

**MINUTES OF THE OPEN MEETING OF THE
BOARD OF DIRECTORS OF UNITED LAGUNA WOODS MUTUAL
A CALIFORNIA NON-PROFIT MUTUAL BENEFIT CORPORATION**

December 13, 2016

The Regular Meeting of the Board of Directors of United Laguna Woods Mutual, a California Non-Profit Mutual Benefit Corporation, was held on Tuesday, December 13, 2016, at 9:30 AM at 24351 El Toro Road, Laguna Woods, California.

Directors Present: Lenny Ross, Juanita Skillman, Don Tibbetts, Jan LaBarge, Janey Dorrell, Pat English, Steve Leonard, Maggie Blackwell, Andre Torng, Gary Morrison

Directors Absent: Prakash (Cash) Achrekar

Staff Present: Open Session: Brad Hudson, Lori Moss, Kim Taylor, Betty Parker, Kurt Rahn
Executive Session: Brad Hudson, Kim Taylor

Others Present: Jeffrey Beaumont Esq. of Beaumont Gitlin Tashjian

(1) CALL TO ORDER

Lenny Ross, President of the Corporation, chaired and opened the meeting, and stated that it was a Regular Meeting held pursuant to notice duly given. A quorum was established, and the meeting was called to order at 9:30 AM.

(2) PLEDGE OF ALLEGIANCE

Director Maggie Blackwell led the Pledge of Allegiance to the Flag.

(3) ACKNOWLEDGEMENT OF MEDIA

A representative of the Laguna Woods Globe was present for the meeting, and the Channel 6 Camera Crew, by way of remote cameras, was acknowledged as present.

(4) APPROVAL OF AGENDA

Director Dorrell moved to approve the agenda as written. Director Torng seconded the motion. By a vote of 9-0-0 the motion carried.

(5-9) APPOINTMENT TO UNITED BOARD TO FILL VACANCY (TERM ENDING 2017)

The following applicants provided a brief summary of their qualifications: Prakash (Cash) Achrekar, statement read by Director Blackwell, and Cynthia Statsmann. Jennifer Dorr was not present for the meeting.

Director English moved to commence balloting, Director Dorrell seconded the motion. Without objection, the motion carried and ballots were distributed to the Directors.

Director Dorrell moved to cease balloting, Director English seconded the motion. Without objection, the motion carried and the ballots were counted.

By way of a secret vote of 8-2 Prakash (Cash) Achrekar was appointed to fill the vacancy, term ending 2017.

(10-14) APPOINTMENT TO VMS BOARD TO FILL VACANCY (TERM ENDING 2019)

The following applicants provided a brief summary of their qualifications and answered questions from the Board: Delfin Ng and Mary Stone.

Director Skillman moved to commence balloting, Director Dorrell seconded the motion. Without objection the motion carried and ballots were distributed to the Directors.

Director LaBarge moved to cease balloting, Director Dorrell seconded the motion. Without objection the motion carried and the ballots were counted.

By way of a secret vote of 5-5 the vote was a tie. Ballots were passed out a second time and by a vote of 5-5 the second vote was a tie. The President postponed the appointment to have Corporate Counsel opinion on the matter when he arrives to the meeting.

Jeff Beaumont, Corporate Counsel, suggested that the Board schedule the vote to another meeting when the full Board is available. Without objection, the Board agreed to schedule a Special Board meeting at a time when the full Board is available.

(15-19) APPOINTMENT TO THE SELECT AUDIT COMMITTEE TO REPRESENT UNITED MUTUAL

The following applicants provided a brief summary of their qualifications: Manuel Armendariz, and Robert Radus. Nancy Nagy was not present for the meeting.

Director LaBarge moved to commence balloting, Director English seconded the motion. Without objection, the motion carried and ballots were distributed to the Directors.

Director Dorrell moved to cease balloting, Director LaBarge seconded the motion. Without objection, the motion carried and the ballots were counted.

By way of a secret vote of 8-2 Manuel Armendariz was appointed to the Select Audit Committee to represent United Mutual.

(20) UNITED MUTUAL MEMBER COMMENTS AND PUBLIC FORUM

United Mutual Members were given the opportunity to speak to items within the jurisdiction of the Board of Directors.

- Maxine McIntosh (68-C) commented on the VMS Director Appointment and provided an overview of selecting the Director for the VMS Board and commented on electrical boxes in one of the laundry rooms.
- Rhoda Lindner (2013-C) commented on the bus ride to Irvine Spectrum and stated that the bus ride was fun and thanked the Boards for providing the bus.

