

MEMORANDUM

Date: July 10, 2020
To: Tim O'Keefe, CEO
From: Jeff Matheson, Director of Resident Services
Re: Level of Service Review

Some members of the GRF Board of Directors have asked for an analysis of the staffing and programs impacted by restrictions related to the current Health Orders. Following is a review of each of the Resident Service Departments. It is vital to note that employees in all departments are now working at least part time hours. Some hours are within their normal job description while other hours may be assisting with other departments and functional areas. Many departments have accepted the challenge to greatly adapt the services they provide.

The value of Rossmoor is in the programs, services, and amenities. The Golden Rain Foundation is not a public agency nor is it a private for profit company. GRF is a service organization that is funded through member assessments. Cutbacks to staffing levels or programs impacts the level of service that residents, who for the most part are retired, have paid for, and wish to enjoy. Residents may not have access to all the amenities they enjoyed pre-Covid, but they do have access to many and to many new or reimagined programs and services. The staff remains committed to providing services as health orders permit and introducing new services to adapt to the new operating environment.

Recreation Department (2020 budget, \$13.77/manor/month):

The Recreation Department currently consists of 11.5 full and part time staff including the Director of Resident Services. The "normal" programs and services of this department have been greatly impacted by closures and restrictions. Areas such as excursions, room reservations, classes, and traditions concerts/performances have been significantly restricted.

The Recreation staff has worked very hard to reimagine programs and provide service to the community by supporting other departments. Programs include the development of Recreation Live on YouTube, Leisure articles in the Rossmoor News, virtual concerts on channel 28, drive in movies (coming soon), coordination of the Farmers Market, Shred Days, Friday Lunch, meal pick-ups, and more. Assistance to other departments includes newspaper delivery, assisting the Aquatics Department with pool monitors and reservation assistance, reviewing articles for the RN, and assisting with programming for Channel 28. Based on the County Department of Health Roadmap to Reopening it is anticipated that small groups outside a social bubble may be allowed, indoor gatherings with restrictions, Peacock Hall with restrictions, outdoor larger gatherings, studios, table tennis, and billiards will be allowed to open. If just these small steps are accomplished the Recreation Department will be able to show movies in Peacock Hall, coordinate facility rentals for clubs and residents in smaller numbers, offer classes and

entertainment to smaller numbers, implement Mobile Recreation, and offer outdoor concerts and movies. These additional activities will require the full complement of staffing.

Attachment:

- Pre-Covid level of service vs current level of service as of July 22nd vs anticipated level of service based on County Road Map to Reopening.

Custodial Department (2020 budget, \$20.04/manner/month)

The Custodial Department is allocated 14 full time union positions and one full time supervisor. The department currently has one vacancy. The remaining 13 staff cover two shifts per day, seven days per week. During the first month of the restrictions the department took advantage of the closure and completed many deep cleaning projects.

The department provides a critical function in maintaining the facilities and workspace environments. Sanitation efforts are greatly increased at each open facility. Based on the County Roadmap to Reopening, it is anticipated that the Fitness Center, clubhouse facilities, table tennis, Peacock Hall, and studios will be permitted to open with restrictions. Even though attendance numbers will be significantly restricted and room set-ups will be for smaller gatherings, the increased need for sanitizing will be more time consuming. If these facilities even partially open there will be a need for all custodial positions to be filled.

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Bus Transportation (2020 budget, \$15.27/manor/month):

The Bus Transportation Department provides a critical service and has operated throughout the closures. The department has significantly modified the service and has slowly added service as more facilities have been permitted to open. The department is allocated 11.5 FTE positions. This includes 10 drivers, one part time dispatcher, and a Foreman Driver. Currently the department has the equivalent of two 32 hour per week vacancies. Under the current restrictions the department is offering Dial A Bus service only. Service is offered seven days per week from 9:00 a.m.- 5:00 p.m. In August, the Department plans to expand to bring back early morning service and service till 7:00 p.m. with one bus. The current rules permit a maximum of four passengers on the bus at any given time. This is based on closing seats to allow for six feet of social distancing. The proposed schedule for August includes provisions for downtown service that is funded through the Measure J grant. Other service stops will include the Rossmoor shopping center, restaurants, doctors' offices, Rossmoor facilities such as Creekside for golf, pools, etc. In service buses will range from 1 to 3 depending on the peak hours. For the last two weeks the service has averaged 320 rides per week. The department plans to leave the existing vacant position(s) open. Should additional facilities such as the Fitness Center and Peacock Hall open, additional service may be justified.

Attachment:

- Pre-Covid level of service vs proposed level of service effective August 1st vs level vs service with facility openings

Fitness (2020 budget \$10.28/manor/month):

The fitness center is the most used facility in Rossmoor. The closure of the facility has had a tremendous impact on the community and staff. The staff of the Fitness Center in the adopted 2020 budget include 7.23 FTE trainers, 3.0 FTE Front Desk staff, and 2.6 FTE staff contracted through Active Wellness. Effective 8/1/20, three part time GRF staff positions will be vacant. Changes have also been authorized to the Active Wellness agreement. The staffing allocation has increased from 2.6 to 3.0 however the Fitness Lead position will be responsible for the administration of the UC Davis grant and be funded from the grant proceeds that were not included in the adopted 2020 budget.

The training staff has worked very hard to stay engaged with the community. The staff has been producing stay-at-home fitness videos, a weekly newsletter, conducting zoom workout sessions with residents, and calling residents to check in and provide fitness advice. The front desk staff has begun to assist the Aquatics Department as facility monitors.

