



AGENDA

BOARD OF DIRECTORS WORK SESSION

Wednesday, February 14, 2024, 2:00pm
WC **Room 2** / Zoom

Directors: Marge Garneau (President), Carol Crothers (Vice President), Bart Hillyer (Secretary), Jim Carden (Treasurer), Barbara Blake (Assistant Secretary), Joe Magliola (Assistant Treasurer), Nancy Austin, Kathi Bachelor, Beth Dingman, Steve Gilbert, Bev Lawless, Richard Sutherland, Scott Somers (non-voting)

AGENDA TOPIC

- 2:00 **1. Call to Order / Roll Call**
- 2:05 **2. Amend / Approve Agenda**
- 2:10 **3. Review and Discuss Proposed 2024 Work Plan (Somers)**
- 3:20 **4. Discuss BAC Recommendations for CPM Part 1, Section 2 Use of GVR Facilities (Crothers)**
- 4:00 **5. Adjournment**

GVR encourages the Board and members to voice concerns and comments in a professional, business-like, and respectful manner.



Green Valley Recreation, Inc.
Board of Directors Work Session
2024 Draft Annual Workplan

Prepared By: Scott Somers, CEO

Meeting Date: February 14, 2024

Presented By: Scott Somers, CEO

Consent Agenda: NA

<p>Originating Committee / Department: Administration</p>
<p>Action Requested: Review and discuss the 2024 Proposed Annual Workplan</p>
<p>Strategic Plan: GOAL 5: Provide sound, effective governance and leadership for the corporation</p>
<p>Background Justification: The Board of Directors is asked to review and discuss the Proposed 2024 Annual Workplan during its February 14 Board work session. The proposed workplan coincides directly with the Board-approved 2022-2026 Strategic Plan. Completion of the action items identified in this workplan will support fulfillment of the Strategic Plan Initiatives, Goals, and ultimately, the Vision of the organization.</p>
<p>Fiscal Impact: Each item may or may not have a fiscal impact.</p>
<p>Board Options:</p> <ol style="list-style-type: none"> 1) Direct staff to bring the 2024 Proposed Annual Workplan as drafted to the next regular Board meeting for approval. 2) Direct staff to bring the 2024 Proposed Annual Workplan with amendments to the next regular Board meeting for approval. 3) Provide alternative direction to staff.
<p>Staff Recommendation: Option #1 or #2</p>
<p>Recommended Motion: NA</p>
<p>Attachments:</p> <ol style="list-style-type: none"> 1) Proposed 2024 Annual Workplan



Memorandum

To: Board of Directors

From: Scott Somers, CEO

CC: GVR Senior Staff

Date: February 14, 2024

RE: 2024 Draft Annual Workplan

Administration/CEO

- 2.2.3 Develop relationships with similar organizations to share trends, best practices, and steps to overcome customer service challenges.
- Survey similar organizations (April)
 - Research other sectors and organizations to identify trends and best practices (May)
 - With appropriate department(s), implement as necessary. (Ongoing)
- 5.1.1 Provide staff support to the Board of Directors to enable proactive, complete communications about Board decisions.
- With Communications, synthesize Board actions/decisions to communicate with the Members. (Ongoing)
- 5.2.1 Review the Strategic Plan regularly to ensure progress on action items and continuity year-over-year with the plan.
- Complete and present an Annual Workplan to the Board for approval. (February)
 - Provide an update to the Board on the Annual Workplan as part of the CEO performance evaluation. (December)
- 5.4.1 Encourage staff and Board to attend training and conferences and participate in professional associations.
- Research and identify Board training opportunities. (February)
- 5.5.1 Develop a continuity of operations plan that includes evacuation locations, IT operations, personnel emergency succession, document preservation, etc.
- Record Retention for all GVR Departments and digital preservation of records. (Ongoing)
- 5.6.1 Participate/partner with outside organizations such as Rotary, Chambers, GVC, GGVCF, etc.
- Rotary Club of Green Valley membership. (Ongoing)
 - GVC Executive Committee. (Ongoing)
 - GVR Representative Meeting. (Monthly)
 - University of Arizona Community Advisory Board member. (Ongoing)

Board and Committees

4.3.3 Employ sound investment strategies to maximize passive income.

- Investment Committee and Finance. (Ongoing)

5.2.3 Utilize staff liaisons and the Strategic Plan to support continuity of direction.

- Staff liaison functions to be facilitated by Administration to ensure committee continuity. (February)

5.6.1 Participate/partner with outside organizations such as Rotary, Chambers, GVC, GGVCF, etc.

Communications

1.3.3 Improve interior and exterior signage: complete, consistent, accessible, concise, and attractive.

- Complete the Aid Station Project. (March)

1.3.4 Implement standard and electronic signage to heighten communication of activities and events.

- Improve how paper bulletins are presented in centers (December)

2.2.4 Clarify Communications' procedures and distribute messaging to all staff so members receive consistent, trustworthy information from all GVR Representatives.

