and how that likely will impact Village residents in the future.

Director Dotson mentioned that education will be key in adapting to the new technology.

Director Addington commended the meeting and thanked everyone involved.

Advisor Pacella commended the meeting and congratulated Mr. Ortiz. He also mentioned the value of CEO Jeff Parker's town-hall-style communications with the Village and recommended they continue after the pandemic and be added to future agendas.

Director Jarrett congratulated Mr. Ortiz, commended the meeting and thanked everyone involved.

Chair Milliman congratulated Mr. Ortiz and thanked everyone involved in the meeting.

**13. Date of Next Meeting – Monday, May 17, 2021, at 1:30 p.m.**

**14. Adjournment**  
3:12 p.m.

  
Joan Milliman, Chair  
Media and Communications Committee

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## STAFF REPORT

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**DATE:** May 17, 2021  
**FOR:** GRF Media and Communications Committee  
**SUBJECT:** Marketing and Communications Activities Report – April 2021

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### **RECOMMENDATION**

Review Marketing and Communications Report.

### **BACKGROUND**

Media and Communications staff prepares a monthly report for MACC. This report includes, but is not limited to, Media and Communications activities, communications projects, website management, analytics, docent tours, new resident orientations, CodeRED enrollment and more.

### **DISCUSSION**

The website is an ever-evolving information hub updated daily via input from all departments, residents and clubs. Media and Communications maintains webmaster duties by writing, editing and posting content, which includes, but is not limited to, governance, news, club news, club updates, training, activities and calendars.

Media and Communications staff also continues to proactively engage, inform and share vital information with residents. The attached report presents engagement efforts in February through the iContact direct email service, through which flyers, newsletters and other tools are used to disseminate news and information. The average open and click rates illustrate interest and engagement in the content disseminated.

Workflow continues to be managed through the online project management system, Trello, which tracks work performed by staff and a freelance graphic artist, including deadlines, content, artwork, editing, fact checking, graphic design and distribution. **Trello tracked 58 projects in April.** Additionally, **Media and Communications entered 273 email addresses into iContact in April,** and **posted 130 items on the website and microsite in April.**

The Office of the CEO and the Department of Media and Communications work together to handle an average of **24 phone calls and 20 emails each day,** totaling more than **500 calls and 400 emails per month.**

Regular publications completed by the Media and Communications team in April include:

- Village Breeze completed (April/May 2021)
- What's Up in the Village (Friday email blast): Five editions
- Manor Alterations Biweekly News Bulletin: Two editions
- Third Mutual election information emails began
- Vaccination and COVID reopening updates: Three email blasts

Media and Communications staff also maintains specific email lists for select recipients to allow for more targeted communication while reducing communication fatigue. Current specialized lists include pool users, golf cart owners, Garden Center plot holders and real estate professionals. When the financial packet was distributed, residents were encouraged to sign up for the email distribution list. A new feature was provided allowing residents to choose specific communications and opt out of others they preferred not to receive. Media and Communications also can send email communications to VMS employees and directors on each of the boards.

Key messages that Media and Communications delivered in April include:

- Return of the Village Bazaar!
- Library, History Center Reopen May 5
- How Do My Guests Enter the Village?
- In the Event of Disaster
- Check Out MA Bimonthly News Bulletins
- April/May 2021 Village Breeze
- Third Special Election Tackles Insurance
- Fall Prevention Virtual Lecture
- Prepare for Summer Extremes
- Parking Tomorrow at Driving Range, Tennis Courts
- Swim With Friends!
- Dialogue Society Virtual Events
- Generation Bridges Springtime Origami
- Please Hang Up and Try Again
- Accessing, Using ActiveNet
- Can VMS Reach Me?
- National Prescription Take Back Day
- City of Laguna Hills Public Hearing
- Vaccine Opportunity April 24
- Hide It, Lock It or Lose It
- 2020 Year in Review
- Bingo!
- All the SCE Contacts You Need
- Our World of Water on Zoom
- Village Questions and Contacts
- Fight the Bite!
- Thrive Project Celebrates Kindness and Resilience
- Free Driving Workshops



