



OPEN MEETING

**REGULAR MEETING OF THE THIRD LAGUNA HILLS MUTUAL
RESIDENCY POLICIES AND COMPLIANCE TASK FORCE**

**Monday, December 3, 2018 – 1:00 P.M.
Laguna Woods Village Community Center Sycamore Room
24351 El Toro Road**

AGENDA

- | | |
|---|-----------------|
| 1. Call to Order | Roy Bruninghaus |
| 2. Acknowledgment of Media | Roy Bruninghaus |
| 3. Approval of the Agenda | Roy Bruninghaus |
| 4. Approval of Meeting Report for July 31, 2018 | Roy Bruninghaus |
| 5. Chair's Remarks | Roy Bruninghaus |
| 6. Member Comments (Items Not on the Agenda) | Roy Bruninghaus |

Items for Discussion and Consideration:

- | | |
|-------------------------|-----------------|
| 7. Care Provider Policy | Pamela Bashline |
|-------------------------|-----------------|

Items for Future Agendas:

8. To Be Determined

Concluding Business:

9. Committee Member Comments
10. Date of Next Meeting – To Be Determined
11. Adjournment

Roy Bruninghaus, Chair
Jacob Huanosto, Staff Officer
Telephone: 268-2570



OPEN MEETING

**REGULAR MEETING OF THE THIRD LAGUNA HILLS MUTUAL
RESIDENCY POLICY AND COMPLIANCE TASK FORCE**

Tuesday, July 31, 2018 – 1:30 p.m.

Laguna Woods Village Community Center, Willow Room – 24351 El Toro Road

MEMBERS PRESENT: Burt Baum, Chair, Rosemarie diLorenzo, Bunny Carpenter, Steve Parsons and Roy Bruninghaus

MEMBERS ABSENT: None

ADVISORS PRESENT: Stuart Hack

ADVISORS ABSENT: None

STAFF PRESENT: Tim Moy, Pamela Bashline, Francis Rangel, Kurt Weimann, Susan McInerney, and Debbie Ballesteros

CALL TO ORDER

Burt Baum, Chair, called the meeting to order at 1:32 p.m.

ACKNOWLEDGEMENT OF PRESS

The Media was not present.

APPROVAL OF AGENDA

Director diLorenzo made a motion to approve the agenda as presented. Director Bruninghaus seconded the motion.

By unanimous vote the motion passed.

APPROVAL OF MEETING REPORTS

Director diLorenzo made a motion to approve the April 25, 2018 meeting report as presented. Director Bruninghaus seconded the motion.

By unanimous vote the motion passed.

CHAIRMAN'S REMARKS

Chair Baum stated that one of the reasons for the meeting is to present the Resident Violation Matrix that Staff has been working on.

MEMBER COMMENTS ON NON-AGENDA ITEMS

None

REPORTS

Disciplinary Status Report

Francis Rangel, Operations Manager, presented the Disciplinary Status Report included in the agenda packet and spoke on the various types of violations. She explained that the total number of active cases for the month of June were 474. Of that number, 135 were new cases and 111 were resolved for the month. Ms. Rangel also explained the difference between Alteration Maintenance and Alteration Standard. The Committee commented and asked questions.

ITEMS FOR DISCUSSION AND CONSIDERATION

Resident Violations Matrix

Ms. Rangel presented the Resident Violations Matrix. She explained the compliance process to the Committee and stated that approximately 80% of the cases are resolved with the courtesy notice.

Kurt Weimann, Permits, Inspections & Restoration Manager, informed the Committee that Resident and other Contractors are reporting Contractors that are not following the rules. Those Contractors are being admonished from doing business in the Community and referred to the Compliance Division for disciplinary action.

The Committee commented and asked questions. The Committee made changes and directed Staff to update the matrix. The Committee also directed Staff to include a disciplinary handout in the New Orientation packet.

Alterations/Contractor Enforcement Update

Tim Moy, Chief of Security, explained that a Community Services Officer goes out every morning to monitor the cul-de-sacs and issue notice of violations to Contractors parking in the cul-de-sacs as they should be parking in the streets. The Community Service Officer has also been trained with the Alterations Division. The Committee commented and asked questions.

Vacant Manor Update

Mr. Weimann informed the Committee that the process is for unoccupied manors and stated that 110 letters were mailed to the owner on file. A second notice was sent out advising of inspection dates and Staff received more responses than from the first letter. The purpose of the inspections is to look for leaking faucets, broken windows or any other issues that would damage the manor and/or Mutual property. The Committee commented and asked questions.

