

MEMBER SERVICES COMMITTEE

Committee Meeting Agenda

Tuesday, October 10, 2023 - 10:00 A.M.

Conference Room A/Zoom

This meeting may also be live streamed at www.lwsb.com.

The tab will be active 15 minutes prior to the start of the meeting

The live streaming uses YouTube live and terminates at the close of the meeting

1. Call to Order/Pledge of Allegiance

2. Roll Call/Notice of Quorum

Carole Damoci

Marla Hamblin

Susan Hopewell

Edward Jablonski

Susan Jacquelin

Teri Nugent – Chair

Camille Thompson

Patricia Vienna

3. Chair Announcements

a. Introduction of Guests and Staff

Marsha Gerber, GRF President

Jessica Sedgwick, Executive Director

Jesse Cripps, Recreation Director

Emma Hurtado, Executive Assistant

b. Rules of Order

4. Approval of Minutes (pp.1-5)

a. Minutes of September 12, 2023 meeting

5. Member Correspondence/Comments *(Limited to 3 minutes per person)*

6. Supplementary Staff Reports

a. GRF Upcoming Special Events Report (pp.7)

b. Projects List (pp.9)

7. General

a. Project: Food Box (pp.11-15)

b. Special Events: Beer Truck (pp.17)

8. Capital Funding

a. Bocce Ball Court

b. Cooling Turbines for Shuffleboard Courts

c. Amphitheater Dance Ramps

9. Reserve Funding

10. Operating Funding

11. Strategic Initiatives

12. Governing Documents

a. Amend 70-1411-1 – Facility Reservation (pp.19-25)

Proposed Resolution: To send recommendations for the revision of policies and 70-1411-1 to the GRF Board of Directors.

b. Amend 70-1406-2 – Limitation on use of Trust Property (pp.27-28)

Proposed Resolution: To send recommendations for the revision of policies 70-1406-2 to the GRF Board of Directors.

- c. Review: 70-1463-1 – Table Tennis Rules (pp.29-30)

13. Future Agenda Items

- a. Flea Market
- b. Clubhouse 2 Flex Space
- c. Clubhouse 2 Flex Space: Furniture
- d. Clubhouse 2 Flex Space: Guests
- e. 80-1937-2 – Parking – Fines
- f. Review 60-5504-1 – Insurance Requirements – Contractors – HOLD

14. Next Meeting Date

- Tuesday, November 16, 2023, at 10:00 a.m. – Conference Room A/Zoom

15. Adjournment

Please be courteous and respectful to other members, Board of Directors and representatives from Management at all times. We ask that you do not raise hands or interrupt the Committee or anyone else who may be speaking. **A member not adhering to these protocols and/or who becomes unruly may be asked to leave the meeting. Failure to comply will result in a special hearing with the Board where disciplinary action may be taken.**

A quorum of the Board may be present at this meeting, no Board business will be discussed. This meeting has been duly noticed. There is no agenda.



MEMBER SERVICES COMMITTEE MINUTES

September 12, 2023

The meeting of the Member Services Committee was held on Tuesday, September 12, 2023, and was called to order at 10:02 a.m. by Chair Nugent in Conference Room A and via Zoom.com, followed by the Pledge of Allegiance.

Present: Carole Damoci
Marla Hamblin arrived 10:13am
Susan Jacquelin
Teri Nugent – Chair Via Zoom
Camille Thompson
Patricia Vienna

Absent: Susan Hopewell
Edward Jablonski

Staff and Guests: Marsha Gerber, GRF President
Jessica Sedgwick, Executive Director
Jesse Cripps, Recreation Director
Robann Arshat, Member Resource Liaison
Emma Hurtado, Executive Assistant
Carol Levine, GRF Representative, Mutual Ten
Lee Melody, GRF Representative, Mutual Fourteen
Nick Massetti, GRF Representative, Mutual Seventeen via Zoom
Thirteen Shareholders/Members

CHAIR'S ANNOUNCEMENTS

Chair Nugent greeted and welcomed everyone to the Member Services Committee meeting and introduced Foundation members, guests, and staff. Chair Nugent introduced guests and staff—GRF President Marsha Gerber, Executive Director Jessica Sedgwick, Recreation Director Jesse Cripps, and Executive Assistant Emma Hurtado.

APPROVAL OF MINUTES

The minutes of the August 8, 2023 Recreation Committee meeting were approved as presented.

SHAREHOLDER/MEMBER COMMENTS

Six Shareholders/Members commented at the time of the meeting.

CORRESPONDENCE

The Committee reviewed correspondence as presented.