- Visit [myturn.ca.gov](https://myturn.ca.gov) for COVID-19 Vaccine
- OC Graduates to the Orange Tier
- Village Questions and Contacts
- Share Your COVID-19 Reunion Stories
- Third Board Answers Questions
- California Expands Vaccine Eligibility
- Resident Services, Manor Alterations Reopen
- Board and Committee Meetings Move to Zoom
- TV6 Movie Schedule Update
- Coronavirus and Our Community
- Upcoming Meetings

Additionally, Media and Communications assisted other departments, staff, directors and outside agencies with the following projects in February and March:

- PowerPoint deck editing for Chuck Holland, Information Services
- Farmer's Market flyers for Recreation
- Created PowerPoint deck for Director Jarrett for TV6 appearance
- Created PowerPoint deck for Director Milliman for TV6 appearance
- Designed incident report card for Security
- Worked on Laguna Woods Village incident information for Security
- Created PowerPoint deck for Director Margolis for TV6 appearance
- Coordinated, prepared and edited components for VMS spring mailing to members
- Edited bingo games reopening procedure for Recreation
- PowerPoint deck for Director Ardani
- Updated online volunteer application for Recreation
- Documented, edited and proofed correspondence for CEO's office, Maintenance and Construction, and Recreation
- Created and distributed the April 16 and April 30 Manor Alterations News Bulletins
- Created and distributed Orange Tier Village Reopening guidelines document and email blast
- Proofed "Monday Memo" weekly upcoming meetings schedule five times
- GRF, United and Third CEO updates
- Volunteered at April 24 vaccination clinic
- Completed April/May Village Breeze and posted linked edition online
- Drafted and sent press releases to the Globe five times
- Posted various agendas and agenda packets on website and TeamUp
- Appeared on "Discovering Laguna Woods" TV6 program
- Worked on March/April 2021 Employee Newsletter
- Updated COVID-19 statistics on microsite daily
- Posted Maintenance and Landscaping updates to website
- Provided letter replies to the Globe for Recreation
- Proofed and posted Village Television guide and movie schedule
- GRF Media and Communications Committee agenda, report and meeting coordination
- Compiled Google Analytics reports for executive analyst

- Posted "This Day" television broadcasts to microsite daily
- Posted events and updated contacts for various Village clubs
- Updated Village club contacts listing on website
- Addressed daily resident requests for "What's Up in the Village" email subscriptions
- Regular Facebook posting
- Revised and expanded Board of Directors handbook
- Posted monthly resales documents on website for Third and United mutuals

Tasking Completed by Village Television (TV6) in April:

- "This Day" live six days a week focused on Village updates with two rebroadcasts each day at 12:30 p.m. and 5 p.m.
- CEO Jeff Parker was on air weekly (Mondays and Fridays)
- Message board was updated daily with important community information
- Movies for residents' enjoyment aired each Monday, Friday and Saturday; with and without closed captioning
- Village Television Guide posted online and program descriptions on the Rovi Digital Guide
- Special exercise classes for residents were broadcast every day of the week
- Co-produced one public service announcements
- In the final stages of working with the city to transition the city channel from analog to high definition
- Three commercials in production for Media Services 55 clients
- Produced over 2,500 minutes of original programming each month
- Producing the third episode of MemorialCare's health show "Beyond Medicine," which is broadcast each Sunday at 6 p.m.
- Producing the MemorialCare Volunteer Appreciation video
- Produced approximately 20 Zoom interviews for "This Day"

The Village docent tour program is offered as marketing outreach to prospective residents looking to learn more about the community. Tours are available to new residents who wish to become familiar with the community, amenities and history. Docent tours remained canceled due to the COVID-19 pandemic.

New resident orientations occur once a month for each mutual and are presented by one staff member and one board member. They are currently offered virtually and serve as another way to subscribe residents to iContact. In addition, staff continues to write letters and contact new residents via email.

