



AGENDA

Board Affairs Committee

Monday, June 23, 2025

1:30-3:00pm MST

West Center Room 2 / Zoom

GVR's Mission Statement: "To provide excellent facilities and services that create opportunities for recreation, social activities, and leisure education to enhance the quality of our members' lives."

Committee: Candy English, Chair, Beth Dingman, Bart Hillyer, Ed Knop, Nellie Johnson, Pat Reynolds, Kathi Bachelor (ex-officio), Scott Somers (CEO), Nanci Moyo (Administrative Supervisor/Liaison)

Agenda Topic

- 1. Call to Order / Roll Call – Establish Quorum**
- 2. Approve or Amend Agenda**
- 3. Approve Meeting Minutes:** May 13, 2025
- 4. Chair Comments**
- 5. Business**
 - A. Review and Approve Guest Pass Policy Survey as Recommended by the Subcommittee
 - B. Recommend to Board Approval of Amendments to the CPM Member Code of Conduction Section
- 6. Member Comments**
- 7. Adjournment**

Next Meeting: Tuesday, TBD, West Center, Room 2/Zoom, 1:30-3:00pm



MINUTES

Board Affairs Committee

Tuesday, May 13, 2025, 1:30pm
WC Room 2 / Zoom

Committee: Candy English, Chair, Beth Dingman, Bart Hillyer, Ed Knop, Nellie Johnson, Kathi Bachelor (ex-officio), Scott Somers (CEO), Nanci Moyo (Administrative Supervisor/Liaison)

Absent: Pat Reynolds

Visitors: 0

1. Call to Order / Roll Call – Establish Quorum

Chair English called the meeting to order at 1:30pm MST. Roll call by Nanci Moyo. Quorum established.

2. Approve or Amend Agenda

MOTION: Hillyer moved / Johnson seconded to amend the Agenda to move the Guest Pass Policy above Bylaw Ideas.

Passed: unanimous

MOTION: English moved / Hillyer seconded to approve the amended agenda.

Passed: unanimous

3. Approve Meeting Minutes: March 11, 2025

MOTION: Dingman moved / Knop seconded to approve March 11, 2025, Meeting Minutes as presented.

Passed: 4 yes / 1 abstained (Johnson)

4. Chair Comments:

- The March 11, 2025, Minutes state staff will report back at the May meeting on Member Code of Conduct regarding major and minor violation definitions. This has been moved to the July meeting due to the full agenda for this meeting.
- Thanked all the committee members for being on the committee and looks forward to suggestions.

5. Business

A. Committee Member Introductions

Each member introduced themselves and gave a short history of involvement with GVR.

B. Committee Action Plan

Reviewed the Committee Action Plan:

- Added term limits to the possible Bylaw changes under Priorities
- After Review possible Bylaw changes add "to include but not be limited to"

MOTION: Johnson moved / Dingman seconded to include after Review possible Bylaw changes "to include but not be limited to."

Passed: unanimous

Motion: Dingman moved / Johnson seconded to approve the amended Committee Action Plan and move forward to the May Board meeting for approval.

Passed: unanimous

C. Guest Pass Policy

CEO Somers reviewed challenges with the guest pass policy:

- The Annual Pass (bought by members in good standing) allows a limit of four adults, over 18 years old, to use the pass and children are unlimited.
- The Daily Guest Pass (bought by members in good standing) allows a limit of four adults and unlimited children. This pass is generic and is not tied to a specific person. Because it is generic it ends up being used by multiple people that are not qualified to use it.
- The Annual Pass ends up with tenants and renters at rental properties, which is not how it is to be used. Tenants need to buy a tenant pass and rental property users need to buy the Daily Guest Pass.
- The Board policy needs to define what constitutes a guest.
- Abuse of the passes is a safety and liability concern, and overuse constitutes more time and money needing spent on facilities upkeep.