- With HR, develop and document a standard operating procedure (SOP) that identifies types of messages that need to be disseminated to various personnel. (December)

2.2.5 Develop and implement a member experience review plan related to customer service by department (Similar to 2.2.1)

- See Member Services

3.3.2 Improve ease of access to GVR activity schedule and opportunities.

- Develop and implement a social media plan. (June)
- With Recreation, develop a "getting started" program to provide instruction and supplies for drop-in activities (September)

3.4.2 Continue to seek member feedback on a wide variety of matters via polls, surveys, in-person forums and virtual forums.

- Monthly Chat with the CEO meetings. (Monthly)
- Survey members on topics as needed. (Ongoing)
- Create member forums on topics as needed. (Ongoing)

3.4.3 Publicize recreation programs, GVR events, and GVR club events via diverse communication channels.

- Building further on existing Communications Plan, target non-GVR members living in opt-in properties (Ongoing)

3.4.4 Assess and replace, as needed, current digital platforms with more accessible options.

- With IT and Recreation, complete preliminary plans and gather bids for a new app. (June)

Facilities Department

1.1.1 Identify accessibility improvement areas.

- With architect, complete and document the results of an ADA audit of centers. (December)

1.1.3 Continue to identify and execute a process for regular upkeep and maintenance/predictive maintenance procedures.

- Develop and implement center-specific Standard Operating Procedures (SOP) book for custodial. (March)
 - Improve implementation of daily/monthly/quarterly inspection reports for custodial, aquatics, landscaping and maintenance. (Ongoing)
- 1.1.5 Introduce newer technology to improve energy efficiency when there are opportunities.
- Reduce GVR's electric energy consumption through lighting fixture and lamp conversions. (Ongoing)
- 1.2.1 Create function-designated rooms with proper lighting, A/V, seating, furnishing, flooring, ventilation, etc., to complement and support specific activities.
- Upon Board approval, with Recreation and Communications, begin the planning process to develop the auditorium at Canoa Hills into a gymnasium. (April)
 - With Recreation (Recreation to identify priority rooms to refit for specific purposes), develop a three-to-five year prioritized plan to refit rooms. (November)
- 1.2.2 Assess spaces for specific activities and equip those spaces properly, such as art class space with washable floors.
- Address flooring and room finishes that are activity-specific when performing scheduled room improvements and flooring replacements. (Ongoing)
 - With architect, present WC expansion options and cost estimates. (March)
- 1.2.3 Research and develop recommendations for providing food and beverage in certain centers.
- Explore and recommend in-house or vendor options for Del Sol Clubhouse (March)
- 1.2.4 Evaluate and improve capital request process.
- With Board, Recreation, and Finance, review and amend Capital Improvement Plan Policy as needed. (June)
- 1.2.5 Employ newer technologies to benefit members' abilities to fully utilize facilities.
- Work with Recreation and IT to identify and relocate attendance readers at specific locations to better track member usage and facilitate ease of access. (August)
 - Partner with the IT Department and Chief Operating Officer to implement an all-site surveillance solution to help improve security for all GVR campuses. (April)
- 1.3.1 Develop, plan, and schedule to keep finishes and amenities up to date.
- Refine finishes schedule: identify affordable, available, easily maintained finishes as similar as possible to those recommended by the architect. (December)
 - With Board approval, rehab or expand and improve Desert Hills locker rooms. (September)
 - Update flooring at Las Campanas per MRR schedule and finishes plan (September)
- 1.3.3 Improve interior and exterior signage: complete, consistent, accessible, concise, attractive
- With Communications, update signage throughout Santa Rita Springs and Las Campanas (December)
- 1.4.1 Explore opportunities to establish a coffee shop. (See 1.2.3)
- 1.4.2 Design peripheral grounds to provide outdoor recreation opportunities: park-like settings, walking trails, outdoor games, and activities.
- (Combine with goal 1.4.3 below) Identify areas available for development. With Communications and Recreation, conduct member outreach to identify preferred amenities in those locations. Assemble a center-by-center prioritized plan. (December)
 - Identify and begin implementing campus-wide locations for landscaping improvements to include native pollinator species. (Ongoing)

- 1.4.3 Identify under-utilized areas that could be used for this purpose. (Social Gathering)
 - See 1.4.2
- 3.1.2 Explore the idea of allocating space for specialized fitness centers.
 - With Recreation, assess possibilities for a function-designed yoga space (October)
 - With Recreation, investigate options for a small expansion of the fitness center at Las Campanas which is currently scheduled for full expansion in 2027. (October).
- 4.2.1 Evaluate Maintenance Repair and Replacement (MRR) to confirm need.
 - With Finance, review and update annually (August)
- 4.4.3 Maintain and continue to utilize the Reserve Study (MR&R).
 - Complete MRR identified projects for FY2024. (December)
 - With Finance, review MRR to be sure it includes all facilities and qualifying capital items. (August)