- Anita Robertson (23-G) spoke to an issue with excessive vehicles in the Mutual and provided pictures of the cars near her manor. She asked that the Board reduce the excessive cars in her area.
- Ruby Spencer (950-H) asked for an answer as to why the Board denied her request for a Co-occupant.
- Michael Francis (607-A) asked that the Board address the Common Area issue so he could remodel his manor accordingly.
- Dick Rader (270-D) spoke to the Common Area issue and asked if the Board was going to move forward asking the Mutual Members what their opinion was regarding the use of Common Area.

(21) RESPONSE TO MEMBER COMMENTS

United Mutual Directors briefly responded to Member Comments.

(22) REPORT OF THE CHAIR

President Lenny Ross commented on the Board changing subleasing terms from one month minimum to one year, to three months minimum to one year. President Ross announced that the Christmas Party on December 22, 2016 is at Clubhouse 2 at 1:00 PM. The Board will be having training on January 26, 2017. The Mutual is currently completing construction of the solar panels and the hot water heaters for the laundry rooms and are expecting to apply for best NEM rates at the end of the month. JCI has prepared a basic informational booklet to help residents understand solar. President Ross wished Ken Hammer improvement with his health and wished everyone a Happy and Healthy New Year.

(23) Update from VMS Director – Director Joe Rainey

Director Joe Rainey, of Village Management Services, Inc. announced that CPR training is in progress for all VMS Staff. Director Rainey stated that the Staff Holiday lunch was last week and that Denny Welch is leading a Staff Appreciation Day for Staff this Wednesday. Director Rainey spoke to various events for residents in the community and highlighted the Bus that went to Irvine Spectrum so Residents can do their holiday shopping. Director Rainey announced that Bruce Hartley is the new interim General Services Director and the VMS Annual Board meeting on December 21, 2016 at 9:00 AM. Director Rainey answered questions from the Board.

(24) REPORT OF CEO

Brad Hudson, CEO General Manager, commented on the next Town Hall meeting, the topic will be the vision of TV6/VTV. Mr. Hudson stated that technology upgrades will begin in January in the Board room and the transit program is currently undergoing changes. Mr. Hudson announced that the GRF Board hired an Architect for the Performing Arts Center and he will be updating all the Boards on the progress. Mr. Hudson commented on the work being done on the network the past year and more changes are scheduled to begin early next year with an expected completion date late 2017. The new Gate arms were tested last week at Gate 6 and issues were noted and the pilot will continue next week for a few hours at a time. Mr. Hudson commented on the new community website currently under construction and some of the exciting information that will be accessible to Residents. Mr. Hudson thanked the Board for the past year and thanked everyone for their kindness.

Mr. Hudson introduced the new interim Director of General Services Bruce Hartley. Mr. Hartley provided a brief overview of his background, management style and stated that he is currently working on addressing the priority issues and thanked the Board.

(25) APPROVAL OF MINUTES

Director Dorrell moved to approve the minutes of October 8, 2016 as written. Director Blackwell seconded the motion. By a vote of 9-0-0 the motion carried.

(26) CONSENT CALENDAR

Director Torng moved to approve the Consent Calendar as written. Director Blackwell seconded the motion. By a vote of 9-0-0 the motion carried.

(26a) Maintenance and Construction Committee Recommendations:

None

(26b) Landscape Committee Recommendations:

831-C	Approve request for tree removal at the Mutual's expense
89-F	Approve request for tree removal at Mutual Member's expense
436-G	Deny request for tree removal
370-F	Deny request for removal of two trees
2125-B	Approve request for tree removal at the Mutual's expense

(26c) Finance Committee Recommendations:

RESOLUTION 01-16-110

Recording of a Lien

WHEREAS, Member ID 947-400-09 is currently delinquent to United Laguna Woods Mutual with regard to the monthly assessment; and

WHEREAS, a Notice of Delinquent Assessment (Lien) will be filed upon adoption of this resolution following at least a majority vote of the Board (with no delegation of such action by the Board), acting in an open meeting, and for which the Board's vote is recorded in the minutes;

NOW THEREFORE BE IT RESOLVED, December 13, 2016, that the Board of Directors hereby approves the recording of a Lien for Member ID 947-400-09; and

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

RESOLUTION 01-16-111

Recording of a Lien

WHEREAS, Member ID 947-411-24 is currently delinquent to United Laguna Woods Mutual with regard to the monthly assessment; and

WHEREAS, a Notice of Delinquent Assessment (Lien) will be filed upon adoption of this resolution following at least a majority vote of the Board (with no delegation of such action by the Board), acting in an open meeting, and for which the Board's vote is recorded in the minutes;

NOW THEREFORE BE IT RESOLVED, December 13, 2016, that the Board of Directors hereby approves the recording of a Lien for Member ID 947-411-24; and

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

COMMITTEE REPORTS

(27) Finance Report

Director Pat English reported from the Finance Committee, gave a United Mutual financial update, and commented on the Resale Activities Report.