Committee discussion and ideas presented:

- GVR is a private organization, paid for by the members who buy a home, pay the Membership Change fee at purchase and pay for annual dues. Members do not appreciate others getting in free.
- When a guest pass is purchased, ID needs to be shown and a waiver signed.
- Limit the amount of times for a guest to be a guest for purchased guest passes.
- Guest pass can be purchased for one day use or in five-day increments. This guest pass is tied to a member.
- Suggestion: remove the language stating a guest is temporary or define temporary. There are guest passes used upwards of 500+ times a year.
- Unqualified and/or deactivated card users often get in from members, not knowing the person is unqualified or the card is deactivated, by holding the door open for them.
- Decide on the discipline for the member who allows for the Annual Pass and Guest Pass violations.
- By removing the Annual Pass will not stop the abuses and will not drive people to buy guest passes whether for one or five days. Need to find other options for the system to work. A possibility is to limit the swipes or days on a Annual Pass or guest pass. Once the swipes or days are exhausted the card is deactivated.

- Questions to help build the policy is whether an ID must be provided, whether a waiver needs signed, and whether a picture should be on the card of the guest. This would help to enforce the policy by knowing who is in the facilities.
- Publish in the eBlast the rules of membership cards, Annual Passes and Guest Passes to help remind members of the uses of these cards.
- Suggested to have a color each year on the card so it is obvious if the card is out of date.
- Have a blitz at different times of the year that membership cards and passes are checked by a COA.
- Have a system for members to buy passes online and the receipt is on the phone and possibly a QR code. Allow members to prepurchase so many days of activities each year with a receipt on the phone.
- The 20-mile limit for a guest needs to be addressed and resolved.
- Have a focused-survey for those who buy the Annual Passes or a survey for the whole membership to ask questions about how the card is used, how often, would there be push back if the Annual Pass was eliminated. In the survey include statistics of the abuses regarding the different cards. Staff will put together a survey and bring to the BAC at the June meeting. May be possible to have the data back by the July meeting for the BAC to review.
- Members cards are deactivated when a person dies, but the cards are not returned. Maybe have an incentive for people to return cards when the membership has ended, whether moved or a spouse dies.

BAC will meet on June 23, 2025, Monday, 1:30pm instead of June 11.

D. Bylaw Ideas for the 2026 Ballot

Committee discussion highlights:

- Timeline for deciding on Bylaws changes is October to be able to have on 2026 ballot.
- The highlighted Bylaws are in the Meeting Book and include Committee discussion whether to combine or eliminate some committees; role of the chairs picking their committees; raising dollar amount for check signing; and Board of Director term limits.
- Staff will bring back redlined Bylaws and companion CPM issues at the June 23 meeting for further review and discussion.

6. **Member Comments:** Made during the meeting

7. **Adjournment**

MOTION: Knop moved / Dingman seconded to Adjourn meeting at 3:09pm.

Passed: unanimous

Next Meeting: Tuesday, June 23, 2025, West Center, Room 2/Zoom, 1:30 – 3:00pm



Green Valley Recreation, Inc.

Board Affairs Committee Meeting

Review and Approve Guest Pass Policy Survey as Recommended by the Subcommittee

Prepared By: Kris Zubicki, Membership

Meeting Date: June 23, 2025

Presented By: Scott Somers, CEO

<p>Originating Committee / Department: Administration</p>
<p>Strategic Plan: Goal 1: Provide excellent facilities for members to participate in a variety of active and social opportunities</p>
<p>Action Requested: Review and approve the Guest Pass Policy Survey as recommended by the subcommittee.</p>
<p>Background Justification: At the May 13, 2025, BAC meeting, the consensus was to ask the membership about the Guest Pass Policy, through a survey. Following the meeting, Chair English established a subcommittee to create a survey to provide to the membership by the first of July. The subcommittee completed its work by finalizing a draft survey which was distributed to other members to pretest the survey. Staff have made attempts to amend the draft survey based on the pretest feedback. The Committee is asked to finalize and approve the survey instrument.</p> <p>GVR is a private membership organization, therefore, we should be committed to protecting the interests of our members by ensuring they have proper access to the facilities and amenities they fund through their initial investment and annual dues. The misuse of Guest Cards threatens this commitment by increasing facility wear and tear and reducing availability for rightful members.</p> <p>Members have voiced strong frustration over non-members having unregulated access to facilities they have financially supported. Left unchecked, this issue risks further diminishing the value of GVR membership and eroding confidence in our policies.</p> <p>GVR has long-faced challenges with Guest Card misuse. Despite previous attempts to revise the policy, past efforts have been insufficient, and misuse—as well as member complaints—continues to grow. While a large portion of our membership is aware of the policy and adheres to it, there is an increasing number that do not. This misuse has continued to intensify with improperly using Guest Cards for tenants/Airbnb and VRBO rentals as well as local friends and neighbors. The misuse is predominantly found with Annual Guest Cards and Complimentary Guest Cards.</p>