Finance Department

- 1.1.4 Develop and adopt a rolling 5-year Capital Projects Plan aligned with the Strategic Plan.
 - Look to the Strategic Plan to inform the 5-year Capital Projects Plan. (Annually)
 - With Board, review and amend Capital Improvement Plan Policy as needed. (June)
- 4.1.1 Identify options and tradeoffs for revenue diversification.
 - With staff and FAC, brainstorm options and alternatives; identify costs and benefits of each; develop top recommended list; present to Board recommendations. (July)
 - With Communications and Membership, market membership to potential voluntary members as has been planned and budgeted for 2024. (March)
- 4.2.1 Evaluate Maintenance Repair and Replacement (MR&R) to confirm need. (See Facilities)
- 4.3.1 Update and recommend financial policies.
 - Based on best practices, with FAC, continue updates to recommended financial policies. (August)
- 4.3.3 Employ sound investment strategies to maximize passive income.
 - With Investment Committee and Board, continue utilizing sound, professional investment strategies; update policies as needed. (Ongoing)
- 4.3.4 Provide continuous education for Board, committees, and staff about GVR financial management and positions so that they can make decisions to monitor effectively.
 - Provide improved and easier to understand budget document for 2025. (October)
 - Continue providing quarterly financial updates to Board and detailed financial statements to the Fiscal Affairs Committee (FAC). The quarterly reports will be expanded in 2024 to include the status of Capital Projects. (Ongoing)
 - Provide annual primer on reading financial statements. (May)
 - Receive unqualified audit opinion for 2023 financial audit. (March)
 - Review Fund EZ Purchase Order System, and other third-party PO systems and implement. The Fund EZ PO system was found to not be adequate for GVR's needs. Other systems are currently being reviewed. A budgeting and project costing system is to be researched in 2024. (September)
 - Renew liability, workers' comp, and flood insurance policies. (June)
 - Perform successful workers' comp audit. (August)

- Perform successful 401(k) audit. (August)

4.4.1 Review the 3-year annual financial forecast with the Board.

- Present 3-year annual financial forecast as part of the annual budget document. (Annually)

4.4.3 Maintain and continue to utilize the Reserve Study (MR&R). (See Facilities) (Ongoing)

Human Resources

2.2.2 Implement standardized customer service training for all staff, based on clarified policies and expectations, to ensure consistency in service. (See also 5.3.3)

- With departments, develop an updated customer service training plan for all departments with differentiation and examples for each area. (July)
- Outline customer service training plan for new employees to be included as part of New Employee Orientation. (July)
- Include all current employees in a similar program by the end of the year. (December)

2.2.4 Clarify communications procedures and distribute messaging to all staff so members receive consistent, trustworthy information from all GVR representatives

- Develop and document an SOP that identifies types of messages to be disseminated to various personnel. (September)
- Additional layering of accurate, up-to-date information sent directly to staff. Continue weekly "Staff Bulletin." (Ongoing)
- Review and maintenance of internal GVR Intranet employee information pages. (Ongoing)
- Website careers' page branding and messaging update. (February)

3.2.1 Develop a sustainable volunteer program, including recruiting and training of volunteers, to support GVR activities.

- With Recreation, identify opportunities for volunteerism. (June)
- Update or develop volunteer job descriptions as needed. (September)

5.3.3 Provide training and team activities to help people demonstrate these GVR values.

- With the CEO and department heads, develop plans and agendas, and schedule regular meetings with all staff and departmental groups to inform employees about and demonstrate values. (Ongoing)
- Explore, develop, and provide in-service and training opportunities for supervisors on Performance Management plans and strategies. (September)

5.3.4 Incorporate values into performance management

- Update and re-launch a performance management plan with GVR values incorporated. (February)

5.4.1 Encourage staff and Board to attend training conferences and participate in professional associations

- Continue to work with staff to explore and encourage attendance. (Ongoing)

Member Services Department

2.2.1 Implement a quality assurance system to ensure that exceptional customer service is happening, such as secret shopper, a review schedule to see how systems and processes are operating.