It was anticipated the facility would open in early July based on the County guidance. The facility was prepared, a reservation system programmed, and staff trained on new protocols. The facility and staff remain ready to open as soon as permitted. Until opening is permitted the staff will continue the current activities as well as begin live stream group fitness classes from the facility. The Fitness Lead will begin work on the UC Davis grant along with some other training staff. The front desk staff will assist with pool reservations and check in/deck monitors as required for pool operations. The Fitness Staff has been conducting training appointments over Zoom free of charge. Staff proposes to begin charging normal training rates beginning in August with the start of live stream group fitness classes. Short phone check-ins will still be offered free of charge. Resuming paid training will generate some additional revenue.

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Aquatics (2020 budget \$9.18/manor/month):

The Aquatics Department is now fully operational. All pools are open. Full and part time guards are working, and guards classified as part time on call have been added to the schedule. The current Health Orders require a "facility monitor" to make sure rules are being followed. In addition, a reservation system has been put into place based on restricted attendance at each pool. Staff from the fitness center front desk and from Recreation have been assisting as monitors and with reservations.

Golf Operations (2020 budget \$17.46/manor/month):

Golf has now resumed operations in a phased approach. Phase one included twosomes only with individual carts and no guest play and no lessons or tournaments. The current phase allows foursomes with individual carts and permits guest play, lessons, and modified tournaments. Revenue for golf was significantly impacted during the closure however play is very strong now and it is anticipated that revenue for rounds of golf will mostly recover. Revenue from tournaments, lessons, non-resident play, and merchandise, will still be impacted. The golf maintenance staff has worked throughout the restrictions in order to maintain the courses. The maintenance staff does have one full time vacancy that will remain unfilled for the remainder of 2020. The pro shop staff is working normal hours.

Counseling Services (2020 budget \$5.43/manor/month):

Counseling Services consists of two full time licensed clinicians, 1 full time licensed manager, and 1 full time administrative assistant. The staff has been working remotely for the majority of their time. They continue to offer counseling services, referrals, small group sessions, speaker series, and coordination with the Rossmoor Fund. All staff is working full time hours.

Vehicle Maintenance (2020 Budget \$4.78/manor/month):

The Vehicle Maintenance Department has continued to operate during the restrictions from the Health Orders. The department consists of the Compliance Manager, a Foreman, and an Equipment Mechanic. When Transportation was restricted, golf closed, and landscape restricted, the two mechanics rotated days. With Transportation expanding, golf in full operation and landscape in full operation the two mechanics are back to working full time. The Compliance Manager has continued to work full time throughout.

Recreation

Recreation Staff	Budget 2020 Pre-Covid	Current Level of Service Providing as of July 22, 2020	Service Level if Small Gatherings Are Permitted. (Indoor/Outdoor)
<p>Excursion Coordinator Full Time 40 Hrs.</p>	<p>Position duties include: Planning a variety of local day trip excursions and extended trips. Local trips range from museum tours, theatre shows, baseball/basketball games, boat tours, garden tours, etc. Extended trips ranged from domestic travel within the United States and international travel. Maintaining detailed accounting of revenue & expenses. Assisted with planning community special events. Taught several culturally based recreation classes. Cross trained in Room Reservations and Front Desk.</p> <p>Budgeted Annual Revenue: \$250,000 Budgeted Annual Expenses: \$185,000</p>	<ul style="list-style-type: none"> -Provides online content for the Recreation Live You Tube Channel. This includes weekly “Travel Adventures” content and special contests/programs. -Provide weekly travel articles to the Rossmoor News. -Process daily accounting & submit reports. -Support current on site events sponsored by the Recreation Department. (Farmers Mkt, Shred Day, Pool Check in, Drive-Ins.) -Cover Front Desk phones as needed. 	<ul style="list-style-type: none"> - Program Coordinator for new “Mobile Rec” program which provides Recreation activities to specific entries. -Continued online weekly content for Recreation Live YouTube Channel, “Travel Adventures” & Rossmoor News. -Travel Presentations with small groups. -Process daily accounting & submit reports. - Support current on site events sponsored by the Recreation Department. (Farmers Mkt, Shred Day, Pool Check in, Drive-Ins.)
<p>Special Events Coordinator II Full Time 40 Hrs.</p>	<p>Position duties include: Planning a variety of weekly and monthly special events. These included concerts, comedy shows, dances, movies, free events, and large-scale community events. Maintaining detailed accounting of revenue & expenses. Serves as back up for daily accounting reports. Cross trained in Room Reservations & Front Desk.</p> <p>Budgeted Annual Revenue: \$200,000 Budgeted Annual Expenses: \$160,000</p>	<ul style="list-style-type: none"> -Provides online content for the Recreation Live You Tube Channel. This includes weekly content and special contests/programs. -Provide weekly entertainment articles to the Rossmoor News featuring interviews with musicians & local artists. -Produces Virtual Concerts & Drive in Movies. -Supports Recreation on site events. 	<ul style="list-style-type: none"> -Outdoor Concerts (Limited capacity per. county & state guidelines) -Adapt Special Events/programming to include components (food, interaction etc.) -Small indoor presentations/events. (Limited capacity per. county & state guidelines.) -Begin showing movies in Peacock Hall at limited capacity. -Continue providing Recreation LIVE content.