Legal Counsel and Insurance Guidance Regarding Guests & Liability Waivers

GVR's legal counsel and insurance provider have both provided input on how to best manage liability related to guest use of GVR facilities. Their guidance reinforces the importance of balancing proactive risk management with insurance compliance.

The attorney emphasized that reducing liability involves two key strategies:

- Active risk mitigation, including signage, maintenance, training, and appropriate use of waivers.
- Following insurer guidance, as liability policies are contracts and insurers' loss control consultants often provide specific recommendations that should be followed.

GVR's current use of waivers for clubs and off-site trips is appropriate. Expanding waivers to cover guests—who have no formal contract with GVR—is also advisable. They provided a sample waiver, but suggest customizing it to reflect GVR's specific activities (e.g., fitness facilities, swimming, racket sports). Legal counsel also notes that Arizona courts may scrutinize waivers but that clearly written, voluntary waivers that state the consideration (use of facilities) can be effective in protecting against liability for negligent acts.

The insurance provider additionally highlighted that every fitness center they are aware of requires guests to:

1. Be accompanied by a member,
2. Show valid identification, and
3. Register and sign a waiver.

These common practices may serve as a useful benchmark for GVR's guest access procedures and policy revisions.

Recommended Motion:

Move to approve the Guest Pass Policy survey presented by the subcommittee and to send to the Membership by the end of June in a special Eblast.

Attachments:

- 1) Guest Pass Policy Survey Revised after Pre-Test of Survey Results
- 2) Pretest feedback

Guest Pass Policy Survey Questionnaire

Background:

GVR is a private membership-based organization dedicated to supporting and looking out for the interests of its dues-paying members—currently about 13,800 households and 23,000 members. While GVR supports and encourages its members to share GVR amenities with their family and friends, GVR strives to strike a thoughtful balance between guest access and giving members priority, while fostering a welcoming, enjoyable, and safe environment for everyone.

Currently, members may purchase an **ANNUAL guest pass**, which is not assigned to any particular guest, and allows up to four eligible guests access to GVR facilities at any given time without being accompanied by the host member. Eligible guests are those who reside outside of 20 miles from the GVR boundary.

In recent years, staff have seen a significant increase in ANNUAL guest pass misuse and unauthorized facility access. An example of misuse is lending ANNUAL guest passes to non-eligible guests such as tenants or non-members who reside within 20 miles of the GVR boundary. Specifically, in some instances, ANNUAL guest passes have been used hundreds of times by non-eligible guests.

To address misuse, GVR is exploring adjustments to the guest pass policy aimed at preserving the integrity of membership privileges, and member and guest safety, while still allowing for responsible guest access. Help shape future decisions by sharing your thoughts in this short survey. Tallied results will be shared with the membership.

1. Check **any-all** that apply regarding the purchase of guest passes.

- ☐ I purchase an ANNUAL guest pass every year
- ☐ I purchase an ANNUAL guest pass but not every year
- ☐ I purchase short-term or daily guest passes as needed
- ☐ I don't purchase any guest passes

2. How important is it to you to have ~~ing~~ an ANNUAL guest pass option ~~for you?~~

- ☐ Very important
- ☐ Somewhat important
- ☐ Not very important

Commented [SS1]: Caring for or minding?

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☐ Not important at all

3. How important is it to you that GVR facilities remain reserved for GVR members and their eligible guests?

- ☐ Very important
- ☐ Somewhat important
- ☐ Not very important
- ☐ Not important at all

Commented [SS2]: Ed: "...remain reserved for" led two to ask whether this means no, non-members in classes, at shows, for tournament use, etc. Another thought "reserved" suggested reservations, and thought it would be clearer to say "...GVR facilities ARE ONLY AVAILABLE TO [or, BE USED ONLY] by...."