- Develop and improve the Member Services function to ensure a high touch level of customer service that builds confidence and trust from our members and Board. (Ongoing)
- Partner with attorney to work toward becoming the expert with regards to GVR's boundary, master development agreements, deed restrictions, title agreements, and collections. (Work in progress) (Ongoing)
- During one-on-one meetings, review systems and processes with staff to ensure consistency of understanding and of use and identify and implement improvements where needed. (Ongoing)
- Continue to explore and find solutions to identify and decrease membership and guest card misuse. (Ongoing)
- Develop a comprehensive strategy/plan to survey members after interactions with CSRs, RSAs, Reservations, and any other identified staff. (April)
- Implement survey plan to obtain feedback from members regarding recent customer service interactions with staff. (October)
- Work toward documenting Membership SOPs and creating a comprehensive handbook. (December)
- Partner with Communications to create a comprehensive New Member Welcome Packet. (March)
- Partner with Communications to create a realtor information sheet. (November)

3.3.1 Conduct a policy and process review.

- Identify policies and processes requiring member engagement. (July)
- Map processes and steps. (December)
- Identify and implement process improvements from a customer-centric perspective. (December)
- Investigate possible alternatives to our current membership database to add donation capabilities and improve overall experience (October)

Recreation Department

1.1.2 Assess and improve fitness center functionality.

- Work with facilities on plans to expand the Las Campanas Fitness Center. (August)

1.2.4 Evaluate and improve capital request process.

- With Board, Recreation, and Finance, review and amend Capital Improvement Plan Policy as needed. (June)

1.2.5 Employ newer technologies to benefit members' abilities to fully utilize facilities (See Facilities)

1.4.1 Explore opportunities to establish a coffee shop, etc. (See Facilities 1.2.3)

1.4.2 Design peripheral grounds to provide outdoor recreation opportunities: park-like settings, walking trails, outdoor games, and activities (See Facilities)

1.4.3 Identify under-utilized areas that could be used for this purpose (See Facilities)

2.1.1 Review current programming and make adjustments, if needed, to ensure variety and alignment with current and future member needs.

- Through member surveys, identify gaps and needed adjustments. (Ongoing)
- Secure beer and wine licenses for identified locations (July)

2.1.2 Explore a varied activity/service structure that accommodates all income levels. (See 2.1.1)

- 2.1.3 Explore the possibility of virtual offerings for part-time residents and those homebound. (See 2.1.1)
 - Develop a comprehensive report or memo on outcomes of exploration (June)
- 2.1.4 Review and improve, if necessary, processes to assess quality of services and programs.
 - Complete inventory of drop-in recreation supplies and equipment. Develop a rough “MRR” to ensure supplies and equipment are replaced in a timely manner. (July)
- 2.2.5 Develop and implement a member experience review plan related to customer service by department (Similar to 2.2.1)
 - See Member Services
- 2.3.1 Explore changes in process of instructor hiring, actively recruiting instructors to meet member needs.
 - Investigate local college/university resources (June)
 - Require all instructors to complete a background check. (Ongoing)
- 2.3.2 Explore guidelines with evaluation criteria for instructors and make improvements, if necessary.
 - Develop/update criteria and make improvements. (August)
- 3.1.2 Explore the idea of allocating space for specialized fitness centers. (See Facilities)
- 3.1.3 Continue to identify programming and events that members want.
 - Survey members who have not used their GVR card in the past 24 months to find out what programs, amenities, or events might inspire them to participate. (August)
- 3.1.4 Develop a prioritized 5-year plan for programming events.
 - With P&E, complete a 5-year plan for developing new recreation opportunities (December)
- 3.3.1 Conduct a policy and process review.
 - Work with IT to review process simplification and possibility of creating online forms. (October)



Green Valley Recreation, Inc.

Board of Directors Work Session

Facility Use and Reservation/Rental Policies

Prepared By: Natalie Whitman, COO, for BAC **Meeting Date:** February 14, 2024

Presented By: Carol Crothers, Natalie Whitman **Consent Agenda:** No

<p>Originating Committee / Department: BAC, Operations</p>
<p>Action Requested: Discuss the attached proposed changes to GVR’s facility use policy.</p>
<p>Strategic Plan Goal: Goal 2: Provide quality services and programs that effectively meet the recreational, social, and leisure education needs of our membership. Goal 5: Provide sound, effective governance and leadership for the corporation.</p>
<p>Background Justification:</p> <ol style="list-style-type: none"> 1. GVR’s current reservation policies and practices do not adequately prioritize GVR’s recreation programs. 2. Members have expressed that some common (non-dedicated) spaces are difficult for them to access due to the reservation practices of user groups. 3. Key policies are missing, especially those related to reserving common amenities (eg. reserving a pool for a birthday party) and commercial rentals. 4. A few existing policies are needlessly restrictive or subordinating of members <p><i>Notes related to changes to the attached redlined CPM:</i></p> <p>1.2.6 A.1.f: Reserved activities and events are resource-intensive: Two to four staff members are involved in each reservation. Administrative processes involve calls, emails, document retention, and data entry. Field services staff take calls and have in-person appointments to discuss room setups. Very often, a third staffer is involved in setting up the room, and a fourth in tearing it down and tidying it for the next user. Now that members are free to drop in and rearrange spaces to suit their needs, it would be much more efficient for GVR to eliminate reservations for very small groups. The new website includes calendars of reserved activities at each center, so members can scroll through the centers and rooms to find a space that suits their small group needs.</p> <p>1.2.6.A.1.d GVR’s club application (an operating guideline) states that clubs are entitled to two reservations per week. The CPM allows clubs to reserve for “additional ongoing activity” that is not otherwise defined. For several years, clubs have been permitted to make additional reservations “after” all the other entities listed got their reservations in. But there is no deadline for reservations so there effectively is no “after.” Once a club reserves a meeting room or auditorium for several hours, several times per week, neither GVR’s recreation program nor other members can access the space.</p> <p>1.2.6.C A change proposed in committee discussion, to improve equitable access to room by all members.</p>