SUPPLEMENTARY STAFF REPORTS

The Recreation Director presented the Supplementary Staff Reports included in the meeting packet.

2024 BUDGET REVIEW

The Committee reviewed the 2024 Budget.

Motion: To approve Committee’s line items in the budget as presented.

First: Susan Jacquelin

Second: Camille Thompson

The motion was carried with one (1) no vote (Vienna), one (1) abstention (Hamblin), and four (4) yes votes (Damoci, Jacquelin, Nugent, and Thompson).

GENERAL

Flea Market

The Recreation Director reported on Flea Market.

The Committee had a consensus to bring this item back to the next scheduled meeting for further discussion.

Community Orchestra Request

The Recreation Director provided information on the Community Orchestra Request. No further action needed.

Guests at Clubhouse 6

The Recreation Director provided a report included in the meeting packet. The Committee had a consensus to bring this item to the next scheduled meeting.

Advance OC: Town Hall Request

The Committee discussed Advance OC: Town Hall Request. The Recreation Director introduced information on Advance OC: Town Hall Request. The Member Resource Liaison provided further information.

Motion: To approve Advance OC’s request to conduct a Town Hall; to allow Advance OC to place information in the LW Newspaper; and to allow them to have a booth in the next exposition.

First: Carole Damoci
Second: Thompson

The motion was carried unanimously by the members present.

Special Events: Beer Truck

The Committee discussed Special Events: Beer Truck. The Committee requested insurance information be provided in the next scheduled meeting along with legal opinion.

Pickleball Club Tournament

Motion: To recommend the Board grant an exception to the policy to allow guests for the Pickleball Club Tournament.

First: Carole Damoci
Second: Patricia Vienna

The motion was carried unanimously by the members present.

Chair Nugent called for a break at 11:28am
Chair Nugent called the meeting back to order at 11:33am

CAPITAL FUNDING – N/A

RESERVE FUNDING

Kilns at Lapidary

Motion: To approve replacing two kilns at Clubhouse 4 at a cost not to exceed \$4,687.01 with a contingency of 10% with funds from Reserves.

First: Carole Damoci
Second: Camille Thompson

The motion was carried unanimously by the members present.

OPERATING FUNDING

Clubhouse One Snooker Report

The Recreation Director provided information on the Clubhouse One Snooker Report and reported that the repairs will take place.

STRATEGIC INITIATIVES – N/A

GOVERNING DOCUMENTS

70-1487-2 – Recreational Vehicle Lot Schedule of Fees

The Committee came to a consensus to have a work study for further discussion.

70-1406-2 – Limitation on use of Trust Property

The Committee came to a consensus to have a work study for further discussion.

Discussion: Member Services Committee Charter

The Committee reviewed the member Services Committee Charter. No further action taken.

FUTURE AGENDA ITEMS

- a. Clubhouse 2 Flex Space
- b. Clubhouse 2 Flex Space: Furniture
- c. Clubhouse 2 Flex Space: Guests
- d. Amend 80-1937-2 – Parking – Fines
- e. Project: Food Box
- f. Flea Market
- g. Guests at Clubhouse 6
- h. Special Event: Beer Truck
- i. Amend 70-1411-1 – Facility Reservation
- j. Amend 70-1406-2 – Limitation on Use of Trust Property
- k. Review 70-1463-1 – Table Tennis Rules
- l. Review 60-5504-1 – Insurance Requirements – Contractors

NEXT MEETING

Tuesday, October 10, 2023, in Conference Room A/Zoom.

ADJOURNMENT

Chair Nugent adjourned the meeting at 12:00p.m.

Approved Date

Approval Signature

Printed Name

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Golden Rain Foundation

Golden Rain Foundation

Leisure World, Seal Beach

GRF RECREATION 2023 UPCOMING SPECIAL EVENTS SCHEDULE

EVENT DATE	NAME OF EVENT	LOCATION OF EVENT
October 15, 2023	Fall Festival & Emergency Expo	Clubhouse 6
October 22 2023	GRF Bus Trip	"Ain't Too Proud" Temptations Story at the Sergerstrom
November 03 & 04, 2023	Arts & Crafts Festival	Clubhouse 2
November 2023	GRF Bus Trip	TBD: Nutcracker or Sawdust Festival
December 06, 2023	Christmas Tree Lighting	Veterans Plaza
December 07, 2023	Menorah Lighting	Veterans Plaza
December 2023	GRF Bus Trip	TBD: Nutcracker or Sawdust Festival
December 16, 2023	Toy Drive Show	Clubhouse 4
December 31, 2023	New Years Eve Band	Clubhouse 4