Commented [SS3]: Questioning if this question is needed. Members and eligible guests are not the problem or concern. Non-eligible guest are. This question does not address the problem or concern.

4. How concerned are you about **unauthorized** guests using GVR facilities?

- ☐ Very concerned
- ☐ Somewhat concerned
- ☐ Not very concerned
- ☐ Not at all concerned

5. How concerned are you about **unaccompanied** guests using GVR facilities without their host member present?

- ☐ Very concerned
- ☐ Somewhat concerned
- ☐ Not very concerned
- ☐ Not at all concerned

6. How strongly do you feel about keeping the 20-mile rule which says non-members within a 20-mile radius of Green Valley are not eligible to use a guest pass? that non-members who reside within 20-miles of the GVR boundary remain INELIGIBLE for guest pass use? (this excludes for example, residents of Quail Creek, Sahuarita, Amado, and Tubac are not considered eligible as guests of GVR members under the current policy)

- ☐ Very strongly
- ☐ Somewhat strongly
- ☐ Not very strongly
- ☐ Not strongly at all

7. Which of the following potential guest pass policy changes would you support and find acceptable? (~~Check all~~ **CHECK ALL** that apply.)

- ☐ Eliminating the current ANNUAL guest pass (currently allows up to four unassigned guests at a time)

- ☐ Offering an ANNUAL guest pass punch card with a limited number of punches
(would allow unassigned guests based on ~~a limited~~ number of remaining punches)
- ☐ Allowing non-members who reside within 20-miles of the GVR boundary to become eligible guests (would allow residents of Quail Creek, Sahuarita, Amado, and Tubac, for example, to be guests of GVR members)
- ☐ Limiting the number of guest visits per member each year
- ☐ Limiting the number of times any particular guest may visit GVR per year
- ☐ Requiring identification, such as a state-issued driver's license, when purchasing a guest pass
- ☐ Issuing photo guest passes
- ☐ Requiring guests to be accompanied by a member at all times
- ☐ Implementing stricter enforcement and penalties for misuse of GVR cards. (e.g. fines or temporary suspension)
- ☐ Ability to acquire guest passes via online purchase
- ☐ Other (please specify): _____

The following questions are for statistical analysis purposes:

8. What is your GVR member number? (Only surveys completed by GVR members will be tallied. Your individual responses will not be associated with your GVR member number) _____

Commented [SS4]: Will asking question 8 deter landlords from answering question 12? It was also recommended to eliminate the question.

9. How many years have you been a GVR member? _____

☐ 4 or less

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☐ 5 – 9

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☐ 10 – 14

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☐ 15 or more

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10. Within Green Valley, do you rent your home or own additional property that you rent to others? (Check **all** that apply)

☐ Yes, I rent my home out part of the year

☐ Yes, I own additional housing that I rent to others

☐ No

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11. Which GVR facilities do you use most often? (check all that apply) _____

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- ☐ Canoa Hills
- ☐ Canoa Ranch
- ☐ Desert Hills
- ☐ East Center
- ☐ Las Campanas
- ☐ Santa Rita Springs
- ☐ West Center
- ☐ Abrego North
- ☐ Abrego South
- ☐ Casa Paloma I
- ☐ Casa Paloma II
- ☐ Continental Vistas
- ☐ Del Sol Clubhouse
- ☐ Madera Vista
- ☐ Pickleball Center

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11.12. Which GVR activities do you participate in most often? (check all that apply) _____

- ☐ Aquatics
- ☐ Racket Sports
- ☐ Fitness
- ☐ Leisure Education Classes
- ☐ Clubs
- ☐ Events and Entertainment

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12. Within Green Valley, do you rent your home out or own additional housing that you rent to others? (Check **all** that apply)

- ☐ Yes, I rent my home out part of the year
- ☐ Yes, I own additional housing that I rent to others
- ☐ No

13. Any additional questions or comments about guest passes?

THANK YOU!