1.2.6.F and G Currently missing policy

1.2.6.L Clarification of existing policy

1.2.6.N.2 Eliminates needless requirement

1.2.8.C Increases member options while relieving GVR administrative burden

1.2.9.B Damage deposit language to follow 2/13/24 BAC meeting

1.2.9.D Some user groups take full advantage of GVR's unusual "free reservations" policy and schedule many socials or meetings per year. For example, see the attached summary of HOA use of facilities during the 22/23 season. Prime time use of recreation facilities for business meetings interferes with GVR's ability to add classes when planned classes fill up, to move classes and activities when an unexpected maintenance issue occurs, or to introduce new program offerings.

1.2.9.D.1 A quiet staff practice for years

1.2.9.I GVR has been renting facilities to commercial entities for years with no policy to guide staff. Without guidelines regarding the nature of the entity or activity, staff are left making judgment calls rooted in their personal values and perceptions of a business's legitimacy.

Attachments:

- 1) CPM 1 Facility Use Redlined
- 2) HOA use of Facilities—data reviewed by BAC

PART 1: MEMBERSHIP AND FACILITIES

SECTION 2 - USE OF GVR FACILITIES

1.2.6 Use of GVR Facilities

- A. ~~Operational policies related to reservations are set by the GVR administration and posted on the GVR website. Reservations are available for parties of six or more GVR Members and their authorized guests.~~ Reservations are required if staff assistance or the use of equipment is expected. ~~Reservation policies are set by the CEO and published on the GVR website.~~
1. Reservations will be assigned in the following order:
 - a. ~~Board of Directors Essential corporate business~~
 - b. Recreation Staff programs (e.g., special events, classes and lessons, concerts, ~~programs~~, annual festivals and performances)
 - ~~b.c. Club one-time annual special events~~
 - ~~e.d.~~ Regularly scheduled club events activities (weekly and monthly) per current operating guidelines
 - ~~d.e. HOA and Community events (e.g., HOA) and rentals~~
 - e. Club one-time special events or parties
 - f. Private member functions and three-month groups. Reservations for these activities require attendance of six or more members.
 - g. Club additional ongoing activity requests Non-member rentals
- B. Club and HOA meetings are limited to non-peak hours: after 2pm on weekdays and during all operating hours on the weekend. Animals are not permitted in or on GVR property, with the exception of service animals, unless otherwise authorized by the GVR Chief Executive Officer (CEO) to accommodate community events or other special circumstances.
- C. Three-month Groups are limited to one reservation per week. Where static set-ups are established, three-month groups will be free to rearrange the room at their discretion, and return the room to the condition in which it was found. No coffee or water service will be provided. No firearms are allowed on any GVR property or in any GVR facilities except law enforcement or licensed security.
- D. Reservations for private member functions are limited to six hours per event. Reservations for Three-Month Groups are limited to four hours per event. It is the policy of GVR to provide and maintain a drug free environment for its members and

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employees. As such, GVR prohibits the use of illegal drugs on GVR premises.

- E. All reservation must be made by a staff member or a member in good standing who shall be the primary contact for staff. Pursuant to the Smoke Free Arizona Act (A.R.S. §36-601.01), GVR prohibits smoking in all indoor facilities and outside areas within 20 feet of all entrances and windows. Smoking is prohibited in pool areas and in all GVR vehicles. Smoking will be allowed in designated outdoor areas only.
- F. Sports facilities (e.g. court arrays and pools) may only be reserved by GVR Clubs formed with the express purpose of pursuing activities associated with the facility they wish to reserve. Water Aerobics groups formed before 2023 may be granted an exception to this policy. GVR prohibits vaping in all non-smoking areas, including in all indoor facilities and areas within 20 feet of all entrances and windows. Vaping is prohibited in pool areas and in all GVR vehicles. Vaping will be allowed in designated outdoor areas and wherever smoking is allowed.
- G. Some rooms and facilities are limited to certain designated uses. Carpeted meeting rooms, for example, may not be available for exercise groups to limit wear and tear, odor and conditions affecting subsequent users. Some spaces must be reserved or rented together (e.g. Room 1 in West Center must be included in a reservation or rental that includes the auditorium and kitchen.) GVR facilities will not be used by any member for commercial purposes with the following exceptions:
 - 1. ~~With the prior written approval of GVR administration, a GVR Member may temporarily display items for sale at a particular facility if they are intended to assist or benefit those using that facility to participate in the associated/related activity; and~~
 - 2. ~~Personal sales resulting from hobby pursuits.~~
- H. ~~Animals are not~~ Only working ADA Service Animals are permitted in or on GVR property, with the exception of service animals, unless otherwise authorized by the GVR CEO or their designee. It is the responsibility of each individual seller to obtain an Arizona Transaction Privilege Tax License.
- I. Audible media is not permitted in communal areas (e.g. pool decks, picnic areas, lobbies, sports courts, and fitness centers) except for GVR sponsored special events, special club events by reservation, and GVR dances. Members must use personal listening devices such as headphones or earbuds, or confine music audio media to recreation rooms at decibel levels that do not disturb facility users outside the room. Liquor Policy
 - 1. ~~The sale of intoxicating beverages is not permitted on GVR premises without a special sales permit or liquor license and appropriate liquor liability policy. Prior to applying for a liquor license, permission must be received from the GVR CEO.~~