Recreation Staff	Budget 2020 Pre-Covid	Current Level of Service Providing as of July 22, 2020	Service Level if Small Gatherings Are Permitted. (Indoor/Outdoor)
<p>Program/Activities Coordinator Full Time 40 Hrs.</p>	<p>Position duties include: Planning, teach, and schedule a variety of Recreation Classes. Classes included: Cooking, Smart Phone, Painting, Music, Asian Art Museum, Tarot, etc. Coordinate Telecare Program, which provides wellness check 365 days a year to 35+ Rossmoor Residents. Supervise & coordinate the Friday Lunch Program. This program serves 100 resident's hot meals each week. Planned 4 Intergenerational events for residents & family. Assisted in planning of Special Events for the community. Cross trained in Room Reservations and Front Desk.</p>	<ul style="list-style-type: none"> -Provides online content for the Recreation Live You Tube Channel, this includes a variety of classes. -Provide weekly Craft/Recreation Class articles to the Rossmoor News. -Support current on site events sponsored by the Recreation Department. (Pool, Drive in Movies, Farmers Mkt) -Coordinates Telecare Program, which provides daily wellness check calls to 37+ per. day, to Rossmoor Residents. - Coordinate Friday Lunch Program Meal Pick Ups. (Curbside) 80 residents served. 	<ul style="list-style-type: none"> - Conduct Recreation Classes in smaller sessions of 10. (Will offer 2 sessions of each class.) - Adapt Friday Lunch Program/reduce capacity in room, per. county guidelines. Offer some in dining inside/outside. Limit capacity. -Support and participate in "Mobile Rec" by teaching classes, providing games and various activities. - Continue providing online weekly classes for Recreation Live You Tube Channel. - Support Recreation on site events.
<p>Room Reservation Coordinator Full Time 40 Hrs.</p>	<p>Position duties include: Process Room Reservations for clubs/organizations and private residents. Provide guidance & expertise when advising clubs, private residents and GRF staff on room set up and tech needs. Coordinate set ups, tech time and daily sketches that are distributed to custodial staff for room set up. Complete annual club booking process for clubs each fall. Process all payment & billing for clubs & private residents. Cross trained as back up for Front Desk.</p> <p>Budgeted Annual Revenue: \$165,000</p>	<ul style="list-style-type: none"> -Cancel and provide refunds to private resident & club bookings that have been impacted by SIP. (Via phone & email) -Rebook club/private events that were cancelled for fall or early 2021. -Creating new floorplans/room set ups as County orders continue to evolve. (Church, Picnics, Club events etc.) -Review & update Clubhouse Rules & Information for the website. -Support Recreation on site events. 	<ul style="list-style-type: none"> -In office appointments for clubs to complete annual bookings. (Zoom also an option) -In office appointments for private residents to book rooms and do room sketches. -Continuous adjusting of club set ups as guidelines change/loosen. (Increase in room capacity per. county guidelines.) -Produce updated daily sketches for Custodial staff and Application Support Specialists. - Process payment & billing for all bookings. - Support Recreation on site events.

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<p>Application Support Specialist II Full Time 40 Hrs.</p>	<p>Position duties include: Manages all of the software programs for Recreation, Fitness and Golf. This includes recommendations for selection, implementation, and staff training. Provide Tech Support for large scale Recreation, Club and GRF events/meetings. Create web-based tutorial videos for residents to have on-demand resources. Cross trained on Ch.28 Video recording equipment and Front Desk.</p>	<ul style="list-style-type: none"> -Developed/manages YouTube Live channel platform for Rec, Golf, Fitness. -Coordinates tech needs for Virtual Concert Broadcasts and Drive in Movies. -Provide support to the Rossmoor News. (Assist with website uploads for depts.) -Continue to work on Resident Portal. -Support Golf with new software rollout. This includes onsite support and training for staff. -Support current on site events sponsored by the Recreation Department (Farmer’s Market, Shred Day etc.) 	<ul style="list-style-type: none"> -Provide tech support to Recreation, Club and GRF events/meetings as restriction loosen, allowing for indoor/outdoor events. - Continue to manage Recreation LIVE YouTube Channel. -Continue to provide support to the Rossmoor News (Assist with website document uploads.) -Continue Online Resident Portal Project. -Support Onsite Recreation Events as needed. (Farmers Market, Mobile Rec., Community Events etc.)
<p>Application Support Specialist I Full Time 40 Hrs.</p>	<p>Position duties include: Fulfills Audio Visual needs for Rossmoor Clubs, Recreation, GRF meetings/events, from setup to teardown. Ensured the technology aspects of a show/event were running smoothly. Provide communication to club, private residents and GRF staff prior to event to review all tech needs for show. Maintain AV equipment inventory for clubhouses. Crossed trained to deliver internal mail to departments. Trained on Mind Body Software, to assist Fitness/Aquatics.</p>	<ul style="list-style-type: none"> -Provides online content for the Recreation Live You Tube Channel. This includes weekly “Tech Time with Jerold.” -Assists with sound/lighting for Virtual Concerts & Drive In movies. -Provide one on one support to residents who request assistance using tech apps to stay connected to family & friends. -Serve as back up for Rossmoor internal Mail Clerk position. -Assists Aquatics with pool reservations. 	<ul style="list-style-type: none"> -Provide tech support to Recreation, Club and GRF events/meetings as restriction loosen, allowing for indoor/outdoor events. -Continue to support Aquatics, with reservations/pool check in. -Provide tech support for “Mobile Rec” program. Serve as back up for Rossmoor internal Mail clerk position -Support current on site events sponsored by the Recreation Department.