Mr. Weimann left the meeting at 2:58 p.m.

Care Provider Policy Update

Pamela Bashline, Community Services Manager, updated the Committee on the Care Provider Policy. She reported that fewer than 125 care providers have registered. She

explained that Staff from Security, Compliance, Social Services, and Resident Services have met several times to review the policy. A comment was made that there has to be a positive and simple way for Staff to get them to sign up.

Chief Moy introduced Susan McInerney, Social Services Manager, and explained how Residents who ask for a care providers seek assistance from the Social Services Department.

Ms. McInerney explained the difference between a care provider and home health care. She stated that if a Resident comes in asking for a care provider, they are advised of the rules and also provide them with a list of recommended care provider companies. The Committee commented and asked questions.

Lease Policy Update

Ms. Bashline updated the Committee on the Lease Policy and stated that the lease statistics remain stable. She also informed the Committee that the Leasing Division has started doing automatic calls to Owner and Lessee's advising that their Lease Authorization Permit are going to expire.

The Committee directed Staff to generate more information on leases and create a simpler document for lease renewals.

Ms. McInerney left the meeting at 3:29 p.m.

ITEMS FOR FUTURE AGENDAS

To be determined.

CONCLUDING BUSINESS

Committee Member Comments

There were no Committee Member Comments.

Date of Next Meeting

To be determined.

Adjournment

With no further business before the Committee, the meeting was adjourned at 3:49 p.m.



Burt Baum, Chair
Third Laguna Hills Mutual



MEMORANDUM

To: Residency Policies and Compliance Task Force
From: Francis Rangel, Operations Manager
Date: July 31, 2018
Re: Disciplinary Hearing Update

Below is a breakdown of the disciplinary cases:

	Apr	May	Jun
Total Number of Cases:	448	450	474
New Cases Open this Month:	146	156	135
Cases Resolved this Month:	70	154	111

Allegations:

Abandoned Vehicle:	20	21	15
<i>New Cases:</i>	3	8	7
Alteration Maintenance:	21	18	15
<i>New Cases:</i>	12	15	8
Animal Nuisance:	11	14	21
<i>New Cases:</i>	18	15	14
Alteration Standards:	48	37	50
<i>New Cases:</i>	15	11	18
Clutter:	189	178	177
<i>New Cases:</i>	22	18	20
<i>Balcony Clutter:</i>	23	21	23
<i>Breezeway Clutter:</i>	34	29	34
<i>Carport Clutter:</i>	49	37	41
<i>Common Area Clutter:</i>	36	35	33
<i>Interior Clutter:</i>	14	13	9
<i>Patio Clutter:</i>	33	43	37
Care Provider Policy:	42	45	51
<i>New Cases:</i>	11	8	13
Delinquent Accounts:	13	33	28
<i>New Cases:</i>	0	23	7
Illegal Occupancy	49	51	62
<i>New Cases:</i>	33	39	23

Landscape:	18	13	19
<i>New Cases:</i>	<i>10</i>	<i>4</i>	<i>8</i>
Nuisance:	16	26	18
<i>New Cases:</i>	<i>11</i>	<i>9</i>	<i>7</i>
Short-Term Rentals:	5	3	2
<i>New Cases:</i>	<i>4</i>	<i>2</i>	<i>2</i>
Traffic Rules:	15	11	16
<i>New Cases:</i>	<i>7</i>	<i>4</i>	<i>8</i>
Vehicle Oil:	1	0	0
<i>New Cases:</i>	<i>0</i>	<i>0</i>	<i>0</i>