Nellie's Pretest Responses

Responder to Guest Card Survey	1	2	3	4	5
Background	clear	clear	clear	clear	clearn
Question 1:	clear	clear	clear		
a. change any to "all"				1	1
Question 2:					
a. reword:					
How important is it to you to have an				1	
Question 3:	clear	clear	clear	clear	clear
Question 4:	clear	clear	clear	clear	clear
Question 5:	Clear	clear	Clear	Clear	Clear
Question 6:	Not Clear	Clear	Not clear		Not clear
a. Part of question: (this excludes residents of Quail Creek, Sahuarita , Amado, and Tubac, as guests of GVR members;; suggestion: this currently excludes residents of Quail Creek, sahuarita, Amado,	Not Clear		:what does this mean"		
Question 7: Not a problem wih question but wording of choices					
1. Choice 1:	clear				
2, Chocie 2:	Clear				
3.: Choice 3	Not clear on word				
4. Choice 4					
Demographic questions:					
No concerns on question 8-11:					
Question 12:	Not Clear	Clear	Clear	not clear	clear
1. reword to take the word "out" and change "housing to Property" so it would read: Within Green Valley, do you rent your home or own additional property that you				1	

Ed Knop Pretest Responses:

Summary Notes on My Guest Pass Survey Pretests, 6/10-11/2025, Ed K.

Five pretests were done, two with me present to answer questions and note comments during the administration, three done without interruption but with instructions to make notes while taking the form for discussion at completion. Time required for the last three before discussion was from about three to five minutes. Incentives for participation included adult beverages, snacks, and subsequent friendly conversation—perhaps contributing to some very relaxed comments, some reflected in the following reactions.

Comments on the Introduction paragraphs are saved for later. Capitalized notes following indicate revised wording, not final formatting, except when originally capitalized. (Sorry, I don't know how to do much fancy stuff with Word, this is the best I can do.),

Q 1: Add "...regarding your RECENT PURCHASE of guest passes." And, "I HAVE PURCHASED ANNUAL Guest Passes but not every year."

Q 2: OK

Q 3: Some confusion here. "...remain reserved for" led two to ask whether this means no, non-members in classes, at shows, for tournament use, etc. Another thought "reserved" suggested reservations, and thought it would be clearer to say "...GVR facilities ARE ONLY AVAILABLE TO [or, BE USED ONLY] by...."

Q 4: OK

Q 5: "unaccompanied guests" was unclear to three. Maybe "...about GUESTS USING GVR FACILITIES WITHOUT THEIR HOST MEMBER PRESENT."

Q 6: OK

Q 7: This is probably the most important question for our purposes, and I'm not sure what we intend. One issue is what we mean by "...support", which can vary in degree from determined will to passive acceptance—that is "...would you ADVOCATE [or, FIND ACCEPTABLE (or, BE COMFORTABLE WITH)]". Given the number of choices that follow, I would favor the more passive interpretation so more options would likely be indicated as acceptable rather than encouraging their main preference(s). Related, we should emphasize CHECK ALL, and, if the same formatting applies to Survey Monkey, we should note that the choices continue on the next page—one of my folks said we forgot the question for the answers given (perhaps the adult beverages at work).

As for the specific items, the first is another issue. It seems a bit strong as the first option, with "eliminating" suggesting rather drastic action with a negative or punitive tone. Perhaps "REPLACE the current...." Or, maybe better, keep a positive tone with "KEEP the current...."

Second item, parenthetical phrase, reword to "*would allow UNATTENDED guests based on NUMBER OF REMAINING punches.*"

Remaining parts of this question are OK.

A note here about the **Introduction paragraphs** is relevant. At the conclusion of the pretrial I asked specifically: "do you have any thoughts about the introduction to the questions--that is, was it clear, enough information, anything?" Four of the five takers admitted some version of: "I'm not sure, I just kind of skimmed it. Just a minute...." and went back to re-read it. Two of those then went back to the form and made some modifications to original answers for Q 7. Otherwise, no one indicated any problem with the introduction paragraphs.

Re: For analysis questions:

Lets drop Q 8. No one knew their number and would have to go and look it up; two kept their card in the car/golfcart, one "in my purse, which I can never find." I'm suspecting that this item may discourage completion and submission of questionnaires for many, and possibly be of anonymity concerns for those who registered a stronger complaint on the topic. It really is not really important for us anyway.

Q 9: Most of my five had to work at figuring exact years a member; asking ABOUT how many..., or APPROXIMATELY how many.... might be better.