(27d) Discuss and Consider Merrill Lynch Certification of Authority

Betty Parker, Finance Director, answered questions from the Board.

Director English moved to approve updating the names on the Merrill Lynch Certification of Authority to Betty Parker, Brad Hudson, and Solange Backes. Director Morrison seconded the motion.

By a vote of 8-0-1 (Director LaBarge abstained) the motion carried.

(27e) Discuss and Consider Replenishing the Contingency Fund

Ms. Parker provided an overview of the replenishing of the Contingency Fund. No action was taken.

(27f) Discuss and Consider Third Person Occupant Fee

Ms. Parker stated that United Mutual does not currently have a third person occupant fee. Ms. Parker was tasked to report back to the Finance Committee with her findings and recommendations and will do so at their January meeting.

(28) Maintenance and Construction Committee

Director Tibbetts reported from the Maintenance and Construction Committee.

(28a) JCI Update

Director Steve Leonard provided an update on implementation of Solar in United Mutual and answered questions from the Board Directors.

(29) Landscape Committee

Director Maggie Blackwell reported from the Landscape Committee.

Kurt Rahn, Landscape Director, updated the Board and Members on the heavy winds last weekend. He stated that 117 trees were significantly damaged in the Community and the Landscape crew spent the week cleaning the Community. No injuries were reported. Mr. Rahn answered questions from the Board.

(30) Governing Documents Review Committee

Director Skillman reported from the Governing Documents Review Committee.

(30a) Entertain Motion to Approve the Care Provider Policy and Forms – Resolution (initial notification – must postpone to February to conform to the 30 day notification requirement)

Secretary of the Board, Director Juanita Skillman, read the following resolution approving the Care Provider Policy and Forms:

RESOLUTION 01-17-XX

WHEREAS, the Governing Documents Review Committee has recommended revising the Care Provider Policy, to fairly and reasonably address part-time, long-term, and terminal health care providers; and

WHEREAS, the current Permitted Health Care Provider policy addresses live-in care providers only:

NOW THEREFORE BE IT RESOLVED, February 14, 2017, that the Board of Directors of this Corporation hereby amends the “Permitted Health Care Provider Policy,” and renames it to “Care Provider Policy,” as attached to the official minutes of this meeting; and

RESOLVED FURTHER, that Resolution 01-13-176 adopted October 16, 2013 is hereby superseded and canceled; and

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

Director Skillman moved to approve the resolution and postpone the resolution to the February meeting to satisfy the 30-day notification requirement, to comply with Civil Code §4360. Director Blackwell seconded the motion. Discussion ensued.

Director LaBarge moved to offer clarification under number “III. Policy – p.” of the document.

Members Maxine McIntosh (68-C) and Barbara Copley (410-D) commented on the resolution.

Director Skillman moved to add to III. Policy (q.ii) “live-in” as stated below. Director Blackwell seconded the motion.

“The Resident submits a written request desiring the *live-in* Care Provider be allowed to remain in order to be present when the Resident returns to reside in the unit. [Civil Code §51.11.b.7]”

By a vote of 9-0-0 the amendment carried. By a vote of 9-0-0 the motion carried as amended and the resolution was postponed to the February meeting to satisfy the 30-day notification requirement.

(31) Report of the Proposed Communications Committee – Jan LaBarge

Director LaBarge reported from the new Communications Committee.

(32) Laguna Woods Village Traffic Hearings

Director Tibbetts reported from the Laguna Woods Village Traffic Hearings.

(33) Report on Disciplinary Cases

President Lenny Ross provided an update on the Disciplinary cases.

(34) UNFINISHED BUSINESS

(34a) Entertain Motion to Approve Allowing PEV Vehicles Owned by Residents of United Mutual be Permitted to Utilize 120 Volt Outlets in Common Areas of United Mutual – Resolution (30-Day notification to comply with Civil Code §4360 has been satisfied)

Secretary of the Board, Director Juanita Skillman, read the resolution approving allowing PEV vehicles owned by Residents of United Mutual be permitted to utilize 120 volt outlets in Common Areas of United Mutual, which was postponed in November to satisfy the 30-day notification requirement, Civil Code §4360:

