

OPEN MEETING

REPORT OF THE REGULAR MEETING OF THE GOLDEN RAIN FOUNDATION COMMUNITY ACTIVITIES COMMITTEE

Thursday, March 14, 2019 – 1:30 p.m.
Board Room

- MEMBERS PRESENT:** Annette Sabol Soule-Chair, Diane Phelps, Bunny Carpenter, Sue Margolis, Joan Milliman, Cush Bhada, Andre Torng, Leon St. Hilaire, Shaun Tumpane
- MEMBERS ABSENT:** Ryna Rothberg
- OTHERS PRESENT:** Annie McCray, Beth Perak, and Cash Achrekar were present in audience
- STAFF PRESENT:** Brian Gruner, Jennifer Murphy, Jackie Kupfert, Kristin Olsen, Mark Costello, Siobhan Foster

Call to Order

Chair Sabol Soule called the meeting to order at 1:32 p.m.

Acknowledgement of Media

There was no press present.

Approval of Agenda

A motion was made to switch #6 Department Head Update and #7 Member Comments.

The motion carried unanimously.

Approval of Committee Report for January 10, 2019

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

Chair's Remarks

Chair Sabol-Soule wished all a Happy St. Patrick's Day. Saddleback Emeritus classes will be on spring break March 17 through March 23 and cancelled March 29 to observe Cesar Chavez Day. Spring semester ends May 22; summer session begins May 28 through August 10; fall semester begins August 19. The City of Laguna Woods produces a Guide to Golf Cart and Low-Speed Vehicle Use in the City of Laguna Woods which is suggested reading along with information on our website and the Laguna Woods Village YouTube channel. The GRF Landscape Committee meeting schedule for March 20 has been cancelled. The next regular meeting will be held on May 15 at 1:30 p.m. in the Board room. The next CAC meeting will be held on Thursday, May 9 at 1:30 p.m. in the Board room.

Member Comments (Items Not on the Agenda)

Members spoke on the following topics: exception to policy about flyer approval including checks being made to travel company instead of club representative; Saddleback Emeritus petition to reinstate courses dropped and to cease cutting classes; health problems with pets and neighbors due to Round-Up use; June 9 event requesting financial assistance from Recreation for the program; an ad hoc committee commissioned in the past to study Saddleback Emeritus; the concurrent Emeritus discussion and constant review of the Emeritus program.

Director Milliman inquired about requirement of verbiage on referenced flyer and as to whether another club member may collect monies. Ms. Murphy stated the flyer was originally approved, but was flagged due to club not collecting payment as it appeared as the business was collecting monies. The resident stated no club member is available to collect monies at this time. Chair Soule stated no exceptions at this time.

Mr. Gruner stated 15 cancelled Emeritus classes were identified as servicing a higher number of non-residents. GRF Chair Perak stated many letters were received regarding members not able to register for classes as they were at capacity which included many non-residents. Per direction of Director Milliman, Mr. Gruner will cross-reference the classes on the petition with the eliminated classes. Mr. Gruner stated jewelry classes were added by the Recreation Department. Director Carpenter stated she attends many classes, has always been able to register and would like another review of the classes. Director Margolis stated she takes many classes, but does have difficulty getting into the classes on occasion and would like Recreation to review these classes including a poll of the room supervisors. Advisor Tumpane inquired to size of classes that were eliminated. Director Torng inquired about limiting outside attendees. Chair Soule suggested increasing parking fees to deter outside attendees. Chair Soule confirmed many letters were received regarding members not able to attend classes due to capacity. Mr. Gruner stated he would like to evaluate the program once the Saddleback Emeritus survey is complete as many surveys have been returned to Saddleback Emeritus Director, Dan Predoehl.

Chair Soule stated Round-Up is being discussed in Landscape and solutions are being researched. Director Carpenter stated Third Mutual is not using Round-Up.

Mr. Gruner stated Recreation does not typically help clubs financially with few exceptions currently. Director Milliman stated Village residents may contribute by charging admission and a donation box could be posted. The event organizer stated advertising has already been posted. Advisor Tumpane inquired as to revenue brought in with these events in the past.

Staff was directed to not subsidize the event on June 9.