RECOMMENDED CHANGES & JUSTIFICATIONS TO CAREGIVER POLICY – 10/23/2018

1. Removal of Physicians Certification
 - a. Only needed for medical care. i.e., home health care – physical or occupational therapy, hospice care, in-home supportive services (IHSS), all in-home care requiring insurance billing, etc.
 - b. A Physician will never refuse to sign if patient requests it. They would not want to open themselves to liability.
 - c. Requires residents to make an appointment with their physician, transport to/from appointment and is a chargeable service (co-pay) for a non-medical service wanted.
 - d. Residents requiring medical care at home will be treated by a licensed professional who can present proper identification to gain access to community. Typically, these are temporary short-term visits.
2. Family caregiver revision. Do not require a Private Caregiver Application for a family member(s) or any person(s) who is/are **not** living in the unit more than 60 days.
 - a. Resident doesn't have to pay for services.
 - b. Issue a 60 day caregiver gate pass and/or overnight pass. (This would help track how long family member has been in the community).
 - c. Require Private Caregiver Application for family member who live in the unit **more than 60** days in a calendar year.
 - d. As a Private Caregiver, this will reduce chances of family members becoming occupants.
3. Home Care Organization/Agency (HCO) exemption
 - a. HCO's should be exempt from the process because HCO's have already performed background checks on their employed caregivers.
 - b. HCO's caregivers are required to be registered with the CDSS.
 - c. HCO's monitor their caregivers and are liable.
 - d. Issue a business pass to the HCO to provide to their caregivers.
4. Reduce Board review of all applications. Only submit Private Caregiver Applications to the Board when there are exceptions. If the application meets all requirements, allow Staff approval.
 - a. Reduces turnaround for the resident and Private Caregiver.
 - b. Reduces the number of staff reports submitted by Resident Services
 - c. Reduces number of applications reviewed by the Board.
5. Managing access to the Community.
 - a. Private Caregivers will be issued a picture ID card with expiration date. Thirty/sixty days prior to expiration, a letter can be sent to the Resident and/or the Private Caregiver notifying them that their ID is about to expire and needs to be renewed by _____.
 - b. Require ID's to be worn in plain sight while in the Community.
 - c. Private Caregivers will be issued a "Private Caregivers" gate pass and/or overnight parking pass, if needed.



Private Caregiver Policy

I. Purpose

The purpose of this document is to define the policies of Third Laguna Hills Mutual (Third) regarding individuals who provide care to residents.

II. Definitions

For the purposes of this policy:

- a. Activities of Daily Living (ADL) are defined as a series of basic activities performed by individuals on a daily basis necessary for independent living at home or in the community. There are many variations on the definition of the activities of daily living, but there are five basic categories. ADLs include:
 - i. Personal hygiene – bathing/showering, grooming, nail care, and oral care
 - ii. Dressing - the ability to make appropriate clothing decisions and physically dress/undress oneself
 - iii. Eating - the ability to feed oneself, though not necessarily the capability to prepare food
 - iv. Maintaining continence - both the mental and physical capacity to use a restroom, including the ability to get on and off the toilet and cleaning oneself
 - v. Transferring/Mobility- moving oneself from seated to standing, getting in and out of bed, and the ability to walk independently from one location to another
- b. Application is the form prescribed by Third to apply for a Private Caregiver.
- c. Community is Laguna Woods Village.
- d. Community Facilities are defined as the facilities and services operated by the Golden Rain Foundation (GRF).
- e. Community Rules are defined as the Bylaws, Covenants, Conditions, and Restrictions (CC&R's), Articles of Incorporation, or any rules and regulations of Third and of GRF.
- f. Golden Rain Foundation (GRF) – the non-profit mutual benefit corporation organized to manage and maintain the Community Facilities and services for the Community.
- g. A Live-in Private Caregiver is defined as an individual who will stay overnight for more than sixty (60) days in any twelve (12) month period, including individuals who are related to the resident/member.
- h. A Live-in Private Caregiver can be a family member, paid or not paid. All rules in the Private Caregiver Policy apply.
- i. Member is a person who has been approved by Third as being entitled under the Governing Documents of Third to membership in Third and has an appurtenant right of membership in GRF.
- j. Private Caregiver, also known as a Home Care Aide or Care Provider, is a person who has been approved by Third or authorized designee in writing on the

basis of being a provider of primary caregiver support to the Resident. A Private Caregiver is a helper who assists an individual with activities of daily living or non-medical services. Non-medical home care is provided by caregivers. Unlike home health, caregivers are considered “non-clinical” and are not covered by insurance and does not need a physician order.

Private Caregiver services include, but are not limited to, assistance with the following:

- activities of daily living
 - laundry
 - light housekeeping
 - shopping for personal care items or groceries
- k. An affiliated Caregiver is a person who is employed by a licensed Home Care Organization/Agency (HCO) who provides homecare services to a resident(s).
- l. A Private Caregiver is independent and is not employed by a HCO.
- m. In-Home Supportive Service (IHSS) Caregivers are part of the Medi-Cal program and required to adhere to this policy.
- n. Resident is defined as any person who has been approved by the Board of Directors for occupancy.