RESOLUTION 01-16-112

**Plug-in Electric Vehicles (PEV) Permitted to Utilize 120 Volt Outlets
in the Common Areas**

WHEREAS, the State of California and the US Government offer significant financial incentives to buyers to encourage their purchase of PEVs due to reduced greenhouse gases, Laguna Woods should do what it can to support the government’s environment objectives; and

WHEREAS, the current electric car policy prohibits PEV car owners to plug into common area outlets; and

WHEREAS, all PEV vehicles support charging using a 120 volt circuit; it places a charging load similar to that of a golf cart and in some cases actually requires lower power demand of some golf carts; and

WHEREAS, no data is available to ascertain the circuit capacity utilized on the 120 volt circuits, and it would be costly to hire a consultant to identify all 120 volt circuits and the existing power demand on those circuits, it is deemed more reasonable to take any corrective action at the time an excessive loading condition occurs;

NOW THEREFORE BE IT RESOLVED, on December 13, 2016 that all PEV vehicles owned by residents of United Mutual will be permitted to utilize 120 Volt outlets in common areas of United Mutual under the following rules and regulations:

1. Every PEV will be registered through the existing automobile registration process currently in place.
2. An annual (January to December) electricity usage fee set by the United Board will be required for every PEV registered. This fee may be pro-rated for PEVs registered during the year. (This fee is set at \$240 per year or \$20 per month.)
3. To prevent unauthorized use of Mutual common area 120 volt electrical outlets, all authorized PEVs will be issued a sticker to be affixed to the inside lower corner of the driver's rear window windshield designating that the car is properly registered for the use of 120 volt outlets in the common area. This sticker is the property of United Mutual and can be revoked for failure to comply with current United Mutual regulations.
4. Owners of PEVs are solely responsible for the proper use and maintenance of their vehicle and any associated equipment used in charging the vehicle and may not make any alterations to Mutual outlets, wiring, circuit breakers or electric service panels.
5. Owners of PEVs wishing to employ high voltage for charging will be responsible for installation of such service per the requirements of the Board approved Alteration Standard Section 41 Electric Vehicle Charging Stations and shall be required to apply for a permit and make necessary arrangements with the electrical service provider (currently SCE) for installation of a separate service panel and conduit and appropriate electrical outlet. In such an event, vehicle registration will not be required.

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

Director Skillman moved to approve the resolution. Director Leonard seconded the motion. Discussion ensued.

By a vote of 8-1-0 the motion carried.

(34b) Entertain Motion to Approve a Revision to the Variance Request Processing Fee Policy Stating that Fees May be Refunded only if the Processing Fee was Generated by Staff in Error – Resolution (30-Day notification to comply with Civil Code §4360 has been satisfied)

Secretary of the Board, Director Juanita Skillman, read the resolution approve a revision to the Variance Request Processing Fee Policy stating that fees may be refunded only if the processing fee was generated by Staff in error – Resolution (30-Day notification to comply with Civil Code §4360 has been satisfied), which was postponed in November to satisfy the 30-day notification requirement, Civil Code §4360:

RESOLUTION 09-16-113

Variance Request Processing Fee

WHEREAS, variance requests require significant staff time for proper processing, including research, report preparation, presentation to the appropriate committee and to the Board for final approval; and

WHEREAS, the Mutual currently charges a ~~\$50~~ **\$100** fee to offset administrative costs associated with processing variance requests; and

WHEREAS, the Board realizes the fee cannot fully offset associated costs with processing variances requests, and when a member appeals the Board's decision on a variance request, the process extends the amount of administrative costs significantly;

NOW THEREFORE BE IT RESOLVED, December 13, 2016, that in order to partially offset administrative costs associated with processing variance requests, the Board of Directors of this Corporation hereby sets the variance request processing fee at \$100, fees may be refunded **only** if the processing fee was generated by staff in error;

RESOLVED FURTHER, that Resolution 01-09-46 adopted February 10, 2009 is hereby superseded and cancelled; and

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

Director Skillman moved to approve the resolution. Director Dorrell seconded the motion. Discussion ensued.

By a vote of 9-0-0 the motion carried.