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<p>Recreation Assistant II Part Time 32 Hrs.</p>	<p>Position duties include: Provide support to Room Reservations functions. Duties included but not limited to processing room bookings for private residents & clubs, processing payment, submitting daily Room Reservation Master Schedules to Security Gate, MOD, Creekside Grill and Administration Front Desk. Assist with producing daily set up sketches for Custodial Staff. Position oversees AARP Driving Program & community classified Ads. Cross trained as back up for the Front Desk.</p>	<ul style="list-style-type: none"> -Processes cancellations & refund for clubs & private resident bookings that have been impacted by SIP. (Via phone & email.) -Provide weekly Recreation/human interest articles to the Rossmoor News featuring spotlight on "Extraordinary Residents." And various interactive articles/contest. (Patio Contest & "Rossmoor celebrations") -Assembling New Resident Orientation Binders to be distributed. -Support current on site events sponsored by the Recreation Department (Farmer's Market, Shred Day, Drive In movies.) 	<ul style="list-style-type: none"> -In office appointments for small clubs to complete annual bookings. -In office appointments for private residents to book rooms and do room sketches. -Continuous adjusting of club set ups as guidelines change/loosen. -Submit weekly Room Reservation Master Schedule to various departments. -Reinstate AARP Safe Driving Program Classes. (Smaller class size, to meet guidelines.) -Resume classified ad posting for residents. (Ads can be dropped off in person or emailed.) -Continued contribution of Recreation/Human interest articles to the Rossmoor news.
<p>Recreation Assistant I Full Time 40 Hrs.</p>	<p>Position duties include: Provides support to various Recreation programs such as concerts, community events, the Friday Lunch program, and Room Reservations. Responsible for all clubhouse dish and supply inventory. They also monitor evening and weekend club/ private events to make sure all Rossmoor guidelines are followed.</p>	<ul style="list-style-type: none"> -Pool reservation check in Wed-Sunday. - Support current on site events sponsored by the Recreation Department (Farmer's Market, Shred Day, Drive In movies.) -Assist Program & Activities Coordinator with Friday Lunch Program distribution of curbside meals. -Call Telecare participants and provide wellness checks, 	<ul style="list-style-type: none"> -Monitor Rossmoor club & private events, to ensure capacity and county guidelines are being followed. -Assist with set up and tear down of "Mobile Rec" events. -Assist Program & Activities Coordinator with Friday Lunch Program distribution of curbside meals. -Serve as event staff support for Recreation Events

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Senior Receptionist Full Time 40 Hrs.	Position duties include: Responsible for answering and directing all calls to various GRF departments. Process ticket sales for Special Events, Excursions and Classes. They provide check in and appointments for Recreation Staff. Provide New Resident Orientation binder review to all new residents. Order copier/office supplies as needed. Provided support for Recreation Sponsored events. Distributed books to residents provided by the Walnut Creek Library "Books to Go "Program.	-Answering & directing calls on site, on Mondays, Wednesday, and Fridays. -Assemble New Orientation Binders. -Call Telecare participants weekly. -Create online content for Recreation LIVE YouTube Channel, "Cathy's Corner."	- Front Desk staff to ensure all visitors/guests wear masks and maintain social distancing. -Front Desk staff to monitor number of residents permitted in offices at a time. (Per county guidelines.) Encourage residents to make appointments or conduct business via phone or email. -Distribute New Resident Binders. (Residents can schedule an appointment to pick up a binder.) -Distribute books provided by "Books to Go" Program. (If program has resumed.)
Receptionist Part Time 26 Hrs.	Position duties include: Responsible for answering and directing all calls to various GRF departments. Process ticket sales for Special Events, Excursions and Classes. They provide check in and appointments for Recreation Staff. Provide New Resident Orientation binder review to all new residents. Order copier/office supplies as needed. Provided support for Recreation Sponsored events. Distributed books to residents provided by the Walnut Creek Library "Books to Go "Program.	-Answering & directing calls on site, on Tuesdays, Wednesday, and Thursdays. -Assemble New Orientation Binders. -Call Telecare participants weekly.	-Front Desk staff to ensure all visitors/guests wear masks and maintain social distancing. -Front Desk staff to monitor number of residents permitted in offices at a time. (Per county guidelines.) Encourage residents to make appointments or conduct business via phone or email. -Distribute New Resident Binders. (Residents can schedule an appointment to pick up a binder.) -Distribute books provided by "Books to Go" Program. (If program has resumed.)

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<p>Application Support Specialist I</p> <p>Full Time 40 Hrs.</p>	<p>Position duties include: Fulfills Audio Visual needs for Rossmoor Clubs, Recreation, GRF meetings/events, from setup to teardown. Ensured the technology aspects of a show/event were running smoothly. Provide communication to club, private residents and GRF staff prior to event to review all tech needs for show. Maintain AV equipment inventory for clubhouses. Crossed trained to deliver internal mail to departments. Trained on Mind Body Software, to assist Fitness/Aquatics.</p>	<ul style="list-style-type: none"> -Provides online content for the Recreation Live You Tube Channel. This includes weekly “Tech Time with Jerold.” -Assists with Sound/Lighting for Virtual Concerts & Drive In movies. -Provide one on one support to residents who request assistance using tech apps to stay connected to family & friends. -Serve as back up for Rossmoor internal Mail Clerk position. -Assists Aquatics with Pool Reservations. 	<ul style="list-style-type: none"> -Provide Tech support to Recreation, Club and GRF events/meetings as restriction loosen, allowing for indoor/outdoor events. -Continue to support Aquatics, with Reservations/pool check in. -Provide tech support for “Mobile Rec” program. Serve as back up for Rossmoor internal Mail Clerk position -Support current on site events sponsored by the Recreation Department.

