



Minutes of the Regular Meeting of the Golden Rain Foundation
Tuesday, February 6, 2018, 9:30 a.m.
24351 El Toro Road, Laguna Woods, California.

Directors Present: Thomas Sirkel, Beth Perak, Ray Gros, Joan Milliman, Diane Phelps, Jim Matson, Richard Palmer, Annette Sabol Soule and Judith Troutman

Directors Absent: JoAnn diLorenzo and Jim Juhan

Staff Present: Lori Moss, Brice Hartley and Cheryl Silva

Others Present: United Mutual: Juanita Skillman, Cash Achrekar, Gary Morrison
Third Mutual: John Frankel
VMS: Dan Kenney and Mary Stone Fifty
Mutual: Ryna Rothberg

1. Call to Order

President Sirkel called the meeting to order at 9:31 a.m., and established that a quorum was present.

2. Pledge of Allegiance to the Flag

Director Perak 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. Annette Sabol Soule asked to move agenda item 13c to closed session. By consensus, the Board agreed to hear agenda item 13c during open session and make a decision during discussion to move agenda item 13c to closed session, if needed.

The motion passed unanimously.

5. Approval of Minutes

Director Gros made a motion to approve the minutes from the January 2, 2018, Regular Open Session. The motion was seconded by Director Phelps and passed unanimously.

6. Report of the Chair

President Sirkel encouraged the residents to get involved and attend committee meetings.

7. Update from VMS

Director Shimon gave an update of the VMS meetings in the month of January. In January, the Board elected Marcy Sheinwold, Chair, Dan Kenney, First Vice Chair and Donna Dwaileebe Second Vice Chair. Once a month, one of the Department Directors gives a report to the VMS Board. Last month the Board heard from Brian Gruner, Recreation and Special Events Director. The Board is discussing the Code of Ethics. Director Shimon reported on the many activities scheduled in February.

8. CEO Report

Lori Moss, Community Manager, gave a report on recreation and special events happening in February. The pool at Clubhouse 4 is being renovated, at Clubhouse 7 the bridge room and kitchen have been remodeled, and the four remaining gatehouses are being remodeled. The GRF Mobility & Vehicles Committee is purchasing a new 10-passenger bus to be used for plan-a-ride and will be testing new scheduling software for bus service. The GRF Maintenance & Construction Committee is working on a concept design for the pickleball courts.

9. Open Forum (Three Minutes per Speaker)

Members spoke on Restaurant 19, the Laguna Woods Foundation, Pickleball, the Bus Service and various community issues during open forum.

10. Response to Open Forum Speakers

Several Directors and the Community Manager responded to member comments.

11. Consent Calendar

- (a) Entertain a Motion to Approve Select Audit Task Force Appointments

Director Milliman made a motion to approve the Consent Calendar. Director Perak seconded the motion. The motion passed unanimously.

12. Unfinished Business

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

Director Milliman read the following resolution:

RESOLUTION 90-18-07
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
Whole-Home-DVR (one-time fee):	\$100.00

Equipment (monthly fee):

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

Programming (monthly fee):

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

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

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

JANUARY Initial Notification

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

Director Milliman made a motion to introduce a resolution to approve a Digital Pay Tier System with Whole-Home-DVR. Director Sabol Soule seconded the motion and the motion passed unanimously.

(b) Entertain a Motion to Adopt a Resolution Making Amendments to the Traffic Fines.

Director Milliman read the following resolution:

RESOLUTION 90-18-08
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 Fines.

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

Director Milliman made a motion to introduce a resolution making amendments to the Traffic Fines. Director Phelps seconded the motion and it passed unanimously.

Entertain a Motion to Adopt an Anti-Discrimination Policy.

Director Milliman read the following resolution:

RESOLUTION 90-18-09
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-days to comply with Civil Code §4360 has been satisfied.

Director Milliman made a motion to introduce a resolution to establish an Anti-Discrimination Policy. Director Perak seconded the motion and it passed unanimously.

13. New Business

- (a) Introduce a Resolution to Approve Relocation of Summer Kids Swim Program.

Director Milliman read the following resolution:

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

Director Milliman made a motion to introduce a resolution to relocate the summer kids swim program. Director Phelps seconded the motion and it passed unanimously.

(b) Introduce a Resolution for Care Services for Equestrian Center Boarders.

Director Milliman read the following resolution:

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 for 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.

Director Milliman made a motion to introduce a resolution for care services for equestrian center boarders. Director Phelps seconded the motion and it passed unanimously.