(35) NEW BUSINESS

35a Entertain Motion to Approve Revisions to the United Mutual Appointments – Resolution

Secretary of the Board, Director Juanita Skillman, read the following resolution approving revisions to the Mutual Committee Appointments:

RESOLUTION 01-16-114

United Laguna Woods Mutual Committee Appointments

RESOLVED, December 13, 2016, that the following persons are hereby appointed to serve the Corporation in the following capacities:

Energy Committee

~~Eva Lydick, Chair~~

~~Don Tibbetts, Vice Chair~~

~~Barbara Copley~~

~~Ming Lee Chang~~

~~Non-voting Advisors: Doug Rook, Steve Leonard~~

Communications Committee

Jan LaBarge, Chair

Maggie Blackwell, Co-Chair

Executive Hearings Committee

Juanita Skillman, Chair

~~Barbara Copley~~

Lenny Ross, Co-Chair

Janey Dorrell

Finance Committee

Pat English, Chair

Gary Morrison, Co-Chair

~~Juanita Skillman, Vice Chair~~

~~Lenny Ross~~

Andre Torng

~~Eva Lydick~~

~~Ming Lee Chang~~

Non-voting Advisors: **Cynthia Statsmann**

Governing Documents Review Committee

Juanita Skillman, Chair

Maggie Blackwell, Co-Chair

Steve Leonard

~~Barbara Copley, Vice Chair~~

~~Ming Lee Chang~~

Non-voting Advisor: Bevan Strom, Mary Stone, **Barbara Copley**

Laguna Canyon Foundation

TBD

Laguna Woods Village Traffic Hearings

~~Jack Bassler~~ – Morning

~~Juanita Skillman~~ – Afternoon

Lenny Ross – Morning

Don Tibbetts – Afternoon

Landscape Committee

~~Eva Lydick~~, Chair

Maggie Blackwell, Chair

Juanita Skillman, Co-Chair

~~Ming Lee Chang~~

~~Barbara Copley~~

Andre Torng

Non-voting Advisors: Pamela Grundke, Paula Minnehan

Maintenance and Construction Committee

Don Tibbetts, Chair

~~Jack Bassler~~, Vice Chair

Steve Leonard, Co-Chair

Jan LaBarge

Janey Dorrell

Pat English

~~Ming Lee Chang~~

~~Eva Lydick~~

Non-voting Advisor: ***Del Ng***

New Resident Orientation

Per Rotation List

Paint Committee

~~Juanita Skillman~~, Chair

~~Jan LaBarge~~, Vice Chair

~~Barbara Copley~~

Non-voting Advisors: ~~Kay Anderson~~, Pamela Grundke

Preparedness for Disaster

Andre Torng, Chair

Janey Dorrell, Co-Chair

Non-voting Advisors: **Kathleen Matthews**

Resident Advisory Committee

Juanita Skillman, Chair

Andre Torng, Co-Chair

~~Barbara Copley~~

Non-voting Advisors: ~~Paula Minnehan~~, Kay Anderson, **Nancy Lannon**

RESOLVED FURTHER, that Resolution 01-16-71, adopted July 12, 2016 is hereby superseded and canceled.

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

Director Skillman moved to approve the resolution. Director English seconded the motion. Discussion ensued.

By a vote of 9-0-0 the motion carried.

35b Entertain Motion to Approve Revisions to the GRF Committee Appointments – Resolution

Secretary of the Board, Director Juanita Skillman, read the following resolution approving revisions to the GRF Committee Appointments:

RESOLUTION 01-16-115

Golden Rain Foundation Committee Appointments

RESOLVED, December 13, 2016, that, in compliance with Article 7, Section 7.3 of the Golden Rain Foundation Bylaws, adopted September 29, 2014, the following persons are hereby appointed to serve on the committees of the Golden Rain Foundation:

Business Planning

Pat English
Lenny Ross

Clubhouse 2 Renovation Ad Hoc Committee

Jack Bassler
Pat English

Community Activities

Jan LaBarge
~~Tom Sirkel~~
Janey Dorrell

Energy Committee

Jack Bassler

Eva Lydick

Finance

Pat English
Lenny Ross

Financial Reporting Study Group

Pat English
Lenny Ross

Landscape Committee

Eva Lydick
Juanita Skillman
Maggie Blackwell

Maintenance & Construction

~~Jack Bassler~~
Don Tibbetts
Steve Leonard

Media and Communications Committee

Jan LaBarge
Juanita Skillman

Mobility and Vehicles Committee

~~Ming Lee Chang~~
Eva Lydick
Janey Dorrell
Steve Leonard

Security and Community Access

~~Ming Lee Chang~~
~~Tom Sirkel~~
Gary Morrison
Andre Torng

Town Hall Meetings

Per Rotation

RESOLVED FURTHER, that Resolution 01-16-70, adopted July 12, 2016, is hereby superseded and cancelled.

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

Director Skillman moved to approve the resolution. Director Morrison seconded the motion. Discussion ensued.

By a vote of 9-0-0 the motion carried.

(36) GRF COMMITTEE HIGHLIGHTS

Directors provided brief highlights from GRF Committees.

(37) DIRECTORS' FORUM

The Directors made final comments.