**FINANCIAL ANALYSIS**

None

**Prepared By:** Eileen Paulin, Director of Media and Communications  
Ellyce Rothrock, Supervisor of Media and Communications  
Susan Logan-McCracken, Communications Specialist

**Reviewed By:** Siobhan Foster, COO

### Workflow Report, April 2021

Village Television	Media and Communications
This Day live six days a week	Completed April/May Village Breeze
CEO Jeff Parker on air weekly	Linked/posted April/May Village Breeze
Message boards updated daily	Worked on March/April employee newsletter
Movies Mondays, Fridays, Saturdays	Email subscriber list maintenance
TV6 guide, movies/meetings schedule	04/01 Globe press releases
Special daily exercise classes for residents	04/02 Friday eblast
Co-produced public service announcement	04/08 Globe press releases
City channel transition to high definition	04/09 Friday eblast
Three Media Services 55 client commercials	04/15 Globe press releases
2,500 minutes of original programming	04/16 Friday eblast
MemorialCare Beyond Medicine health show	04/22 Globe press releases
MemorialCare volunteer appreciation video	04/23 Friday eblast
Produced around 20 Zoom interviews	04/29 Globe press releases
Information Services	04/30 Friday eblast
PowerPoint deck for department director	Daily microsite posting of This Day broadcast
Webmaster	Monthly proofing, posting TV, movie guides
Posted club events, updated contacts	Mail Village Breeze to residents nondelivered
Posted 130 items to the website	Appeared on TV6 Discovering Laguna Woods
Recreation	Google Analytics reports
Farmers' Market flyer	Village-wide signage
Bingo games reopening procedures	MACC activities report, agenda, minutes
Online volunteer application	Proofing Monday Memo
Correspondence	Regular Facebook posting
Orange tier reopening communications	Board Relations
Letter replies to the Globe	CEO Updates: GRF, Third, United
Maintenance & Construction	TV6 talking points for various directors
Produced two MA news bulletins	VMS spring mailing preparation
Correspondence	Worked on Board of Directors handbook
Landscaping Services	CEO correspondence
Landscape Maintenance Schedules	PPT presentations for various directors
Social Services	Resident Services
Village Vaccination Program coordination	Daily resident correspondence, emails
Village Vaccination Program signage	Fielding resident requests related to Media
Security Services	Sales and Leasing
Incident report and information	Posted monthly real estate sales reports

### iContact Report, April 2021

Date	Title	Contact	Open	Bounce	No Info	Clicked	Smartphone	Tablet	Computer	Unsubscribe	Complain
04/01/21	OC Moves to the Orange Tier, Village Reopening Plan Details	15,249	52.7%	0.2%	47.1%	18%	50%	6%	44%	6	0
04/02/21	What's Up in the Village	15,417	52.3%	0.2%	47.5%	24%	52%	6%	42%	7	2
04/09/21	What's Up in the Village	15,408	44.5%	0.1%	55.3%	27%	50%	6%	44%	4	1
04/14/21	Vaccination Available for All Age Groups	2,267	55.6%	1.1%	43.3%	4%	65%	4%	31%	0	0
04/14/21	Vaccination Available for All Age Groups	18,264	43.4%	1.1%	55.5%	1%	57%	5%	39%	69	8
04/15/21	Manor Alterations Biweely News Bulletin	67	52.2%	0.0%	47.8%	15%	18%	10%	72%	0	0
04/16/21	What's Up in the Village	18,240	49.5%	0.4%	50.1%	26%	49%	5%	46%	103	6
04/23/21	What's Up in the Village	18,133	41.6%	0.4%	58.0%	23%	50%	6%	44%	55	6
04/28/21	Manor Alterations Biweely News Bulletin	67	56.7%	0.0%	43.3%	16%	34%	0%	66%	0	0
04/30/21	Important Information for Third Mutual Members	4,221	66.8%	1.1%	32.1%	16%	43%	4%	52%	3	1
04/30/21	What's Up in the Village	18,081	49.1%	0.4%	50.5%	28%	52%	6%	43%	49	2
			Averages							Totals	
			51.3%	0.5%	48.2%	18%	47%	5%	48%	296	26

### New Resident Orientations Year to Date

#### United Mutual

Date	Attendance	Director
Wednesday, January 13, 2021	20	Addington
Friday, February 05, 2021	22	Addington
Wednesday, March 10, 2021	15	Addington
Friday, April 02, 2021	12	Addington
Wednesday, May 12, 2021		
Friday, June 04, 2021		
Wednesday, July 14, 2021		
Friday, August 06, 2021		
Wednesday, September 08, 2021		
Friday, October 01, 2021		
Wednesday, November 10, 2021		
Friday, December 03, 2021		
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#### Third Mutual

Date	Attendance	Director
Friday, January 15, 2021	18	McCary
Wednesday, February 17, 2021	17	Mutchnick
Friday, March 19, 2021	12	Rane-Szostak
Wednesday, April 21, 2021	10	Dotson
Friday, May 21, 2021		
Wednesday, June 16, 2021		
Friday, July 16, 2021		
Wednesday, August 18, 2021		
Friday, September 17, 2021		
Wednesday, October 20, 2021		
Friday, November 19, 2021		
Wednesday, December 15, 2021		
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## STAFF REPORT

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**DATE:** May 17, 2021  
**FOR:** GRF Media and Communications Committee  
**SUBJECT:** Broadband Services Update

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### **RECOMMENDATION**

Receive and file report.