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~~2. Members are permitted to bring their own beverages (BYOB) to an activity, if allowed by the host. However, written permission must be obtained from GVR at the time the reservation agreement is signed or prior to the event or activity. No alcohol may be stored in a GVR facility.~~

J. No firearms are allowed on any GVR property or in any GVR facilities except those carried by law enforcement or licensed security personnel operating with the authorization of GVR administration.

~~K. It is the policy of GVR to provide and maintain a drug free environment for its members and employees. As such, GVR prohibits the use of illegal drugs on GVR premises.~~

~~K.~~ Pursuant to the Smoke-Free Arizona Act (A.R.S. §36-601.01), GVR prohibits smoking in all indoor facilities and outside areas within 20 feet of entrances and windows. ~~Smoking is prohibited in pool areas and in all GVR vehicles.~~ Smoking and vaping will be are allowed in designated outdoor areas only.

~~L.~~ GVR facilities will not be used by any member for commercial purposes with the following exceptions:

1. With prior written approval of GVR administration, a GVR Member may temporarily display items for sale at a particular facility if they are intended to assist or benefit those using that facility to participate in the associated/related activity; and
2. Personal sale resulting from hobby pursuits as part of an approved exhibit and per current administrative guidelines.

~~M.~~ It is the responsibility of each individual seller to obtain an Arizona Transaction Privilege Tax License.

~~N.~~ Liquor Policy

1. The sale of intoxicating beverages is not permitted on GVR premises without a special sales permit or liquor license and appropriate liquor liability policy. Prior to applying for a liquor license, permission must be received from the GVR CEO or their designee.
2. Members are permitted to bring their own beverages (BYOB) to an activity if allowed by the host. ~~However, written permission must be obtained from GVR at the time the reservation agreement is signed or prior to the event or activity.~~ No alcohol may be stored in a GVR facility.

~~K.~~

1.2.7

Political Activities

- A. GVR Members may circulate petitions and/or solicit support or opposition of GVR candidates or ballot issues in GVR facility lobby areas, common areas, and parking lots as long as such activities do not interfere with GVR operations or facility reservations or violate fire code regulations as determined by GVR staff.
- B. Surveys, opinion polls and questionnaires related to GVR affairs, and distributed on GVR property, may be circulated by members

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only after being reviewed by GVR administration for accuracy and suitability.

- C. GVR ~~facilities~~ ~~facility areas~~ may be rented for political party meetings, campaign events, polling places, and informational presentations such as candidate forums or town hall meetings, whether related to GVR elections or outside political causes, subject to space availability.
- D. Advertising or promotional signage for non-GVR elected positions (e.g., public sector election campaigns), including solicitation of support/opposition regarding candidates or ballot issues is NOT permitted on GVR property except as follows:
 - 1. Within rented meeting space during the rental period; or
 - 2. In public areas and parking lots of a GVR facility being used as a polling place on election day or as an early voting site during the period of early voting.

1.2.8 Special Uses

- A. Use of Hobby Shops and Studios
 - 1. ~~These facilities are monitored by volunteers. When asked, members and guests must show their GVR membership or guest cards to use the facilities.~~ Clubs have the right to restrict use of club facilities to club members only.
- B. Use of Kitchens
 - 1. Kitchens are available for use by reservation only. Kitchens and grills are subject to non-refundable cleaning fees as outlined in the reservation agreement.
 - ~~1,2.~~ GVR kitchens are classified as catering kitchens. Food preparation and cooking is not allowed. Kitchen facilities may be used for warming pre-cooked food or for chilling cold entrées.
- C. Use of Caterers
 - 1. Users engaging caterers must submit a copy of the caterer's health department issued license at the time the reservation agreement is made. Caterers must be registered and approved by GVR in order to work in GVR facilities. Contact the central reservation office located at the Administrative Offices for a current list of approved caterers.
- D. Use of Storage
 - 1. GVR may provide clubs small storage space, at no cost, ~~to clubs~~ if space is available.
 - 2. Clubs may provide locks, but must provide a copy to GVR staff.
 - 3. GVR is not liable for any property lost, damaged or stolen while in storage.
- ~~E. Use of Equipment~~
 - 1. ~~GVR may provide and maintain furniture and equipment in the facilities for the recreational use of its members.~~