(38) MEETING RECESS

The Regular Open Session Meeting recessed for lunch at 1:16 PM and reconvened into the Regular Executive Session at 2:00 PM.

ADJOURNMENT

With no further business before the Board of Directors, the meeting was adjourned at 3:30 PM.

Juanita Skillman, Secretary
United Laguna Woods Mutual

Summary of Previous Closed Session Meetings per Civil Code Section §4935

During the November 8, 2016, Regular Executive Session meeting, the Board reviewed and approved the minutes of September 13, 2016 – Regular Executive Session, October 7, 2016 – Special Executive Session, October 7, 2016 – Special Executive Hearings Committee and October 27, 2016 – Special Executive Hearings Committee; the Board held no Disciplinary Hearings; discussed the Delinquency Report; discussed and considered numerous Member Disciplinary matters; discussed and considered Member Requests; discussed Personnel matters; discussed and considered Membership and Occupancy matters; discussed and considered Contractual matters; and discussed and considered Litigation matters.

During the December 2, 2016, Special Executive Board meeting the Board discussed and considered Litigation Matters, Personnel Matters, Member Matters and Contractual Matters.

During the December 7, 2016, Special Executive Board Workshop the Board reviewed Resale Membership Applications.

Care Provider Policy
Adopted Month, Day, 2017
Resolution 01-17-XX

I. Purpose

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

II. Definitions

For the purposes of this policy:

- a. Care Provider, also known as Caregiver and Home Care Aide, is a person who has been approved by ULWM in writing on the basis of being a provider of primary support to the Resident. Care Provider services include, but are not limited to, assistance with the following:
 - Bathing
 - dressing
 - feeding
 - exercising
 - positioning
 - transferring
 - ambulating
 - personal hygiene and grooming
 - toileting and incontinence care
 - housekeeping
 - assisting with medication
 - meal planning and preparation
 - laundry
 - transportation
 - correspondence
 - making telephone calls
 - shopping for personal care items or groceries
 - companionship
- b. Resident is defined as any person who has been approved by the Board of Directors for occupancy.
- c. Community Facilities are defined as the facilities and services operated by the Golden Rain Foundation (GRF).
- d. Community Rules are defined as the Bylaws, Occupancy Agreement, Articles of Incorporation, or any rules and regulations of ULWM and of GRF.

III. Conditions

- a. All Care Provider(s) must be Board approved in writing **prior** to commencing support.
- b. A licensed medical physician must certify that the Resident has a need for care.
- c. The Care Provider must be 18 years old or older.
- d. The Care Provider must provide part-time, live-in, long-term or terminal health care for daily activities, medical treatment, or both to the Resident.

- e. The Care Provider must be registered with the California Department of Social Services Home Care Registry.
- f. The Care Provider must provide a copy of a government issued photo ID with the application.
- g. The Care Provider 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.
- h. The Care Provider permit is approved for a period of up to one year. Residents are required to re-apply and obtain a new certification statement from a licensed medical physician annually.
- i. The total number of persons residing in a unit shall not exceed the number of bedrooms, plus one (i.e. no more than two persons in a one-bedroom unit; no more than three persons in a two-bedroom unit). Fees for a third individual in the unit may be assessed.
- j. Each Care Provider shall not have been convicted of a felony or a misdemeanor involving moral turpitude (e.g., fraud, perjury, criminal threats).
- k. The Resident and/or Mutual Member is responsible for the conduct of the Care Provider, and shall ensure that he/she complies with all community rules, regulations, and policies.
- l. Upon approval by the Board of Directors, a one year renewable pass shall be issued to the Care Provider that will permit gate access into the community, if needed.
- m. The Care Provider must wear, in clear sight, the Laguna Woods Village ID at all times. If a gate pass is supplied, it must be displayed on their car dashboard at all times.
- n. The Care Provider ID and gate pass may not be transferred or lent to anyone.
- o. The Care Provider is authorized to use the Community Facilities **only** as necessarily incidental to provide support to the Resident.
- p. Part-time Care Providers may only use the laundry facilities for the Resident's use. Full-time Care Providers may use the laundry facilities for their personal use and the Residents use.
- q. The live-in Care Provider 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 Care Provider be allowed to remain in order to be present when the Resident returns to reside in the unit. [Civil Code §51.11.b.7]
- r. Care Providers may not bring family members, pets or guests into the Community.
- s. The Resident must surrender the Care Provider ID and vehicle pass to the Resident Services Department at the conclusion of the care service.
- t. The Care Provider shall meet all applicable GRF requirements relating to operating a motor vehicle within the community.