### **BACKGROUND**

Regular monthly reports are submitted to the Media and Communications Committee (MACC) for review. Included in this staff report are the subscriber counts and contract renewals.

### **DISCUSSION**

The Broadband Services Division, including TV Operations, TV studio, media services, high-speed internet and digital services, are a part of the Media and Communications Department. Paul Ortiz, General Manager for Broadband Services, will provide updates on an ongoing basis.

### **FINANCIAL ANALYSIS**

None

**Prepared By:** Susan Logan-McCracken, Communications Specialist

**Reviewed By:** Eileen Paulin, Director of Media and Communications; Paul Ortiz, General Manager of Broadband Services

### **ATTACHMENTS(S)**

- i. Subscriber Counts

**Subscriber Counts**  
**April 2020 - April 2021**

	APR	MAY	JUN	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR
<b>Subscriber Counts</b>													
Digital Subscribers	6814	6812	6815	6812	6812	6812	6829	6853	6841	6828	6830	6816	6788
<b>Set-Top Boxes</b>													
DVR's	5764	5756	5749	2736	5740	5736	5718	5715	5683	5661	5661	5618	5593
Standard	104	26	1	1	1	1	0	0	0	0	0	0	0
HD Standard's	2036	2045	2043	2043	2037	2027	2026	2024	2011	2001	2001	1988	1957
TiVo MG2's	436	443	452	455	468	476	487	506	520	524	524	548	551
TiVo Qi3's	459	467	472	472	476	481	494	510	525	533	533	548	548
DTA's	335	332	332	332	305	210	202	202	202	195	195	194	168
HD Converter's	1613	1677	1709	1709	1721	1745	1763	1799	1806	1827	1827	1856	1869
<b>Pay-TV</b>													
HBO	857	860	859	859	847	842	839	842	833	815	803	800	785
Cinemax	115	115	116	116	116	117	112	110	110	111	112	111	114
Showtime	426	430	426	426	414	411	417	411	417	411	405	403	394
Starz/Encore	297	293	289	289	278	277	280	280	277	273	271	273	269
PBC	20	18	19	19	17	17	18	17	15	18	18	17	17
<b>International Ch.</b>													
TV Asia	1	1	1	1	1	1	1	1	1	1	1	2	2
CTI-Zhong Tian	14	14	14	14	15	15	14	14	14	14	14	14	14
The Filipino Channel	43	40	39	39	35	34	33	31	31	30	30	30	28
CCTV4	8	8	8	8	8	8	8	8	8	8	8	8	8
Channel One Russia	10	10	10	11	10	10	9	11	9	9	9	9	9
tvK	11	11	11	11	12	11	11	11	11	10	10	10	9
TV5Monde	23	24	24	26	26	25	25	25	25	25	25	25	25
RAI Italia	9	9	9	9	9	9	9	9	10	11	11	10	10
TV Japan	51	51	53	54	54	55	55	55	55	56	57	58	60
Total International	170	168	169	173	170	168	165	165	164	164	165	166	165
<b>High Speed Data</b>													
High Speed Data	10200	10217	10241	10271	10303	10350	10364	10401	10463	10446	10491	10510	10570



**Distribution of Publications by Non-Residents of Laguna Woods Village  
Resolution 19-21-XX; Adopted June 1, 2021**

The Distribution of Publications by Non-Residents of Laguna Woods Village policy provides the Golden Rain Foundation ("GRF") and interested parties the guidelines that must be followed regarding the distribution of all First Amendment publications within Laguna Woods Village by non-residents. The distribution of unsolicited materials publications by non-residents is strictly prohibited **with the exception of telephone directories specific to the community which shall be required to follow only Section 3: A, B and C of this policy.** Only materials/publications specifically requested by resident(s) may be distributed to said resident(s).