Report of the Recreation and Special Events Director

Mr. Gruner stated specialty dinners are all selling out. Lunar New Year was held at Performing Arts Center to highlight cultural events. Valentine's Day Dinner hosted at Clubhouse 1 sold out with a special photo gift given to the attendees. The Spouse Whisperer and first annual Oscar viewing night were held at the Performing Arts Center. The Mardi Gras event at Clubhouse 1 sold out. Bus excursions have had extensive waiting lists due to popularity each month and Recreation installed a new lottery system which is well received.

Facility enhancements include new chairs to be purchased at all clubhouses; replacement of canopies at Pool 1; the review of renovation plans for the Performing Arts Center with another review upcoming; replacement of all pool furniture; reopening of Pool 5 after extensive replastering required; extensive weeding project at the Garden Centers; creation of a Garden Center newsletter to better communicate with gardeners.

Volunteer day at the Garden Centers was successful and included help from the Lion's Heart organization. A Garden Center open house was hosted last Saturday to encourage leasing of available plots.

Operational improvements include the implementation of a staff responsibility checklist (cleaning, walk-throughs, maintenance reporting, etc.); Emeritus surveys are still being received and the Emeritus Director shared they look very positive; staff attended the CPRS Mini-Conference in Laguna Hills on January 24 with many break-out sessions giving Staff new ideas on programming and better customer service. Mr. Gruner would like to invite CAC members to attend this Mini-Conference next year; Staff will be conducting in-house training; ESL program has approximately 80 participants and continues to be very popular.

Mr. Gruner stated Recreation is aware of the light bulbs at the Performing Arts Center needing replaced, however they are very high and replacements must be coordinated with other departments. Staff is working to resolve this issue.

Clubhouse 1 Dining room cleanliness is being addressed by Staff daily.

The Clubhouse 1 Mini-Gym light covers are going to be fixed as they are not the proper covers for the existing LED lights installed two years ago. Recreation is coordinating with Maintenance on scheduling this repair.

Director Phelps stated the Pickleball courts are now open and asked to clarify lights in Mini-Gym. Mr. Gruner stated the lights were retrofitted and the cover was not originally secured properly.

Ms. Murphy reported the St. Patrick's Day dinner is Sunday and has sold out. The Monday movie, Bohemian Rhapsody, will be shown at the Performing Arts Center on Monday, March 18. The Health and Wellness Expo will be held on March 21 and March 22 at Clubhouse 5, 11 a.m. to 3 p.m. This complimentary event will provide Residents with chicken wraps and cooling towels while supplies last, a sponsor fair with over 30 sponsors, fitness demos, fitness machine tutorials, lectures, aquatic demos, and over \$500 in prizes. The Saturday Night Dance will be held on March 23 at Clubhouse 5 with the Funky Hippeez for only \$5. On April 3, a specialty Mexican Dinner will be hosted at Clubhouse 1 for \$16 per person. On April 6, the Village Bazaar will be hosted at Clubhouse 5 with doors opening at 10 a.m. (vendor tables are sold out). Village Games begins on April 8 with over 20 competitions. Registration is in the Fitness Centers. The Easter Buffet will be held at Clubhouse 5 on April 21 at 1 p.m. Cost is \$24 for adults, \$12 children 6 to 10, with children under 5 free. Easter at the Equestrian will be hosted at the Equestrian Center on April 20 at 10 a.m. Ms. Murphy reported on the following Recreation classes: ESL instructor meeting regarding the offer of citizenship classes; Stressless Mindful Meditation continues to fill each session and Dr. Rubin added another class to help accommodate high level of interest; new classes with Janet Gilliam will be introduced, Chairbics and Midlife Crisis class.

Ms. Murphy stated the CPRS installation and awards banquet will be hosted this year in April at Clubhouse 2. GRF Director Perak will host the welcoming address to the attendees.