IV. Procedures

- a. The Resident must complete and submit "Application for Care Provider Permit" for Board review.
- b. The Resident must complete and submit "Physician's Certification of Need for Care Provider"
- c. Application and Physician certification can be submitted to the Resident Services Department located in the Laguna Woods Village Community Center.
- d. The Board will review the application and approve or deny request.
- e. The Resident Services Department will notify the Resident of the results within 5 – 7 business days. Special circumstances may be granted.
- f. Upon request for renewal, the Community Services Department will check if the Resident has received notices of rules violations.



Application for Care Provider Permit

- LWM
- LHM
- Mutual 50

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

Resident Information	
Name:	<input type="checkbox"/> Member <input type="checkbox"/> Occupant
Address:	
Telephone:	Cell Phone:
E-mail:	
What is the expected duration of the Care Provider?	
<input type="checkbox"/> Temporary <input type="checkbox"/> Permanent <input type="checkbox"/> Terminal Health Care	
What is the expected schedule of the Care Provider?	
<input type="checkbox"/> Part-Time/Day Only <input type="checkbox"/> Part-Time/Night Only <input type="checkbox"/> Full-Time/24 hours/day	
When is the Care Provider service expected to end?	
What is the service the Care Provider is expected to provide? (check all that apply)	
<input type="checkbox"/> bathing <input type="checkbox"/> dressing <input type="checkbox"/> feeding <input type="checkbox"/> exercising <input type="checkbox"/> positioning <input type="checkbox"/> transferring <input type="checkbox"/> ambulating <input type="checkbox"/> personal hygiene and grooming <input type="checkbox"/> toileting and incontinence care <input type="checkbox"/> Other: _____	<input type="checkbox"/> housekeeping <input type="checkbox"/> assisting with medication <input type="checkbox"/> meal planning and preparation <input type="checkbox"/> laundry <input type="checkbox"/> transportation <input type="checkbox"/> correspondence <input type="checkbox"/> making telephone calls <input type="checkbox"/> shopping for personal care items or groceries <input type="checkbox"/> companionship
Care Provider Information	
Name:	
Address:	
Telephone:	Cell Phone:
Relationship to Resident:	
<input type="checkbox"/> Employee; Name of Agency (if any) _____ <input type="checkbox"/> Family Member; Relationship _____	

Driver License No:		Expiration Date:	
Vehicle Color:	Make:	Model:	License:
Insurance Company:		Expiration Date:	
What is the Care Provider's state registration ID number?			
Has the Care Provider been convicted of a felony?			<input type="checkbox"/> Yes <input type="checkbox"/> No
Has the Care Provider been convicted of a misdemeanor involving moral turpitude?			<input type="checkbox"/> Yes <input type="checkbox"/> No

Care Provider Permit Agreement	
<p>The undersigned acknowledges that the issuance of a Care Provider Permit does not constitute approval of the Care Provider nor does it represent any direct or indirect liability on behalf of United Laguna Woods Mutual, a California non-profit mutual benefit corporation, and the Golden Rain Foundation of Laguna Woods, a California non-profit mutual benefit corporation, and Village Management Services, Inc. a California corporation, and each of their respective directors, officers, employees, and agents. Further, I/we have read and received a copy of the Care Provider Policy and agree to wear the ID 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.</p>	
Resident Signature: _____	Date: _____
Members Signature: _____	Date: _____
Care Provider Signature: _____	Date: _____
For Office Use Only	
Received By: _____	WO#: _____
Reviewed By: _____	<input type="checkbox"/> WO Updated
Requirements: <input type="checkbox"/> ID <input type="checkbox"/> Gate Pass <input type="checkbox"/> Other _____	
Will approval cause the unit to exceed the no. of occupants permitted?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is state registration active for the Care Provider?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Was Physician's Certification verified?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Has the resident received notices of rules violation?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does staff recommend approval of this application?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If No, state reason: _____	
For Board of Directors Use Only	
Application DENIED	Application APPROVED
The Board of Directors of this Mutual Corporation has reviewed this application. Based on the information provided, the application is denied .	The Board of Directors of this Mutual Corporation has reviewed this application. Based on the information provided, the application is approved .
SIGNATURE	SIGNATURE
SIGNATURE	SIGNATURE
SIGNATURE	SIGNATURE

For Office Use Only	
Resident Notified By:	
<input type="checkbox"/> WO Updated/Closed	<input type="checkbox"/> Documents Scanned



Physician's Certification of Need
 for a Care Provider Permit

- LWM
- LHM
- Mutual 50

Return completed certification to: Resident Services Department, 24351 El Toro Road, Laguna Woods, CA 92637; Phone: 949-597-4600, E-mail: residentservices@vmsinc.org

Resident/Patients Information (To be Completed by Resident)

Name:	
Address:	
Telephone:	Cell Phone:
E-mail:	

Authorization to Release Information (To be Completed by the Resident)

I authorize the physician named below to release information about me to a representative of Laguna Woods Village only for the purpose of confirming my request for a Care Provider Permit. I understand that my authorization will remain effective for one year from the date of my signature, and that the information will be handled confidentially in compliance with all applicable laws. I understand that I may revoke the authorization at any time by written, dated communication.