(c) Entertain a Motion to Adopt a Resolution for Bluebird Box Replacement.

Director Milliman read the following resolution:

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, allow to give golf cart tours with Club member's personal carts, scheduling of tours between April 15 through June 15 to be arranged through the Recreation Department, and review by Village Risk Management Staff to confirm sufficient insurance coverage; and,

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

Director Milliman made a motion to introduce a resolution for Bluebird Box replacements. Director Phelps seconded the motion.

Discussion ensued among the Directors regarding insurance and the motion failed because the resolution said nothing about insurance.

Director Milliman made a motion to reconsider the defeated resolution on Bluebird Box Replacement. The motion was seconded by Director Phelps. The motion to reconsider the resolution passed unanimously.

The original motion was put back on the floor.

Director Troutman made a motion, seconded by Director Sabol Soule, to amend the original resolution by adding the following words to the resolution: "and reviewed by Village Risk Management Staff, within the next two weeks, to confirm sufficient insurance coverage for both GRF and the Western Bluebird Club of Laguna Woods." The amendment passed unanimously.

The entire amended resolution was passed unanimously.

(d) Entertain a Motion to Adopt a Resolution to Approve Martin & Chapman as Inspectors of Election for 2018.

Director Milliman read the following resolution:

RESOLUTION 90-18-10
Approve Inspectors of Election Services

WHEREAS, Civil Code §5110 requires an association to select an independent third party as an inspectors of elections;

WHEREAS, an Inspector of Elections is used, among other tasks, to determine voting power, validate proxies, receive ballots, tabulate votes, and certify results; and,

WHEREAS, Martin and Chapman has serviced the Village for this service for five years.

NOW THEREFORE BE IT 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; and

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

Director Milliman made a motion to adopt a resolution approving Martin & Chapman as Inspectors of Election for 2018. Director Gros seconded the motion.

Discussion ensued among the Directors.

The motion passed unanimously.

14. Committee Reports

(a) Report of the Finance Committee/Financial Reports

Director Phelps reported on the Finance Committee and presented the Treasurer's Report. Director Phelps reported that the Select Audit Task Force will meet on February 16, 2018, at 2:00 p.m. in the Board Room. The Committee will be discussing fees at the next meeting 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 March 8, 2018, at 2:00 p.m. in the Board Room.

(c) Report of the Maintenance & Construction Committee

Director Matson reported that the Maintenance & Construction Committee has 31 active projects and the lawn bowling project will be complete soon. The pickleball court design will be presented at the next meeting on February 14, 2018, at 9:30 a.m. in the Board Room.

- Director Perak reported on the Performing Arts Center (PAC) Renovation Ad Hoc Committee. The committee is close to unveiling the proposed remodel of the PAC.

(d) Report of the Media and Communications Committee

Director Milliman reported on the Media and Communications Committee and the Thrive Task Force. The next meeting will be held on February 15, 2018, at 1:30 p.m. in the Board Room.

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

Director Troutman reported from the Mobility & Vehicles Committee and discussed the bus service. The next Mobility & Vehicles Committee will meet on Wednesday, February 7, 2018, at 1:30 p.m. in the Board Room.

(f) **Report of the Security & Community Access Committee**

Director Sabol Soule reported from the Security & Community Access Committee. 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. Next meeting will be held February 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 February 27, 2018, at 9:30 a.m. in the Pine Room.

15. Future Agenda Items

(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. Director's Comments

- Several Directors thanked Lori Moss for her service to the community.
- Director Sabol Soule thanked the Directors for working together on the Bluebird Box Project.

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) January 2, 2018 – Closed Executive Session*
- (b) January 4, 2018 – Special Closed Strategic Planning Meeting*
- (c) January 25, 2018 – Special Closed Meeting*

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 3:17 p.m.



Joan Milliman, Secretary of the Board
Golden Rain Foundation

Golden Rain Foundation

Anti-Discrimination Policy Adopted February 6, 2018 Resolution 90-18-09

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.

DIGITAL PAY TIER SYSTEM

Installation/Service Call (one-time fee):	\$30.00
Cable Line (one-time fee):	\$50.00
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Whole-Home-DVR (one-time fee):	\$100.00
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Adult Pay-Per-View, Per Event	\$9.00

Schedule of Traffic Fines

Below is breakdown of the proposed changes:

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

Golden Rain Foundation

Anti-Discrimination Policy

Adopted February 6, 2018

Resolution 90-18-09

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.

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- 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.

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- 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.