Ms. Olsen stated the Equestrian Center has been closed often due to rain, but they are returning to regular operations. During closures, Staff conducted inventories on veterinarian supplies, grooming supplies, extra tack, and event supplies. Staff also completed the inspection of horses' current tack-saddle, saddle pads, bits, bridles, and accessories. Staff reviewed the fit and condition of all items, noting any issues needing repair and/or future replacement of those that did not fit high standards. Staff is devising new riding program information sheets and forms for assessments, as well as updating the operating rules, feeding instructions, maintenance and repair checklists to provide a safe, clean and aesthetically pleasing facility with fun and educational programming. Staff is increasing communication with the boarders with the use of a dry-erase board, implementation of a facility maintenance request clipboard and will be implementing an activities calendar to post with events, classes, seminars, programs, etc. As in the past, quarterly boarder meetings (with adding special meetings to keep current if necessary) have been scheduled for 2019. All boarders have been provided with current operating rules to encourage compliancy. Staff is encouraging boarders to visit the office should they have any concerns. Relations with the Saddle Club have been improved with continual meetings with club board members. The Saddle Club has been very supportive of the riding program and the GRF horses. They provided volunteers and a fund-raising booth at the Harvest Hoedown last October and they will sponsor the pony rides and provide volunteers at the upcoming Easter at the Equestrian Center event. Staff currently has approximately 45 assessments that must be completed due to rain closure, but is working diligently to catch up. A message is provided on the answering machine for those instances when the riding program must be suspended for any reason. The Equestrian Center Riding program consists of lessons and trail rides for those who complete an initial riding assessment; the stated information on the website is incorrect as it implies that horses can be "rented" without assessment. Signage is being assessed for updating. Proposed educational classes may include horsemanship in conjunction with a volunteer program, fit-to-ride program to improve strength, balance, flexibility, and endurance to prepare for riding or to improve riding, overcoming the fear of horses for safe interaction, horse care programs, outreach programs with other clubs and outside organizations, and a sponsorship program with a horse calendar. Ms. Olsen would like to include events or outings that encompass equine education including brown bag lunch or "Hang with the Horses" days to encourage resident visitors to the Equestrian Center. Upcoming events include Easter at the Equestrian Center on Saturday, April 20 from 9 to 11a.m., Village Games-Equestrian portion on Saturday, April 27 starting at 9 a.m., Equestrian Center Horse Show tentatively on May 11, Riding Program Play Day tentatively on June 22. Ms. Olsen stated she sees a lot of potential at the Equestrian Center.

Director Carpenter inquired as to cost and interest of classes/instructors and stated many of the boarders are "seasoned." Ms. Olsen stated she has a class interest list in the Equestrian office. There are currently many newer horse owners in the Village with only a few "seasoned." Ms. Olsen will work with Mr. Gruner on cost of classes/instructors. Director Carpenter inquired as to whom will update the operating rules as she would like CAC to review prior to completion. Director Carpenter inquired about sponsorship and volunteer program. Mr. Gruner asked Director Carpenter to come speak with him for clarification after the meeting. Chair Soule would like to attend this meeting.

Mr. Gruner introduced Mark Costello, Recreation Leader, from the Garden Centers. Mr. Costello reported staff is working to improve customer service and compliance enforcement, increase and improve communications at all levels, and alleviate current concerns. Office hours are standardized

(8 a.m. to noon, Monday through Friday). Staff is working on volunteer recruitment. The Garden Center Open House was very successful and helped reduce the waiting list with placement of 35 plots in this one day. Staff is making garden plots accessible to a variety of residents and is currently evaluating hosting another farmer's market. Jesus Lua will be scheduled to work equal hours at both Garden Centers for problem solving. Staff is resolving double plot assignments. New color coded procedures are in place to assist with compliance. The Garden Center newsletter has increased communications for Garden Center members. Many compliance letters sent have resulted in gardeners cleaning their plots. A commercial pest control company was unable to assist with rodents, but the introduction of wild cats has been very helpful. New locks were installed at Garden Center 1 and staff is implementing a "good neighbor" policy to encourage happy gardening.

Director Bhada inquired as to any open plots. Mr. Costello stated there may be some and please visit the Garden Center office to confirm. Director Margolis stated the number of plots available will increase once current gardeners receive their billing statement as many may not want to continue leasing a plot.

At this time, #15 under Items for Discussion and Consideration was moved in order to have Director Cash Achrekar present.

Senior Brains Foundation - Director Achrekar stated the proposal of the Senior Brains Foundation.