Recreation Staff	Budget 2020 Pre-Covid	Current Level of Service Providing as of July 22, 2020	Service Level if Small Gatherings Are Permitted. (Indoor/Outdoor)
<p>Recreation Assistant II Part Time 32 Hrs.</p>	<p>Position duties include: Provide support to Room Reservations functions. Duties included but, no limited to processing room bookings for private residents & clubs, processing payment, submitting daily Room Reservation Master Schedules to Security Gate, MOD, Creekside Grill and Administration Front Desk. Assist with producing daily set up sketches for Custodial Staff. Position oversees AARP Driving Program & community classified Ads. Cross trained as back up for the Front Desk.</p>	<ul style="list-style-type: none"> -Processes cancellations & refund for clubs & private resident bookings that have been impacted by SIP. (Via phone & email.) -Provide weekly Recreation/Human Interest articles to the Rossmoor News featuring spotlight on "Extraordinary Residents." And various interactive articles/contest. (Patio Contest & "Rossmoor celebrations") -Assembling New Resident Orientation Binders to be distributed. -Support current on site events sponsored by the Recreation Department (Farmer's Market, Shred Day, Drive In movies.) 	<ul style="list-style-type: none"> -In office appointments for small clubs to complete Annual Bookings. -In office appointments for Private Residents to book rooms and do room sketches. -Continuous adjusting of club set ups as guidelines change/loosen. -Submit weekly Room Reservation Master Schedule to various departments. -Reinstate AARP Safe Driving Program Classes. (Smaller class size, to meet guidelines.) -Resume Classified AD Posting for residents. (Ads can be dropped off in person or emailed) -Continued contribution of Recreation/Human Interest articles to the Rossmoor News.
<p>Recreation Assistant I Full Time 40 Hrs.</p>	<p>Position duties include: Provides support to various Recreation programs such as concerts, community events, the Friday Lunch program, and Room Reservations. Responsible for all clubhouse dish and supply inventory. They also monitor evening and weekend club/ private events to make sure all Rossmoor guidelines are followed.</p>	<ul style="list-style-type: none"> -Pool reservation check in Wed-Sunday. - Support current on site events sponsored by the Recreation Department (Farmer's Market, Shred Day, Drive In movies.) -Assist Program & Activities Coordinator with Friday Lunch Program distribution of curbside meals. -Call Telecare participants and provide wellness checks, 	<ul style="list-style-type: none"> -Monitor Rossmoor Club & private events, to ensure capacity and county guidelines are being followed. -Assist with set up and tear down of "Mobile Rec" events. -Assist Program & Activities Coordinator with Friday Lunch Program distribution of curbside meals. -Serve as event staff support for Recreation Events

Recreation Staff	Budget 2020 Pre Covid	Current Level of Service Providing as of July 22, 2020	Service Level if small gatherings are permitted. (Indoor/Outdoor)
<p>Senior Receptionist Full Time 40 Hrs.</p>	<p>Position duties include: Responsible for answering and directing all calls to various GRF departments. Process ticket sales for Special Events, Excursions and Classes. They provide check in and appointments for Recreation Staff. Provide New Resident Orientation binder review to all new residents. Order copier/office supplies as needed. Provided support for Recreation Sponsored events. Distributed books to residents provided by the Walnut Creek Library "Books to Go" Program.</p>	<ul style="list-style-type: none"> -Answering & directing calls on site, on Mondays, Wednesday, and Fridays. -Assemble New Orientation Binders. -Call Telecare participants weekly. -Create online content for Recreation LIVE YouTube Channel, "Cathy's Corner." 	<ul style="list-style-type: none"> - Front Desk staff to ensure all visitors/guests wear masks and maintain social distancing. -Front Desk staff to monitor number of residents permitted in offices at a time. (Per. county guidelines.) Encourage residents to make appointments or conduct business via phone or email. -Distribute New Resident Binders. (Residents can schedule an appointment to pick up a binder.) -Distribute books provided by "Books to Go" Program. (If program has resumed.)
<p>Receptionist Part Time 26 Hrs.</p>	<p>Position duties include: Responsible for answering and directing all calls to various GRF departments. Process ticket sales for Special Events, Excursions and Classes. They provide check in and appointments for Recreation Staff. Provide New Resident Orientation binder review to all new residents. Order copier/office supplies as needed. Provided support for Recreation Sponsored events. Distributed books to residents provided by the Walnut Creek Library "Books to Go" Program.</p>	<ul style="list-style-type: none"> -Answering & directing calls on site, on Tuesdays, Wednesday, and Thursdays. -Assemble New Orientation Binders. -Call Telecare participants weekly. 	<ul style="list-style-type: none"> -Front Desk staff to ensure all visitors/guests wear masks and maintain social distancing. -Front Desk staff to monitor number of residents permitted in offices at a time. (Per. county guidelines.) Encourage residents to make appointments or conduct business via phone or email. -Distribute New Resident Binders. (Residents can schedule an appointment to pick up a binder.) -Distribute books provided by "Books to Go" Program. (If program has resumed.)

Custodial Department

Hillside	Total Rooms	Frequency	Cleaning	Type of flooring	SF
Restrooms	11	Daily	Mon-Sun	Tile	1,108
Pool Locker Rooms	2	Daily	Mon-Sun	Tile	733
Pine Room	1	Daily	Mon-Sun	Carpet	213
Diablo Room	3	Daily	Mon-Sun	Wood	3,523
Las Trampas Room	1	Daily	Mon-Sun	Wood	1,816
Vista Room	1	Daily	Mon-Sun	Wood	1,157
Vista Room Kitchen	1	Daily	Mon-Sun	Vinyl	214
Table Tennis	1	Daily	Mon-Sun	Rubberized	4,051
Diablo Kitchen	1	Daily	Mon-Sun	Tile	386
TOTAL					13,201
Dollar House					
Restrooms	5	Daily	Mon-Sun	Tile	361
Locker Rooms	2	Daily	Mon-Sun	Tile	1,905
Garden Room and Ivy Room	2	Daily	Mon-Sun	Carpet	498
First Floor	1	Daily	Mon-Sun	Wood	3,679
Second Floor	4	Daily	Mon-Sun	Carpet	2,032
Kitchen	1	Daily	Mon-Sun	Vinyl	252
TOTAL					8,727
Event Center					
Restrooms	6	Daily	Mon-Sun	Tile	1,122
Front Lobby, Echo Room	3	Daily	Mon-Sun	Carpet	2,277
Donner Room	3	Daily	Mon-Sun	Carpet	1,891
Tahoe Room	1	Daily	Mon-Sun	Carpet	1,000
Tahoe Room, dressing rooms	3	Daily	Mon-Sun	Wood	5,057
Performance Stage	1	Daily	Mon-Sun	Wood	1,892
Kitchen	1	Daily	Mon-Sun	Tile	976
TOTAL					14,215
Gateway					
Restrooms	8	Daily	Mon-Sun	Tile	1,651
Fireside Room	1	Daily	Mon-Sun	Carpet	4,673
Fireside Room	1	Daily	Mon-Sun	Wood	1,144
Peacock Hall	1	Daily	Mon-Sun	Carpet	2,352
Oak Room and Redwood Room	1	Daily	Mon-Sun	Carpet	5,630
Hallway	1	Daily	Mon-Sun	Tile	1,035