There is another issue with Qs 9, 10, 11. Survey Monkey data analysis tools do not facilitate cross-tabulation of open-ended answers with categorical [checked box] answers, seriously limiting analysis options. For each/most of these it would be better for us, and easier for respondents, to have categories to check, even if quite general. For instance...

Q 9: [categories] __ 4 or less; __ 5-9; __10-14; __15 or more

Re: Q 12, a better placement of it would be immediately after current Q 9. Otherwise it is OK as worded.

Q 10: Some confusion here re: whether we mean center location(s) or type of facilities (pools, fitness centers, meeting rooms), or some combination (DH pool, wood shop). And by "most often" do we mean one main thing or several differing but often-used facilities. This Q will probably need to be left open-ended but be clarified and differentiated from the meaning of Q 11. Perhaps the physical center(s) used "fairly often (can be several)" would be best.

Q 11: As above, meaning and specificity of response as well as open-endedness is at issue. I'd suggest we solve them all here by several general categories of activity types. For instance:

"Which of these types of GVR activities do you use/participate in sometimes?" (can be more than one)
__ Competitive sports (tennis, bocce ball, etc.)
__ Pool/Spa activities (swimming, pool exercises, etc.)
__ Fitness room exercises
__ Creative and learning club activities (wood shop, computer club, etc.)
__ Socializing, relaxation, entertainment activities (card clubs, Minnesota Club, Amigas, etc.)
__ Other _____

Q 13: "Any additional comments about guest passes?" _____ ->

THANK YOU!

Betsy Walton Pre-Test Responses:

I pretested the survey with 6 people. Below is a summary of the collective comments in order of the most to least number of comments:

- Question 6 is confusing to everyone. Wording suggestions given were:
 - o Change the parenthesis to read "(for example, residents of Quail Creek, Sahuarita, Amado and Tubac are not considered GVR guests under current policy.)"
 - o Reword it to say "How strongly do you feel about keeping the 20 mile rule which says non-members within a 20 miles radius of Green Valley are not eligible to use a guest pass?"
- Question 7 - two said the list is too long.
- Two questioned why questions 3, 4, and 5 were asked because they said they assume everyone would want enforcement and think guest pass misuse is an issue. When I responded they are intended to get information on the magnitude and scope of the issue, they seemed ok with them.
- In the first sentence of the Background, one suggested instead of saying "looking out for..." better wording might be "caring for" or "minding".
- One commented that asking for the GVR member number in question 8 and then asking if you rent to others in question 12 could make some not respond because it could be seen as trying to get information needed to monitor those who rent out homes and their use of guest cards. One had read Kathi's newsletter and done some research before he took the survey. He gave me the following written feedback:

Suggested language for the introduction or background:

Guests are defined as temporary visitors of GVR members. Under current policy guests must reside outside a 20 mile distance from GVR boundaries. Members may purchase an Annual guest pass for \$80, not assigned to any particular guest, which allows up to 4 eligible guests access to GVR facilities.

In recent years staff have seen a significant increase in annual guest pass misuse. Specifically there have been _____ instances of _____. As well as _____ instances of _____. This is considered a problem by _____ because _____.

My 2 cents:

I just recently heard about the 20 mile restrictions. I think this will be true for many folks getting the survey and might be a bigger issue than annual pass policies. To be accurate, I think "While GVR supports and encourages its members to share GVR amenities with their family and friends" should be left out or changed to "While GVR supports and encourages its members to share GVR amenities with their family and friends as long as they live an inconveniently long way away".

I understand one stated reason for the policy is "GVR facilities are funded by member dues and should not be available to everyone in the general area on a regular basis". I agree and they would not be even if the 20 mile restriction was dropped. There are about 43,000 people in the general area. It would require 10,750 guest passes (at \$860,000) for "everyone in the general area" to use the facilities on a regular basis.

I understand there are hypothetical concerns that a dishonest home buyer could choose to buy a non-GVR property and then find a dishonest member to buy a guest pass for them. Dishonest people are going to find a way regardless of policy. The incentive to buy a GVR home is what a great outfit GVR is! Members, who pay their dues and purchase passes, should be able to provide guest passes to their nearby neighbors and friends to meet up at GVR centers as their guests.