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F.E. GVR Pool Management Policies

- ~~1. GVR offers heated swimming pools and spas for member use.~~
- ~~2. Hours of operation are established and posted by GVR administration.~~
- 3.1. GVR pools shall operate in compliance with Pima County Code Title 8, Chapter 8.322, "Swimming Pool and Spas," and any other applicable Pima County regulations.
- 4.2. GVR staff has authority to close a swimming pool or spa if they determine that its operation and use presents danger to individuals.
- 5.3. GVR follows the guidelines provided by the National Lightning Safety Institute (NLSI) to determine when to close indoor and outdoor swimming pools, and spas ~~and showers due to lightning~~ as a safety precaution. ~~As of August 2014, Per~~ NLSI guidelines ~~state~~:
 - a. Both outdoor and indoor pools ~~and showers~~ will be evacuated before or when lightning is within five miles.
 - b. At the first signs of thunder or lightning occurring within five miles of an aquatic facility, all pool decks will close ~~and shower activities will be suspended~~ until 30 minutes after the last observed thunder or lightning.

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1.2.9

Rentals and Fees

- A. The CEO will implement a board-approved fee schedule for rental of GVR facilities. The CEO is authorized to waive facility rental fees in special circumstances, as deemed appropriate.
- A.B. Damage Deposit
- B.C. Rental fees for groups composed solely of GVR Members engaging in low impact recreation activities shall be waived. ~~; however, all individuals and groups (whether member or non member) may be charged fees for special computer and technology setups; internet connections; LED projection; special sound system or lighting requirements, overtime cleanup charges, or labor charges for special setup needs which require additional personnel.~~
- D. Members and groups composed solely of GVR Members are granted two no-fee socials (potlucks, parties, dances) per calendar year. Subsequent socials will be subject to current rental fees. In all cases, kitchen or grill cleaning fees may be charged. Reservations for socials are limited to 4.5 hours. GVR is interested in supporting community service events, and may rent its facilities on a fee basis for such events whenever it is practical to do so. A community service event is normally sponsored by a non-profit organization or local government agency.

Commented [NM1]: Comment from Natalie – Add to policy?

- 1) Memorial and celebration of life services for GVR Members or members of their immediate family are not subject to rental fees and do not count toward the annual limit of two socials.
- ~~C-2)~~ GVR clubs are exempt from this annual limit.
- E. Club and HOA meetings are limited to non-peak hours: after 2pm on weekdays and during all operating hours on weekends. The CEO may authorize use of GVR facilities on a complimentary or fee basis for any GVR sponsored, GVR co-sponsored, or GVR Foundation event or activity.
- F. GVR is interested in supporting community service events, and may rent its facilities ~~on a fee basis~~ for such events whenever it is practical to do so. A community service event is normally sponsored by a non-profit organization or local government agency.
- ~~D-G.~~ The CEO may authorize use of GVR facilities on a complimentary or fee basis for any GVR-sponsored, ~~or~~ GVR co-sponsored, ~~or~~ GVR Foundation event or activity.
- H. Fees may be charged to recover the cost of any specialized services, events or programs.
- ~~E-I.~~ Commercial Rentals are not permitted.

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SECTION 3 - SUSPENSION OF PRIVILEGES

1.3.1 Suspension for Delinquency

Any GVR Member who has not paid dues, fees or assessments as of the time such payment is due becomes delinquent and shall automatically be declared a 'Member Not in Good Standing.' Any GVR Member Not in Good Standing and his/her Additional Card Holder, Assigned Member and/or Tenants and Guests shall not be entitled to use GVR facilities. The delinquent member shall not hold any office, nor vote in any election. Upon payment of all delinquent dues, penalties, fees, assessments, together with the cost of collection, said member shall be restored to good standing.

1.3.2 Suspension for Conduct

- A. Any cardholder who violates the established rules and regulations of GVR is subject to suspension of privileges. Copies of rules and regulations are posted within GVR facilities.
- B. The CEO or designee has the authority to determine if a violation is major or minor. The CEO or designee is authorized to immediately deny any individual access to facilities for a period of up to ten (10) days for minor violations, including, but not limited to, failure to provide his/her membership card or other GVR identification card. In the event of a major violation, including but not limited to violation of any law, physical confrontation, verbal abuse, the CEO or designee shall have the