1. Any non-resident individual or entity (the "Applicant") wishing to distribute publications within Laguna Woods Village shall complete and submit the Application for Pass(es) to Distribute Publications, obtain a Gate Entry Pass allowing entry for distribution, and comply with all applicable rules. The applicant shall provide the following information:
  - A. A subscriber list showing names and addresses of residents who have solicited the publication.
  - B. The name of the individual or entity intending to distribute such publication within Laguna Woods Village.
  - C. The address, phone number, email address and other pertinent identifying information so as to permit contact with the Applicant.
  - D. A brief description of the publication to be distributed, sufficient to allow GRF to determine if the publication that is actually distributed is the same publication described in the Application.
  - E. The date(s) upon which the Applicant intends to deliver its publication.
  - F. A statement to be executed by the Applicant pursuant to which the Applicant acknowledges that he, she or it will be responsible for all acts of its employee or agents while they are distributing the publication on behalf of the Applicant within Laguna Woods Village, as well as agreeing to abide and be bound by all applicable Laguna Woods Village rules regarding distribution of publications (which is set forth on the reverse side of the Application).
  - G. Provide proof of insurance as outlined in Section 2 of this policy.
2. Prior to approval and issuance of Gate Entry Pass, the Applicant must submit the following insurance requirements:
  - A. Proof of commercial general liability insurance coverage of \$1,000,000 each Occurrence and \$1,000,000 Aggregate Combined Single Limit for Bodily Injury and Property



~~Damage. Coverage must include Premises/Operations, Products/Completed Operations, Broad Form Property Damage, Independent Contractors and Personal Injury, and shall be provided on an occurrence policy form (not claims-made). This type of coverage is offered to small businesses by many insurers on a business-owners policy. This may require purchase of some nominal limit of property insurance, but the discounted pricing for these policies is frequently lower than a stand-alone Commercial General Liability policy.~~

- ~~B. Additional insured and endorsements from your insurance company naming the Golden Rain Foundation of Laguna Woods and Village Management Services Inc. as additional insureds and the evidence for this coverage is to be provided as an endorsement, separate and in addition to the Certificate of Insurance.~~
- ~~C. Additionally, the following is required: "General Liability: Certificate holder is additional insured on a primary and non-contributory basis" or similar Primary provision wording.~~
- ~~D. Proof of automobile liability coverage of \$1,000,000 Combined Single Limit each accident for Bodily Injury and Property Damage.~~
- ~~E. Proof of worker's compensation and employer's liability coverage reflecting statutory minimums as required by law and \$1,000,000 Employer's Liability. If you do not have any employees, you may obtain what is sometimes referred to as a "certificate only" policy from State Compensation Insurance Fund (SCIF). The annual premium is usually a few hundred dollars per year.~~
- B.F. An Acknowledgment by the Applicant that it shall only be entitled to distribute its publication following approval of Applicant's Application and insurance documents and the issuance of a Gate Entry Pass by Village Management Services Inc. The application shall further state the Applicant shall be required to produce a Gate Entry Pass prior to gaining access to the Laguna Woods Village community and as requested by Security Services personnel.

3. Additionally, the Applicant is required to adhere to the following basic rules:

- A. While on the premises of Laguna Woods Village, knocking on doors, business solicitation or other behavior that intrudes on the privacy of Laguna Woods Village residents is prohibited.
- B. Door-to-door distribution of solicited publications shall be permitted, so long as residents are not disturbed.
- C. Publications that are distributed door to door may only be left on the surface of the thresholds of front doors. Publications may not be hung from doorknobs.

- D. The Applicant, its employees or agents must bring and present the approved Application for Pass(es) to Distribute Publications and Gate Entry Pass to the Security Department prior to gaining access to the Laguna Woods Village community.
- 4. Return completed application to the Resident Services Department at P.O. Box 2220, Laguna Hills, CA 92654-2220 or via email at [residentservices@vmsinc.org](mailto:residentservices@vmsinc.org).
- 5. The provisions of this policy may be enforced by the Security Department. Any reports may be filed by calling the Security Department at 949-580-1400 or by emailing [violations.security@vmsinc.org](mailto:violations.security@vmsinc.org).