Custodial Department

Hillside	Total Rooms	Frequency	Cleaning	Type of flooring	SF
Gateway Library and Adminditrat	2	Daily	Mon-Fri	Carpet	7,687
Computer Lab	1	Daily	Mon-Fri	Tile	393
Billiards	1	Daily	Mon-Fri	Carpet	1,623
Employee Lounge	1	Daily	Mon-Sun	Tile	278
Fireside Kitchen	1	Daily	Mon-Sun	Tile	465
MPR 1 & 2	2	Daily	Mon-Sun	Carpet	1,139
MPR 3	1	Daily	Mon-Sun	Vinyl	577
Shops	5	Daily	Mon-Sun	Vinyl	6,974
TOTAL					35,621
Fitness Center					
Restrooms	5	Daily	Mon-Sun	Tile	486
Locker Rooms	2	Daily	Mon-Sun	Tile	2,165
Fitness Floor	1	Daily	Mon-Sun	Rubberized	9,281
Front Desk/Office	1	Daily	Mon-Sun	Carpet	727
Dance Studio, Aerobics, Serenity	3	Daily	Mon-Sun	Wood	5,331
Gymnasium	1	Daily	Mon-Sun	Wood	4,262
Employee Lounge	1	Daily	Mon-Sun	Wood	419
Intake Rooms	3	Daily	Mon-Sun	Wood	480
TOTAL					23,151
Creekside					
Restrooms	10	Daily	Mon-Sun	Tile	1,451
Fairway, Hallways, Mulligan/Bunk	4	Daily	Mon-Sun	Carpet	3,061
Securitas and News	2	Daily	Mon-Fri	Carpet	3,330
Clubroom	1	Daily	Mon-Sun	Wood	1,694
Golf Maintenance	1	Daily	Mon-Fri	Tile	993
Pro Shop	1	Daily	Mon-Fri	Carpet	1,290
TOTAL					11,819
MOD					
Restrooms	5	Daily	Mon-Fri	Vinyl	726
Office Space (entire building)	1	Daily	Mon-Fri	Carpet	10,200
Employee Lounge	1	Daily	Mon-Fri	Vinyl	553
Transportation	1	Daily	Mon-Fri	Vinyl	459
TOTAL					11,938

Custodial Department

Hours of Operation (Pre Covid Schedule) 13 full time and 1 temp help

Shift	Employee	Assignment	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Comments
Day	Employee 1	Tice Creek Fitness	7am-3:30pm	7am-3:30pm	OFF	OFF	7am-3:30pm	7am-3:30pm	7am-3:30pm	
Day	Employee 2	Gateway/Administration/MPR's	7am-3:30pm	7am-3:30pm	7am-3:30pm	7am-3:30pm	OFF	OFF	7am-3:30pm	
Day	Employee 3	Dollar house/Dollar locker room/Dollar park	6am-2:30pm	6am-2:30pm	6am-2:30pm	6am-2:30pm	6am-2:30pm	OFF	OFF	
Day	Employee 4	Creekside/Fitness/Gateway/cover sick and off days	OFF	7am-3:30pm	7am-3:30pm	7am-3:30pm	7am-3:30pm	7am-3:30pm	OFF	Day Foreman
Day	Employee 5	Creekside/T houses/cover Geoff, Enzo and Armando	7am-3:30pm	OFF	OFF	7am-3:30pm	7am-3:30pm	7am-3:30pm	7am-3:30pm	Acting Foreman
Day	Employee 6	Event Center	7am-3:30pm	7am-3:30pm	7am-3:30pm	7am-3:30pm	OFF	OFF	7am-3:30pm	
Day	Employee 7	Hillside/Sportsmens and Shady Glenn park	OFF	7am-3:30pm	7am-3:30pm	7am-3:30pm	7am-3:30pm	7am-3:30pm	OFF	
Night	Employee 8	Creekside/Peacock Hall	3pm-11:30pm	3pm-11:30pm	3pm-11:30pm	3pm-11:30pm	OFF	OFF	3pm-11:30pm	
Night	Employee 9	Gateway/Administration	3pm-11:30pm	OFF	OFF	3pm-11:30pm	3pm-11:30pm	3pm-11:30pm	3pm-11:30pm	
Night	Employee 10	MOD/Front Gate/TC Fitness	3pm-11:30pm	3pm-11:30pm	3pm-11:30pm	3pm-11:30pm	3pm-11:30pm	OFF	OFF	
Night	Employee 11	T houses/Event Center/TC fitness/cover sick and off days	3pm-11:30pm	3pm-11:30pm	3pm-11:30pm	3pm-11:30pm	OFF	OFF	3pm-11:30pm	Night Foreman
Night	Employee 12	T houses/cover Rigoberto, James, Charles	3pm-11:30pm	3pm-11:30pm	OFF	OFF	3pm-11:30pm	3pm-11:30pm	3pm-11:30pm	Acting Foreman
Night	Employee 13	Shops/Movies/TC Fitness	OFF	3pm-11:30pm	3pm-11:30pm	3pm-11:30pm	3pm-11:30pm	3pm-11:30pm	OFF	
Night	Employee 14	Hillside/Dollar/Parks	OFF	3pm-11:30pm	3pm-11:30pm	3pm-11:30pm	3pm-11:30pm	3pm-11:30pm	OFF	