Staff was directed to move Senior Brains Foundation to Items for Future Agendas.

CONSENT

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

REPORTS

Shade Structure for Pool 5 – Mr. Gruner stated the staff recommendation of not designing and building a permanent pool shade structure over Pool 5.

A motion was made to support staff recommendation to not design and build a permanent shade structure over Pool 5.

Discussion ensued.

The motion carried unanimously.

Comprehensive Staff Training Day - Mr. Gruner stated the staff recommendation of closing all Department of Recreation and Special Events facilities on Wednesday August 14, 2019 from 1 to 4 p.m. for a comprehensive training day for all departmental employees.

A motion was made to support two separate days for comprehensive training for all departmental employees to avoid any closure.

Discussion ensued.

The motion failed 1-4-1-1. (Chair Soule abstained; Director Torng was absent)

A motion was made to approve staff recommendation to close facilities with caveat that the golf facility may remain open on August 14, 1 to 4 p.m. during a comprehensive staff training day.

Discussion ensued.

The motion carried unanimously.

Drop-In Lounge TV Proposal - Ms. Murphy stated the staff recommendation of reinstallation of the Drop-In Lounge television with restricted programming and closed captioning to Village Television (TV6). In addition, Staff recommends the purchase and installation of two secured electronic tablets that can be used for accessing other news and entertainment.

A motion was made to accept staff recommendation of reinstalling the Drop-In Lounge television with restricted programming and closed captioning to Village Television (TV6) with no tablets to be purchased or installed.

Discussion ensued.

The motion carried 3-2-2. (Director Torng and Director Carpenter absent)

Increase of Tree Plot Fees - Mr. Gruner stated the staff recommendation to review and approve raising the annual tree plot rental fee from \$30 to \$50 per year, to offset operating costs associated with maintaining trees at Garden Center 1 and 2; and to revise Garden Center Rental Pricing Resolution 90-13-01 from a 90 percent to an 84 percent community shared percentage.

Discussion ensued.

A motion was made to approve raising the annual tree plot rental fee from \$30 to \$50 per year and to revise Garden Center Rental Pricing Resolution 90-13-01 from a 90 percent to an 84 percent community shared percentage.

The motion carried 5-1-1. (Chair Soule abstained; Director Torng absent)

ITEMS FOR DISCUSSION AND CONSIDERATION

Congressional Town Hall - Member spoke to hosting a Congressional Town Hall featuring U. S. Representative for 45th Congressional District Katie Porter for Laguna Woods Village residents with inviting surrounding existing communities and would like exception to policy that states hosting resident must limit free reservation notice of three days and gate clearance notice requirement of four days.

A motion was made to allow this free reservation with cap on number of attendees.

Discussion ensued.

The motion failed 3-3-0. (Director Torng was absent)

Clubhouse 4 Renaming Survey Results – Mr. Gruner stated the survey results of the survey to change the name of Clubhouse 4. Majority of those surveyed stated no change to name of Clubhouse 4 is warranted.

Set Up Fees – Mr. Gruner stated a letter was sent to club presidents regarding set up fees (\$22 per hour for staff time in assistance to set up club events not in reservable space). This fee is already in place and is not a new fee. Should a club only need 30 minutes for set up they will be charged only \$11 (one-half of the set up hourly fee).

Drop-In Lounge Volunteers - Mr. Gruner stated the Drop-In Lounge volunteer program was eliminated in September, 2018. Many volunteer opportunities are available for those that would like to volunteer in the community.

A motion was made to interview potential Drop-In Lounge volunteers and to institute a card system for staff when supplies are to be replenished.

Discussion ensued.

The motion failed 0-5-1-1 (Chair Soule abstained; Director Torng absent)

ITEMS FOR FUTURE AGENDAS

Financial Statements

CONCLUDING BUSINESS

Committee Member Comments

Director Milliman wished all a Happy St. Patrick's Day.

Date of Next Meeting

The next regular meeting of the GRF Community Activities Committee will be held at 1:30 p.m. at the Community Center in the Board Room on Thursday, May 9, 2019.

Adjournment

There being no further business, the Chair adjourned the meeting at 5:34 p.m.


Annette Sabol Soule, Chair