What sense does it make:

-

- o ... that you can meet for Pickleball with a guest from Rio Rico, but not one from Tubac?

- o ...that you can't continue meeting up with an old friend to pool walk with once they move to La Posada?

- o ...that you can't invite a buddy who lives in an apartment to play billiards (unless his apartment is in South Tucson or Arivaca)?

The ability of 23,000 dues paying members to choose their guests from wherever they want shouldn't be dictated by overblown concerns about everyone in the general area using the facilities or speculation that someone sometime might not buy a GVR home because they might be able to find a dishonest member who might buy them an \$80 guest pass.

It sounds to me like addressing Guest Passes being used when Tenant passes should be used, might be a good place to start.

Again, these are all comments from those who took the survey pre-test.

Betsy

Kathi Bachelor Pretest Responses:

Underlined words should be in bold and underlined To give emphasis to the point!

Guest Pass Policy Survey Questionnaire

Background:

GVR is a private membership-based organization dedicated to supporting and looking out for the interests of its dues-paying members—currently about 13,800 households and 23,000 members. While GVR supports and encourages its members to share GVR amenities with their family and friends, GVR strives to strike a thoughtful balance between guest access and giving members priority, while fostering a welcoming, enjoyable, and safe environment for everyone.

Currently, members may purchase an **ANNUAL guest pass**, which is not assigned to any particular guest, and allows up to four eligible guests access to GVR facilities at any given time without being accompanied by the host member. Eligible guests are those who reside outside of 20 miles from the GVR boundary.

In recent years, staff have seen a significant increase in ANNUAL guest pass misuse and unauthorized facility access. An example of misuse is lending ANNUAL guest passes to non-eligible guests such as tenants or non-members who reside within 20 miles of the GVR boundary.

To address misuse, GVR is exploring adjustments to the guest pass policy aimed at preserving the integrity of membership privileges, and member and guest safety, while still allowing for responsible guest access. Help shape future decisions by sharing your thoughts in this short survey. Tallied results will be shared with the membership.

Background: *s/b in bold*

GVR is a private membership-based organization dedicated to supporting and looking out for the interests of its dues-paying members—currently about 13,800 households and 23,000 members. While GVR supports and encourages its members to share GVR



Green Valley Recreation, Inc.

Board Affairs Committee Meeting

Member Code of Conduct Changes in CPM 1.2.4

Prepared By: Nanci Moyo, Admin. Sup.

Meeting Date: June 23, 2025

Presented By: Scott Somers, CEO

Originating Committee / Department:

Administrative

Action Requested:

Recommend to Board Approval of Amendments to the CPM Member Code of Conduction Section.

Strategic Plan Goal:

GOAL 5: Provide sound, effective governance and leadership for the corporation

Background Justification:

In many cases, GVR's policy surrounding suspension for conduct has left staff with questions. For example, there is limited information included to define minor versus major offenses. We believe this is an opportunity for GVR to better define expectations and outcomes. Staff reviewed the Code of Conduct and suspension policies for nearly a dozen similar communities/organizations. Most of these communities/organizations had well defined Codes of Conduct and complete processes outlining when and how suspensions will occur. Additionally, a majority of the organizations utilize a committee to hear/review violations and determine if any corrective action needs to occur.

At the March 11, 2025, BAC meeting the consensus was to make the changes seen in the attached redlined policy which addresses changes to limit the subjectivity of a minor vs major code violations, and provide for clearer definitions and practices.

Committee Options:

- 1) Recommend to the Board changes to the CPM Member Code of Conduct as drafted.
- 2) Recommend to the Board changes to the CPM Member Code of Conduct with amendments.

Staff Recommendation:

Option #1

Recommended Motion:

I move to recommend to the Board changes to the CPM Member Code of Conduct as presented.