Responsibilities of AV/Custodial Service (Pre Covid)

1. The AV/Custodial Service consists of three shifts (days, nights, and weekends - 365 days a year including holidays.)
Monday – Sunday 7:00 am – 11:30 pm
2. Custodial staff (day and night crew) is responsible for cleaning and sanitizing all operating areas. MOD, Creekside, Golf maintenance, News/CH28, Securitas/Front gate, Gateway, Event Center, Fitness Center, Tee houses, Dollar and Hillside clubhouse including locker rooms and restrooms. (Monday - Sunday 7:00am to 11:30pm)
3. The Custodian performs AV/Custodial duties in and around seven facilities; troubleshoots, performs minor repairs and responds to emergency calls for custodial and audio visual services; implements setup and takedown for a wide variety of Rossmoor community events (e.g. weddings, dances, private parties, memorials, concerts, meetings, etc.)

Custodial Department

4. All event set-ups at the clubhouses (tables, chairs, risers, furniture) and breakdown and for proper handling and storage of all equipment items. Special events 4th of July, etc
5. Set up, operate, maintain and repair equipment used to enhance live events, such as microphones, projectors, theatrical lighting and sound mixing equipment.
6. Custodial Service is also responsible for Picnic grounds and amenity areas (fitness center, pools, clubhouses, shops, movie theater, table tennis facility, outdoor picnic pavilion) of Rossmoor community are for the enjoyment of all
7. Tice creek locker rooms, pool deck restrooms/changing rooms, Fitness area, Dance studio, Aerobics studio, Serenity Room and Gymnasium. (These are the general areas which the custodial staff covers.) Spray locker rooms and showers with disinfectant, rinse off with water and dry. Wipe and clean all fitness equipment's in between users (daily)
8. Maintaining and keeping the benches, chairs, tables, and outdoor stage cleaned. Dollar and Hillside parks - Picnic tables are being power washed 3x per week. Daily trash pick-up and setting up A/V equipment for outdoor concerts in the parks and patios.
9. Responsible for showing the movies at the Peacock Hall Theater (days, nights, and weekends) 10am, 1pm, 4pm, 7pm and 9pm showings.
10. Custodial setups: 9004 (2019)
11. Provide quality floor cleaning (carpet, hardwood and tile)
12. Worked closely with employees and public to meet the custodial needs of the area (bathrooms, showers, floors, walls, carpets, tables/chairs, windows and common areas (maintain an environment that is sanitary, attractive, and in orderly condition) and resolves problems to ensure efficient and safe operations.
13. Service the restrooms for RGC at Rossmoor Garden (3x per week)
14. Provide help to other departments as needed.

Custodial Hours of Operation (Covid Schedule) 13 full time

Shift	Employee	Assignment	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Comments
Day	Employee 1	News/Securitas/Golf Maintenance/Upper restrooms	8am-2:30pm	8am-2:30pm	8am-2:30pm	8am-2:30pm	8am-2:30pm	OFF	OFF	Furlough pay 2 hours
Day	Employee 2	Gateway/Administration	8:30am-3pm	8:30am-3pm	8:30am-3pm	8:30am-3pm	8:30am-3pm	OFF	OFF	Furlough pay 2 hours
Day	Employee 3	MOD/Transportation bldg	7am-1:30pm	7am-1:30pm	7am-1:30pm	7am-1:30pm	7am-1:30pm	OFF	OFF	Furlough pay 2 hours
Day	Employee 4	Shift Foreman/cover sick calls	7am-1:30pm	7am-1:30pm	7am-1:30pm	7am-1:30pm	7am-1:30pm	OFF	OFF	Furlough pay 2 hours
Day	Employee 5	Special projects/backup person for Enzo	7am-1:30pm	8:30am-3pm	8:30am-3pm	7am-1:30pm	7am-1:30pm	OFF	OFF	Furlough pay 2 hours
Day	Employee 6	Acting foreman/Special projects/Backup person	8:30am-3pm	OFF	OFF	8:30am-3pm	8:30am-3pm	7am-1:30pm	8:30am-3pm	Furlough pay 2 hours
Day	Employee 7	Front gate/T houses/MPR restrooms (2x per day)	7am-1:30pm	7am-1:30pm	OFF	OFF	8:30am-3pm	8:30am-3pm	7am-1:30pm	Furlough pay 2 hours
Night	Employee 8	News/Securitas/Golf Maintenance/Upper restrooms	3pm-9:30pm	3pm-9:30pm	3pm-9:30pm	3pm-9:30pm	OFF	OFF	3pm-9:30pm	Furlough pay 2 hours
Night	Employee 9	Gateway/Administration	OFF	3pm-9:30pm	3pm-9:30pm	3pm-9:30pm	3pm-9:30pm	3pm-9:30pm	OFF	Furlough pay 2 hours
Night	Employee 10	MOD/Fitness	3pm-9:30pm	3pm-9:30pm	3pm-9:30pm	3pm-9:30pm	3pm-9:30pm	OFF	OFF	Furlough pay 2 hours
Night	Employee 11	Shift Foreman/cover sick calls and off days	3pm-9:30pm	3pm-9:30pm	3pm-9:30pm	3pm-9:30pm	OFF	OFF	3pm-9:30pm	Furlough pay 2 hours
Night	Employee 12	T houses/cover Rigoberto, James, Charles	3pm-9:30pm	3pm-9:30pm	OFF	OFF	3pm-9:30pm	3pm-9:30pm	3pm-9:30pm	Furlough pay 2 hours
Night	Employee 13	Front gate/T houses/MPR restrooms/Fitness	OFF	3pm-9:30pm	3pm-9:30pm	3pm-9:30pm	3pm-9:30pm	3pm-9:30pm	OFF	Furlough pay 2 hours