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MEMBER SERVICES COMMITTEE PROJECT REPORT

Project	Status	BOD Approved	Scheduled Completion	BOD Approved Funds
Off-site Regular Bus Service - Shopper Shuttle - Trader Joes	Buses expected to be delivered in end of October. Delays due to supply shortage from company that produces the seats. Possible delays due to UAW strike.	28-Feb	Oct.	\$447,977

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COMMITTEE ACTION REQUEST

DATE: October 10, 2023
TO: MEMBER SERVICES COMMITTEE
FROM: RECREATION DEPARTMENT
ACTION: RESERVATION POLICY REVISIONS 70-1406-2 AND 70-1411-1

Background:

Excessively large setups for room reservations have become challenging to coordinate and expensive for ICS staff time. Setups and tear downs that would take a single custodian up to 5 hours must be accomplished within a single hour by redeploying custodians from other facilities to help. Consequentially, clubhouses are left understaffed and charges for additional staff time from ICS are immanent without intervention. Ultimately, without any cost recovery from clubs requesting these services, an increase in service levels in the custodial contract is inevitable. The costs of these services for clubs will be shared by the community.

Fiscal Impact:

The proposed policy and fee would limit frivolous setups, reduce staff time and offset increases to custodial services.

Recommendation:

That the committee approves to send it's recommendations for the revision of policies 70-1406-2 and 70-1411-1 to the GRF Board of Directors.

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Facility Reservations

The Golden Rain Foundation (GRF) Trust facilities will be made available for the use of all Authorized Residents (ARs). The Recreation Department (RD) is designated to schedule the use of the clubhouses and other recreational facilities. The Recreation Department Director is responsible for the equitable application of this policy.

1. RESERVATIONS WILL BE PLANNED TO PROVIDE FOR THE FOLLOWING NEEDS:

- 1.1. Facilities for the GRF, Mutual boards and committees.
- 1.2. Special events sponsored by the RD.
- 1.3. Facilities for religious services.
- 1.4. Facilities for holidays.
- 1.5. Approval for programs and/or functions that provide important information or services for the benefit of all Members will be determined administratively.
- 1.6. Facilities for recognized GRF clubs/organizations.
- 1.7. Reservations for private parties must be made by and/or be for Members only.
- 1.8. All regularly scheduled reservations will be automatically cancelled on the following holidays each year: Thanksgiving, Christmas, New Year's Eve and New Year's Day.
 - 1.8.1. The Golden Age Foundation may use the hospitality area of Clubhouse Six (6) on any holiday for the benefit of the Members.
- 1.9. Some scheduled reservations may be canceled on Election Days as required, if the clubhouse is to be used for polling, with advance notice to the club/organization.

2. RESERVATION PROCEDURES

The RD will supply Community Facility Application forms for Members desiring to make a reservation in a clubhouse or other recreational facility.

- 2.1. GRF, Mutual boards and committees may make a reservation for meetings or events without the completion of the standard form.
- 2.2. The club or organization desiring a reservation must designate a responsible AR to arrange for the reservation and the setup required. Any communication between the RD and the club will be through the designated AR.
 - 2.2.1. Setups and teardowns requiring more than a total of one (1) hour—thirty (30) minutes of setup time and thirty (30) minutes of teardown time (based on one



Facility Reservations

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custodian)—of custodial time will be charged at the current hourly rate set forth in the custodial contract (See 70-1406-2).

- 2.3.** Members must pay a \$200 deposit to use a clubhouse or the Clubhouse One (1) Picnic area. The deposit must be paid ten (10) days prior to the event as a good faith deposit against any damage to the facility or overtime charges. (See policy 1406-2) The deposit will be returned or refunded, unless there is any fee for damages or overtime, within ten (10) working days.
- 2.4.** The facility must be signed for at the time the request is made.
- 2.5.** A complete setup plan must be in the Recreation Office ten (10) days prior to a booked event, or the event is automatically canceled. If a caterer is to be used, the caterer's name must be on the application (See policy 1431-1).
- 2.6.** Clubs or organizations registered with the RD may make a clubhouse reservation once a week on a regular basis, subject to availability. Additional one-time reservations in the same week may be permitted at the discretion of the RD.
- 2.7.** Clubs, organizations, and Mutuels may not reserve Trust Property space on a recurring basis for holiday events. In case of a conflict, space will be awarded by lottery.
- 2.8.** The limitation on private parties is intended to limit the use of the clubhouse facilities to functions directly related to AR's. Functions honoring nonmembers, or relating to nonmembers, cannot be scheduled. Reservations and arrangements can only be made in person by an AR.
- 2.9.** Adult classes sponsored by the GRF will be supervised by the RD and will be given the same status as a reservation for recognized clubs. The use of a room or facility and its equipment by a regularly scheduled class will be available only to regularly enrolled students in that class. (See policy 1710-1.)
- 2.10.** Individuals may not reserve any community facility on a regular basis.
- 2.11.** All reserved activities in the clubhouses will be held between the hours of 7:30 am and 10:00 pm. Any event extending beyond these hours will be charged overtime at the current rate in accordance with the janitorial contract. In the event of overtime, a minimum of one-hour increments will be charged.
 - 2.11.1.** In order for arrangements to be made with the janitorial contractor to provide the appropriate number of staff, advance notice of possible overtime must be given by the AR at the time the reservation is made.