III. Conditions

- a. Private Caregivers must be approved by the Board or authorized designee in writing prior to commencing support. Special circumstances may be granted.
- b. Private Caregivers must be 18 years old or older.
- c. Private Caregivers must be registered with the California Department of Social Services Home Care Services Bureau.
- d. Private Caregivers must provide a copy of a government issued photo ID with the application.
- e. Private Caregivers must provide a copy of their driver's license, vehicle registration, and proof of vehicle insurance with the application if he/she will be operating a vehicle within Laguna Woods Village.
- f. A Private Caregiver Permit is approved for a period of up to one year. Residents are required to re-apply for approval.
- g. The total number of persons residing in a unit shall not exceed the number of bedrooms, plus one or no more than two persons in a one-bedroom unit; no more than three persons in a two-bedroom unit etc. Fees for third and fourth parties will be assessed.
- h. Each Private Caregiver shall not have been convicted of a felony or a misdemeanor involving moral turpitude (e.g., fraud, perjury, criminal threats).
- i. The Resident and/or Member are responsible for the conduct of the Private Caregiver and shall ensure that he/she complies with all community rules, regulations, and policies.
- j. Upon approval by the Board or authorized designee, a gate pass shall be issued to the Private Caregiver that will permit gate access into the community, if needed. If a gate pass is supplied, it must be displayed on their car dashboard at all times. This pass may include an overnight parking pass when necessary.

- k. The Private Caregiver must wear in clear sight the Laguna Woods Village picture ID at all times.
- l. The Private Caregiver's ID and gate pass may not be transferred or lent to anyone.
- m. The Private Caregiver is authorized to use the Community Facilities only as necessarily incidental to provide support to the Resident.
- n. Part-time Private Caregivers may only use the laundry facilities for the Resident's use. Live-in Private Caregivers may use the laundry facilities for their limited personal use and the Residents use.
- o. The live-in Private Caregiver requires written permission from the Board of Directors to remain in the unit without the Resident only if both of the following are applicable:
 - i. The Resident is absent from the unit due to hospitalization or other necessary medical treatment and expects to return to the unit within 90 days from the date the absence began; and
 - ii. The Resident submits a written request desiring the live-in Private Caregiver be allowed to remain in order to be present when the Resident returns to reside in the unit. [Civil Code §51.11.b.7]
- p. Private Caregivers may not bring family members, pets or guests into the Community.
- q. The Resident must surrender the Private Caregiver ID and vehicle pass to the Resident Services Department at the conclusion of the care service or be subject to charges.
- r. The Private Caregiver shall meet all applicable GRF requirements relating to operating a motor vehicle within the community.
- s. All Caregivers employed by a licensed Home Care Organization/Agency (HCO) are required to obtain a business pass.
- t. A person living in the residence to provide short term care must obtain a sixty (60) day caregiver pass. Any person providing care beyond sixty (60) days must adhere to the private caregiver policy.
- u. If applicant employs an In Home Supportive Services (IHSS) Caregiver and receives any correspondence related to ineligibility or violations that have occurred involving Caregiver, the applicant must notify the Resident Services Department immediately.

IV. Enforcement

Third is authorized to take disciplinary action against a Member whose property may be found in violation of the Private Caregiver Policy. When a violation occurs the Board of Directors is obligated to evaluate and impose, if appropriate, Member-discipline as set forth in the Governing Documents. The Board has the authority to impose monetary fines, suspend Member privileges, and/or bring forth legal action. The Member is entirely responsible for ensuring that the Community Rules and policies are followed by anyone they allow into the Community.

- a. The Member and Private Caregiver must read and agree to comply with and be bound by all the Governing Documents and the Community Rules.

- b. Nothing contained herein shall relieve Member of the performance of any obligation owed to Third and/or GRF under the Governing Documents.

V. Procedures

- a. The Resident must complete and submit "Application for Private Caregiver Permit" for review. The Application is available for download at www.lagunawoodsvillage.com or upon request from the Resident Services Department.
- b. Application can be submitted to the Resident Services Department located in the Laguna Woods Village Community Center.
- c. Upon receipt of an Application, the Resident Services Department will research whether the Member and/or Private Caregiver has received notices of violations or has any outstanding Charges and Assessments before approval of the application.
- d. The Board or authorized designee will review the application and approve or deny request.
- e. The Resident Services Department will notify the Resident of the results within 10 – 14 business days. Special circumstances may be granted.
- f. Office hours of operation are Monday-Friday, 8:00 A.M. to 5:00 P.M., phone number (949) 597-4323.
- g. Mailing address is P.O. Box 2220, Laguna Hills, CA 92654-2220.