- authority to immediately deny any individual access to facilities until the violation can be investigated.
- C. Minor Incidents - Upon receipt of a complaint from a GVR member or staff, the CEO or designee will investigate the complaint as follows:
1. Contact the person who filed the complaint.
 2. Contact witnesses or those parties to the incident which resulted in the complaint.
 3. Contact the individual(s) against whom the complaint was filed, either in person or by phone. If direct contact is not available, the contact may be made by email or letter.
 4. The CEO shall then determine if the complaint is valid. If the complaint is determined to be valid, the individual(s) may be subject to counseling, either in person or by letter, or may be subject to suspension of any or all privileges, and/or use of facilities for a period not to exceed ten (10) calendar days. The decision of the CEO is final.
- D. Major Incidents – The CEO or designee shall take immediate action and personally handle the situation as follows:
1. Contact the Board President immediately.
 2. The CEO, the Board President and the Board Affairs Committee Chair shall conduct an investigation within two (2) weeks. They shall convene a meeting with the individual and/or a representative against whom the complaint was lodged as well as the complainant. During the process, the accusing party has the right to submit verbal or written information subject to rebuttal by the accused and witnesses, if any.
 3. Upon completion of the above, a report on the findings of the investigation, along with recommended actions will be presented to the Board.
- E. The Board will convene in an Executive Session within two (2) weeks to review the report, discuss the particulars of the incident and decide on the appropriate action. If a majority of the Board, then in office, determines that a suspension is warranted, the duration and nature of the suspension must be determined. The suspension may apply to the use of all GVR facilities or select facilities.
1. The original suspension determined by the CEO shall be extended until this process has been accomplished.
 2. If the Board decides to continue the suspension, the CEO shall send the individual and/or representative a written "Notice of Suspension" within 48 hours of the Board's decision. The "Notice of Suspension" shall include the details of the suspension, as well as the appeal procedure.
 3. If the individual and/or representative opts to appeal the Board's suspension of a major issue, the CEO will notify the Board President and will appoint an Appeals Officer(s) to

hear the appeal. The CEO will provide the individual with the date, time and location for presentation of that appeal. The suspension shall continue until the process has been completed. A written response may be presented in lieu of a personal appearance. The Appeals Officer(s) shall be authorized to decide if the proposed suspension should be upheld, reduced or cancelled. Unless the Appeals Officer(s) decides that the suspension should be cancelled or be reduced, the decision of the Board shall be final.

HOA	Social	Meeting
Canoa Estates	2	3
Canoa Estates 2	3	3
Canoa Heights	1	1
Canoa Hills Townhomes	1	7
Canoa Northwest	2	5
Canoa Ranch Terrace	1	1
Canoa Ridge	6	5
Canoa Seca Estates	4	3
Canoa Seca Estates 2	5	1
Canoa Sierra	1	
Canoa Vista	1	2
Canoa Vistas 2	1	1
Capistrano	1	5
Casa Paloma I	11	7
Casa Paloma II	2	7
Clara Vista Del Valle		1
Continental Vistas	8	6
Council of Casitas	1	2
Country Club Estates		
Country Club North		5
Country Club Vistas		1
Country Club Vistas 3		1
DeAnza Links		1
Desert Casitas		4
Desert Hills 2		10
Desert Hills 3 East	2	3
Desert Hills 3 West		7
Desert Hills 4	3	8
Desert Hills 5		4
Desert Hills 6		1
Desert Hills Estates		1
Desert Meadows		1
Desert Meadows 1		7
Desert Meadows 2	3	1
Desert Meadows 3	1	6
Desert Meadows Townhouses		2
Desert Ridge	3	6
Encanto Estates		6
Fairways		2
The Greens		3
Green Valley Resort Homes	1	5

Data from 10.15.22 to 4.15.23

-129 HOAs include mandatory or voluntary deed restriction to GVR

-69 HOAs scheduled meetings and/or socials

-16 HOAs would be affected by a limit of 2 free socials per year

-183 HOA meetings or socials were scheduled during peak recreation hours (6am-2pm M-F)

-Several listed socials include reservations of six or more hours. One reservation was for nine hours, and one was for eleven.

Las Campanas Comm. Assn	2	6
Las Campanas Village	1	
The Legends	6	7
The Links	3	6
Madera Vista Townhouses	3	5
Portillo Hills		1
Portillo Hills 1	2	
Portillo Hills 2	2	3
Portillo Place	1	
Portillo Ridge	1	4
San Ignacio Golf Estates	1	2
San Ignacio Villas	1	1
San Ignacio Vistas	5	4
San Ignacio Vistas 2	1	2
San Ignacio Heights	1	2
San Ignacio Ridge Estates	1	2
San Miguel		4
Santa Rita Spring Master Assn		2
Solar Del Viejo		6
Solano	1	2
Soledad	3	3
Solterra	1	
Sonata		5
Sonoma	3	2
The Springs	14	7
Sunrise Pointe Vistas	2	5
Townhouse 6	5	4
Ventura West	3	6
Villas West		1
Total	127	237
Average	1.84	3.43