Attachments:

- 1) Proposed CPM Redline and Clean Revisions for Code of Conduct

Proposed CPM Revisions

1.2.4 Code of Conduct

- A. It is the policy of GVR to treat all people with dignity, respect and equality regardless of age, race, color, ancestry, country of origin, disability, ethnicity, marital status, family status, veteran status, gender, religion, sexual orientation or gender identity.
1. Users of GVR facilities are required to comply with GVR published rules and regulations.
 2. ~~Members, tenants, and guests are required to carry their GVR ID or pass with them at all times and are required to-~~ Present their card upon request from GVR staff or volunteers.
 3. Users are expected to show common courtesy to employees, Directors, volunteers and other members and guests.
 4. ~~Users shall refrain from using offensive language and behavior. Users shall not use~~ Using loud, profane, indecent or abusive language or make any physical abuse, threat, harassment or any other such action against anyone, including staff.
 5. ~~Consumption of alcoholic beverages to the point where your behavior becomes offensive or dangerous to yourself or others will not be tolerated. You are expected to leave the premises peacefully when requested to do so.~~
 6. ~~Defacing, damaging, or removing GVR property is not acceptable.~~
 7. ~~Members shall not violate or aid in the violation of Board Policies and the Bylaws regarding guests.~~
 8. ~~Members will be held~~ are responsible for the conduct of their guests.
 9. ~~Any person refusing to comply with the Code of Conduct and other policies and rules of the organization may be asked to leave GVR property. A member or guest who is asked to leave GVR property is expected to leave peacefully and immediately. For lack of compliance, GVR staff is authorized to contact the Sherriff's Department to report any person for trespass.~~
 10. Violation of the above codes of conduct may result in a member having his/her rights and privileges suspended, as well as those of their guests or tenants.

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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 or available on GVR website.
- A-B. The CEO or designee ~~has~~ shall have the authority to determine if a violation is major or minor and is authorized to immediately deny any individual access to facilities for a period of up to ten (10) days.
1. Minor Violations include, but are not limited to, a member knowingly aiding or abetting unauthorized persons to use GVR facilities, not presenting a valid member card or pass upon request, failure to show common courtesy to fellow members, directors, and staff, such as using loud, profane, indecent, or abusive language. Repeated Minor Violations, such as misuse of member card or guest pass may result in violation being elevated to Major Violation.

2. Major Violations include, but are not limited to, violating or aiding in the violation of any law, physical abuse, threat, or harassment, and defacing or damaging GVR property.
- ~~B.C.~~ The CEO or designee 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 a violation of any law, physical confrontation, or 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.D.~~ Minor Incidents-Violation- 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.E.~~ Major Incidents-Violation – The CEO or designee shall take immediate action and personally handles 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.F.~~ 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.

Proposed CPM Revisions

1.2.4 Code of Conduct

- A. It is the policy of GVR to treat all people with dignity, respect and equality regardless of age, race, color, ancestry, country of origin, disability, ethnicity, marital status, family status, veteran status, gender, religion, sexual orientation or gender identity.
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 3. Users are expected to show common courtesy to employees, Directors, volunteers and other members and guests.
 4. Users shall not use loud, profane, indecent or abusive language or make any physical abuse, threat, harassment or any other such action against anyone, including staff.
 5. Consumption of alcoholic beverages to the point where your behavior becomes offensive or dangerous to yourself or others will not be tolerated. You are expected to leave the premises peacefully when requested to do so.
 6. Defacing, damaging, or removing GVR property is not acceptable.
 7. Members shall not violate or aid in the violation of Board Policies and the Bylaws regarding guests.
 8. Members will be held responsible for the conduct of their guests.
 9. Any person refusing to comply with the Code of Conduct and other policies and rules of the organization may be asked to leave GVR property. A member or guest who is asked to leave GVR property is expected to leave peacefully and immediately. For lack of compliance, GVR staff is authorized to contact the Sheriff's Department to report any person for trespass.
 10. Violation of the above codes of conduct may result in a member having his/her rights and privileges suspended, as well as those of their guests or tenants.

1.3.2 Suspension for Conduct

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- B. The CEO or designee shall have the authority to determine if a violation is major or minor and is authorized to immediately deny any individual access to facilities for a period of up to ten (10) days.
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- C. Minor Violation- Upon receipt of a complaint from a GVR Member or staff, the CEO or designee will investigate the complaint as follows:
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- D. Major Violation – The CEO or designee shall take immediate action and personally handles the situation as follows:
1. Contact the Board President immediately.
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 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.
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