Application for Private Caregiver Permit

☐ UNITED

☐ THIRD

UNIT # _____

Return completed application to: Resident Services Department – 240, 24351 El Toro Road,
Laguna Woods, CA 92637; Phone: 949-597-4600, email: residentservices@vmsinc.org

Resident Information

Name:	<input type="checkbox"/> Member <input type="checkbox"/> Occupant
Address:	
Telephone:	Cell Phone:
Email:	
What is the expected schedule of the Private Caregiver? <input type="checkbox"/> Day time only <input type="checkbox"/> Night time only <input type="checkbox"/> 24 Hours – no. of days per week:	
What is the service the Private Caregiver is expected to provide? (check all that apply) <input type="checkbox"/> activities of daily living <input type="checkbox"/> shopping for personal care items or groceries <input type="checkbox"/> laundry <input type="checkbox"/> other: _____ <input type="checkbox"/> light housekeeping	
Is resident an In Home Supportive Services (IHSS) recipient? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If Yes, list the 7 digit County IHSS case number: _____	

Private Caregiver Information

Name:			
Address:			
Telephone:		Cell Phone:	
Email:			
Driver's License No:		Expiration Date:	
Vehicle Color:	Make:	Model:	License Plate:
Insurance Company:		Expiration Date:	
Private Caregiver's personal state identification number:			
Has the Private Caregiver been convicted of a felony? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Has the Private Caregiver been convicted of a misdemeanor involving moral turpitude (e.g., fraud, perjury, criminal threats)? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Is the live-in Private Caregiver a family member? <input type="checkbox"/> Yes <input type="checkbox"/> No			
If Yes, relationship to resident:			

Private Caregiver Permit Agreement

The undersigned acknowledges that the issuance of a Private Caregiver Permit does not constitute approval of the Private Caregiver nor does it represent any direct or indirect liability on behalf of Third Laguna Hills Mutual (Third), and the Golden Rain Foundation of Laguna Woods (GRF), all California non-profit mutual benefit corporations, and Village Management Services, Inc. (VMS). a California corporation, and each of their respective directors, officers, employees, and agents. Further, I/we have read and received a copy of the Private Caregiver Policy and agree to wear the ID in clear sight and display the pass at all times while in this Community. I/we also understand that falsification of any information related to this application is subject to disciplinary action.

Resident Signature:

Date:

Member Signature:

Date:

Private Caregiver Signature:

Date:

For Office Use Only

Received By:

WO#

Requirements: ☐ ID ☐ Gate Pass ☐ Overnight Pass ☐ Other

Will approval cause the unit to exceed the number of occupants permitted? ☐ Yes ☐ No

State status of the Private Caregiver: ☐ Pending ☐ Registered ☐ Other:

Has the Resident received notices of rules violation? ☐ Yes ☐ No

Verified IHSS Caregiver's Form SOC 2271 ☐ Yes ☐ No

Does staff recommend approval of this application? ☐ Yes ☐ No

If, No, state reason:

For Board of Directors or Authorized Designee Use Only

Application **DENIED**

The Board of Directors of this Mutual Corporation or authorized designee has reviewed this application. Based on the information provided, the application is **denied**.

Signature:

Signature:

Signature:

Application **APPROVED**

The Board of Directors of this Mutual Corporation or authorized designee has reviewed this application. Based on the information provided, the application is **approved**.

Signature:

Signature:

Signature:

For Office Use Only

Resident Notified By:

☐ WO Updated/Closed

☐ Documents Scanned



Instructions & Checklist for Hiring a Private Caregiver

☐ UNITED

☐ THIRD

UNIT # _____

The Board of Directors adopted a Private Caregiver Policy to reasonably address caregivers that provide care for Residents. **All Private Caregiver Applications must be Board or authorized designee approved in writing prior to commencing support.** Please follow this checklist to ensure a smooth and efficient process.

Please note omission of any required items will result in delay or denial of the Private Caregiver Permit.

1. Review the Private Caregiver Policy and Submit the Required Paperwork.

- ☐ Register the Private Caregiver with the California Department of Social Services and complete the Live Scan requirements which includes Background Check and Fingerprinting
- ☐ Complete the "Application for Private Caregiver Permit"
- ☐ Provide a copy of the Private Caregiver's state issued Driver's License or ID
- ☐ Submit "Application for Private Caregiver Permit" to the Resident Services Department

2. Documentation Review

The Board of Directors or authorized designee will review the submitted documentation for approval or denial. The Resident Services Department will notify the Resident of the outcome within 10 to 14 business days.