Facility Reservations

80 **3. CLUBHOUSE CLEANING STANDARDS**

81 All clubs/organizations using GRF Trust kitchen facilities are held responsible for the
82 cleaning of kitchens and kitchen equipment. All facilities and appliances are to be
83 left clean and orderly.
84

85 **3.1.** All dishes and silverware are to be properly washed, dried and placed neatly
86 in the cupboards and drawers.

87 **3.2.** Refrigerators, stove tops, ovens, coffee urns and dishwashers are to be left
88 clean.
89

90 **3.2.1.** The coffee urns are to be assembled in a unit following cleaning
91 and drying.

92 **3.3.** Counter and tabletops are to be thoroughly scrubbed and washed down.

93 **3.4.** Shelves from refrigerators and stoves that have been removed are to be
94 replaced.

95 **3.5.** All areas of the Clubhouse One (1) Picnic Area must be cleaned by the
96 reserving AR, except for the BBQ, which will be cleaned by the custodian.
97

98 When ARs or club/organizations do not leave the kitchen facilities in a reasonably
99 clean and sanitary condition, the clubhouse custodian will do the necessary cleaning
100 and report time and cost involved to the RD. The ARs or club/organization having
101 last used the facilities will be charged. Any such charge must be paid before the AR
102 or club/organization can make any further reservations for use of any Trust facility.
103 The RD is authorized to refuse further use of the Trust facilities to any AR or
104 club/organization which does not comply with the cleaning standards. This authority
105 includes the right to decide who has violated the regulation. The reports made by
106 the clubhouse custodian may be used as evidence in this determination.
107

108 **4. RESERVATIONS BY OUTSIDE ORGANIZATIONS**

109 The Executive Director, with the [Member Services](#) Committee's approval, is
110 authorized to permit outside organizations and persons to use the clubhouse
111 facilities when a service is performed which will be of benefit to the ARs.
112

113 **4.1.** This policy is interpreted to include, but not be restricted to, the following:
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115 **4.1.1.1.** Elected officials

116 **4.1.1.2.** Utility company representatives

117 **4.1.1.3.** Governmental Agencies

118 **4.1.1.4.** Special events



Facility Reservations

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4.2. The Executive Director is authorized to approve the following without the [Member Services](#) Committee's prior approval:

4.2.1. Registrar of Voters and official polling places.

5. AMPHITHEATER RESERVATIONS

All uses of the Amphitheater are scheduled by the RD.

5.1 Priorities for Amphitheater use are:

5.1.1 Golden Rain Foundation (GRF) and Mutual annual or special stockholder's meetings

5.1.2 RD sponsored programs and public functions

5.1.3 Recognized club meetings and programs needing large seating capacity.

Any recognized political club of the GRF may obtain reservations for the Amphitheater when they desire to hold an event. The club sponsoring the meeting will be required to meet the following special conditions:

5.1.3.1 Accept full financial responsibility for any facilities or services provided at the request of the news media or the political organization involved.

5.1.3.2 Notify any concerned individuals that guests other than the official party can be admitted only by individual invitation extended by a Member of GRF.

5.1.3.3 Give written notice to staff members where their participation or assistance is requested.

5.1.3.4 Hire any staff needed to ensure the fire-permit rules and regulations are enforced. These include capacity limits (2,500) and ensuring no one sits or stands in the aisles.

The Security Services Director is responsible for making the necessary contacts with the Seal Beach Police Department and security personnel accompanying the official party.

RECREATION

70-1411-1



Facility Reservations

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Document History

Adopted: 16 Feb 65	Amended: 21 Jun 66	Amended: 18 May 71
Amended: 21 Jan 75	Amended: 21 Oct 75	Amended: 15 Jul 80
Amended: 21 Jun 83	Amended: 19 Mar 85	Amended: 20 Nov 90
Amended: 08 Mar 94	Amended: 19 Mar 96	Amended: 16 Oct 01
Amended: 16 Sep 03	Amended: 22 Apr 14	Amended: 28 Apr 15
Amended: 26 Sep 17	Amended: 23 Jul 19	Amended: 27 Jul 21
Amended:		

Keywords: Facility Reservation Amphitheater Outside Organization Recreation

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RECREATION

Limitations on Use of Trust Property – Fees

1. FEES FOR USE OF CLUBHOUSE FACILITIES BY OUTSIDE ORGANIZATIONS

A charge will be made for the outside organizations to use Trust property. All money must be paid at least ten (10) business days before the date of the event.