Residents Signature: _____ Date: _____

Physician's Information (To be Completed by Physician)

Name:	Office Stamp:
Address:	
Telephone:	
License#:	

The person named above is a resident of an active senior Community. The Community is age-restricted. The information you provide is used for approval of an application for a Care Provider. Please refer to the back of this certification for definitions and further information.

Are you the applicant's treating physician? Yes No

If yes, length of time you've been treating the patient: _____

Does the applicant have a mental or physical disability? Yes No

Does the applicant need the services of a care provider: Yes No

If yes, please answer the following:

What is the recommended expected duration of the Care Provider?

- Temporary Permanent Terminal Health Care

What is the recommended schedule of the Care Provider?

- Part-Time/Day Only Part-Time/Night Only Full-Time/24 hours/day

When is care expected to end?

I certify that the information provided herein is true and accurate to the best of my knowledge.

Physician's Signature (required): _____ Date: _____

The person named is a resident of an age-restricted community. The information that you provide is used for approval of a permit for a care provider. Please refer to these definitions from **CAL. GOV. CODE Sections 12926 and 12926.1**:

Medical Condition means either of the following:

1. Any health impairment related to or associated with a diagnosis of **cancer**, or a record or history of cancer.
2. Genetic characteristics, including (a) Any scientifically or medically identifiable gene or chromosome, or combination or alteration thereof, that is **known to be a cause** of a disease or disorder in a person or his or her offspring, or that is determined to be associated with a statistically increased risk of development of a disease or disorder, and that is presently not associated with any symptoms of any disease or disorder. (b) **Inherited characteristics** that may derive from the individual or family member, that are known to be a cause of a disease or disorder in a person or his or her offspring, or that are determined to be associated with a **statistically increased risk** of development of a disease or disorder, and that are presently not associated with any symptoms of any disease or disorder.

Mental Disability includes, but is not limited to, all of the following:

1. Having any mental or **psychological disorder or condition**, such as mental retardation, organic brain syndrome, emotional or mental illness, or specific learning disability, **that limits a major life activity**. For purposes of this section: (a) **Limits**" shall be determined **without regard to mitigating measures**, such as medications, assistive devices, or reasonable accommodations, unless the mitigating measure itself limits a major life activity. (b) **A mental or psychological disorder or condition limits a major life activity if it makes the achievement of the major life activity difficult.** (c) **Major life activities"** shall be broadly construed and shall include physical, mental, and social activities and working.

Mental Disability also includes:

1. Any other mental or psychological disorder or condition not described in paragraph (1) that **requires special education or related services**.
2. Having a record or **history** of a mental or psychological disorder or condition.
3. Being regarded or treated as having, or having had, any mental condition that **makes achievement of a major life activity difficult**.
4. Being regarded or treated as having, or having had, a mental or psychological disorder or condition that has no present disabling effect, but that **may become a mental disability** as described in paragraph (1) or (2).

Physical Disability includes, but is not limited to, all of the following:

1. Having any physiological disease, disorder, condition, cosmetic disfigurement, or anatomical loss that does both of the following: (a) **Affects** one or more of the following **body systems**: neurological, immunological, musculoskeletal, special sense organs, respiratory, including speech organs, cardiovascular, reproductive, digestive, genitourinary, hemic and lymphatic, skin, and endocrine. (b) **Limits a major life activity**.
2. Being regarded or treated as having, or having had, a disease, disorder, condition, cosmetic disfigurement, anatomical loss, or health impairment that has no present disabling effect but **may become a physical disability** as described in paragraph (1).

Mental Disability and Physical Disability does not include sexual behavior disorders, compulsive gambling, kleptomania, pyromania, or psychoactive substance use disorders resulting from the current unlawful use of controlled substances or other drugs.

If the definition of "disability" used in the Americans with Disabilities Act, or in Cal. Gov. Code Section 12926.1 would result in broader protection of the civil rights of individuals with a mental disability or physical disability, or would include any medical condition not included within those definitions, then that broader protection or coverage shall prevail.