- a. If approved, the Private Caregiver will be issued an ID which must be worn in clear sight at all times and obtain a Gate Pass which may include an overnight parking pass.
- b. If denied, the Private Caregiver will be notified by the Resident Services department.

Important information

- ☐ All documents must be received by the Resident Services Department before the application can be processed
- ☐ The Private Caregiver cannot commence work until a Permit is obtained. Special circumstances may be granted
- ☐ Only completed applications with the required paperwork will be reviewed
- ☐ The Private Caregiver must be registered with the California Department of Social Services Home Care Services Bureau
- ☐ The Private Caregiver Permit is approved for a period of up to one year
- ☐ The Resident Services Department must be informed in writing of any deviations from an approved Private Caregiver Permit before it is made
- ☐ You are responsible for ensuring that rules, regulations, and policies are followed by anyone you allow into the community
- ☐ Failure to abide by the rules, regulations, and policies may result in disciplinary action including monetary fines, suspension of Members privileges, and/or legal action

Attachments:

Application for Private Caregiver Permit
Private Caregiver Policy
Frequently Asked Questions

Private Caregiver Policy Frequently Asked Questions

1. Who is a Private Caregiver?

A Private Caregiver also known as a Home Care Aide or Care Provider, is a person who has been approved by Third Laguna Hills Mutual (Third) or authorized designee in writing on the bases of being a provider of primary caregiver support to the Resident. Private Caregiver services include, but are not limited to, assistance with the following:

- activities of daily living
- laundry
- light housekeeping
- shopping for personal care items or groceries

2. What if my Private Caregiver is already registered with the California Department of Social Services (CDSS)?

If your Private Caregiver is already registered with the CDSS you will need to provide proof of registration with expiration date along with the completed Private Caregiver Permit application to the Resident Services Department.

3. How does a Private Caregiver get registered with the CDSS?

The Private Caregiver can apply as a Home Care Aide by visiting the CDSS website <http://www.cdss.ca.gov/inforesources>:

- a. Select Home Care Services listed under Community Care Licensing.
- b. Scroll down to Quick Links and select Home Care Aide Application Process.

4. How does a Private Caregiver get a background check?

Complete the request for LiveScan fingerprinting service, form LIC 9163. Take form to a LiveScan location for processing. A criminal background check will be performed and the results will be electronically sent to the CDSS.

5. What are the costs to get registered?

The CDSS currently charges a registration fee of \$35. Other fees involved are LiveScan fingerprinting and Government criminal history background checks. The LiveScan fingerprinting operator's fee will vary depending on location of your choice and can run from \$10 up to \$35. Government fees for state and federal background checks for Private Caregivers will cost \$49. Costs are subject to change.

6. Who pays the registration costs?

That is held to the Resident's discretion. You can pay the Private Caregiver's registration fees or require the Private Caregiver that you hire pay his/her own registration fees.

7. When did the mandate take place?

The new policy began March 1, 2017

.

8. Why do I have to obtain a Private Caregiver Permit?

The Board recognized a need to provide a systematic, fair, and reasonable manner to address individuals who provide care to residents.

9. Who is expected to abide by the amended Private Caregiver Policy?

All residents that hire a Private Caregiver must abide by the amended policy. Residents with existing Private Caregivers must abide by the amended policy when their current permit expires.

10. How do I find out when my current permit is up for renewal?

By calling the Resident Services Department at 949-597-4600, any customer service representative can assist you.

11. Are there any exemptions or exceptions to the Policy?

There is no set list of exemptions. If there are “special circumstances” to which the member would like to have taken into account, the member may file this request in writing stating why they cannot abide by the policy. This Statement will be reviewed by the Board for consideration.

12. How can I file an exception/exemption to the Policy?

Members may file for an exception/exemption by submitting a written request to the Resident Services Department located on the first floor of the Community Center.

13. What if I hire a Caregiver from a licensed agency?

Caregivers from a licensed agency are exempt from this process because agencies are required by law to do background checks on all their caregivers. Agencies are required to obtain a business pass.

14. What is In Home Supportive Services (IHSS) recipient?

In Home Supportive Services (IHSS) Program. The In-Home Supportive Services (IHSS) program provides in-home assistance to eligible aged, blind and disabled individuals as an alternative to out-of-home care and enables recipients to remain safely in their own homes.