- | | | |
|-------------|-----------------------------------|--------------------------------|
| 1.1. | Under one hundred (100) people: | \$200.00 non-refundable fee. |
| 1.2. | Up to two hundred (200) people: | \$400.00 non-refundable fee. |
| 1.3. | Up to three hundred (300) people: | \$500.00 non-refundable fee. |
| 1.4. | Up to four hundred (400) people: | \$600.00 non-refundable fee. |
| 1.5. | Up to five hundred (500) people: | \$800.00 non-refundable fee. |
| 1.6. | Over five hundred (500) people: | \$1,000.00 non-refundable fee. |

2. FEES FOR CLUBHOUSE FACILITIES SETUPS AND TEARDOWNS

Reservations are given a standard total of (1) hour of equipment setup and teardown time, which consists of up to thirty (30) minutes of setup time and up to thirty (30) minutes of teardown time, based upon one (1) custodian.

Reservations requiring more than the standard equipment setup and takedown time described above may elect to pay a non-refundable fee for additional time with approval of the Recreation Department.

2.1. Reservations that elect for additional equipment setup and/or teardown time beyond the standard time allotted will be charged at the current hourly rate set forth in the custodial contract.

2.1.1. Fees will be collected by the Reservations Office prior to reservation date at the time the layout is submitted to the Recreation Department.

2.1.2. Clubs/organizations that elect for additional setup and/or teardown of equipment beyond the standard setup and teardown times will be billed monthly.

2.2. If a reservation elects for additional equipment setup and/or teardown time beyond the standard time allotted during an event, the reserving party will be charged at 1.5 times the hourly rate.

2.2.1. Clubs/organizations that elect for a one-time basis additional equipment setup and/or teardown time not shown on their submitted layout will be



RECREATION

Limitations on Use of Trust Property – Fees

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charged 1.5 times the current custodial hourly rate.

2.1.2. Clubs/organizations that repeatedly elect for additional setup and/or
teardown of equipment beyond their submitted layout during their
reservation may be subject to having their reservations cancelled at the
discretion of the Recreation Department.

2.3. Reservations who fail to appear and to cancel in advance by the booking
party may be subject to a charge for both setup and teardown of equipment
at the current hourly rate of the custodial contractor.

Adopted: 28 Jan 20

Keywords: Fees Organizations Facilities
Setups

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Table Tennis Rules

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1. Players should consult their doctor or therapist before playing in order to avoid the inherent dangers of exercising and the risk of personal injury.
2. Players should consult their doctor or physical therapist regarding medical questions.
3. In order to avoid injury, players should perform appropriate warm-up and cool-down exercises when using the table tennis area.
4. When participants are waiting to play, a three-minute warm-up time will be observed.
5. Food or drinks are not permitted in the table tennis area.
6. Malfunctioning or broken equipment must be reported to the Recreation Department immediately.
7. Players may not sit on the table tennis tables.
8. Tapping or striking the tables with paddles is not permitted.
9. Players must sign the attendance book prior to playing.
10. Athletic-type footwear must be worn in the Table Tennis area. Dress shoes, penny loafers, open-toed shoes, or similar footwear is not permitted.
11. When all of the tables are in use, players will call “table open” at the end of “best of three” games, or after practicing for 20 minutes, and relinquish the table to waiting players. Waiting players should place their paddles on the side of the table on which they wish to play.
12. To avoid collisions, players may not pass behind competitors until a point is concluded. Players will then call “let” so they may pass safely.
13. When a ball from another table enters the playing area, players must immediately call “let” and stop play, and then gently throw the ball back. Kicking the ball back is considered discourteous and not permitted.
14. Players should conduct themselves in a sportsman-like manner. Loud or offensive language or behavior will not be tolerated.
15. Guests must be a minimum of 12 years of age to play and be accompanied by a resident of Seal Beach Leisure World.

RECREATION

70-1463-1



Table Tennis Rules

Document History

Adopted:	17 Feb 04	Reviewed:	08 Feb 17	Reviewed:	02 Aug 17
Amended:	23 Jul 19				

Keywords: Table Tennis Rules Ping Pong Recreation

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