Responsibilities of AV/Custodial Service (Covid)

1. The AV/Custodial Service consists of three shifts (days, nights, and weekends - 365 days a year including holidays.) Monday – Sunday 7:00 am – 9:30 pm
2. Custodial staff (day and night crew) are continuously cleaning and sanitizing all operating areas. MOD, Creekside, Golf maintenance, News/CH28, Securitas/Front gate, Gateway, Fitness Center, Tee houses, Pro shop golf carts, Dollar and Hillside restrooms 3x per day (Monday - Sunday 7:00am to 9:30pm)
3. The Custodial performs minor repairs and responds to emergency calls for custodial and audio visual services; few special events for set-up and trouble shooting. Sanitize tables, chairs and all electronics after each event.
4. The Center for Disease Control (CDC) has reiterated the importance of increasing the number of times you clean and sanitize high traffic zones to help reduce the spread of COVID-19. These areas include: Gateway, MOD, Creekside, Fitness Center, T houses, MPR restrooms, Front gate. Clean and sanitize 3x per day.
5. Dollar and Hillside parks - Picnic tables are being power washed with disinfectant 3x per week.

6. All employee break rooms and restrooms (indoor and outdoor) are being sanitized 3x daily. Points of contact - door knobs, handles, faucets, sinks, countertops, fixtures, railings, etc. (throughout the day and after closing hours) check and refill soap and sanitizers dispensers daily as needed.

7. Setup and takedown farmers market, Friday lunch drive through, Thursday drive in movie and Café oasis curb side pickup.

8. Custodial staff is responsible for unlocking (7am) and locking (9pm) Hillside and Dog Park portable porta potty, MPR restrooms, buckeye restrooms, Dollar and Hillside park restrooms Monday - Sunday.

9. Check all automatic soap and sanitizer dispensers daily in all high traffic areas (Buckeye tennis courts, Pickleball courts, Lawn bowling, Bocce courts, and GRF offices. All high traffic areas such as Recreation Front desk, Fitness Center/front desk, Counseling Services/front desk, Mutual Operations, Public Safety/Securitas, Rossmoor News/front desk, Golf course pro shop have been supplied with alcohol based hand sanitizer stations.

10. Distribute PPE, refill chemicals, and wash all contaminated rags. Deliver clean rags to pool staff, pro shop and other locations as needed.

11. Work closely with employees to meet the custodial needs of the area (bathrooms, showers, floors, walls, carpets, tables/chairs, windows and common areas (maintain an environment that is sanitary, attractive, and in orderly condition) and resolve problems to ensure efficient and safe operations.

12. Service and sanitize the restrooms for RGC at Rossmoor Garden (1x per day)

13. The following is a list of special projects completed by the AV/custodial department during the Covid-19 shutdown. We also have unfinished work pending and is currently being worked on.

A. Deep cleaning of Art Studio, Lapidary, Hood shop, Ceramics and Sewing. Floors, windows, surfaces, etc. Spent a day in each studio.

B. Deep cleaned carpet in Fireside, Event Center, Creekside - Lobby and hallway. Washed all exterior/interior windows. Cleaned all window ledges and trims. Wiped and cleaned all surfaces and baseboards.

C. Removed all kitchen equipment's and deep scrubbed kitchen floor. Clean and disinfect all kitchen appliances.

D. Back dumpster area was power washed and cleaned thoroughly.

E. Tahoe Room stage painting, cleaned ceiling chandeliers, outdoor lighting fixtures, power washing outdoor patio areas.

F. Put away all outdoor tables and chairs to ensure social distancing.

Custodial Hours of Operation (Covid with minimal Schedule) 13 full time

Shift	Employee	Assignment	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Comments
Day	Employee 1	Tice Creek Fitness	7am-3:30pm	7am-3:30pm	OFF	OFF	7am-3:30pm	7am-3:30pm	7am-3:30pm	
Day	Employee 2	Gateway/Administration/MPR's	7am-3:30pm	7am-3:30pm	7am-3:30pm	7am-3:30pm	OFF	OFF	7am-3:30pm	
Day	Employee 3	Dollar house/Dollar locker room/Dollar park	6am-2:30pm	6am-2:30pm	6am-2:30pm	6am-2:30pm	6am-2:30pm	OFF	OFF	
Day	Employee 4	Creekside/Fitness/Gateway/cover sick and off days	OFF	7am-3:30pm	7am-3:30pm	7am-3:30pm	7am-3:30pm	7am-3:30pm	OFF	Day Foreman
Day	Employee 5	Creekside/T houses/cover Geoff, Enzo and Armando	7am-3:30pm	OFF	OFF	7am-3:30pm	7am-3:30pm	7am-3:30pm	7am-3:30pm	Acting Foreman
Day	Employee 6	Event Center/Front gate/T houses	7am-3:30pm	7am-3:30pm	7am-3:30pm	7am-3:30pm	OFF	OFF	7am-3:30pm	
Day	Employee 7	Hillside/Sportsmens and Shady Glenn park	OFF	7am-3:30pm	7am-3:30pm	7am-3:30pm	7am-3:30pm	7am-3:30pm	OFF	
Night	Employee 8	Creekside/Dollar house	3pm-11:30pm	3pm-11:30pm	3pm-11:30pm	3pm-11:30pm	OFF	OFF	3pm-11:30pm	
Night	Employee 9	Gateway/Administration/Peacock Hall	3pm-11:30pm	OFF	OFF	3pm-11:30pm	3pm-11:30pm	3pm-11:30pm	3pm-11:30pm	
Night	Employee 10	MOD/Front Gate/TC Fitness	3pm-11:30pm	3pm-11:30pm	3pm-11:30pm	3pm-11:30pm	3pm-11:30pm	OFF	OFF	
Night	Employee 11	T houses/Event Center/TC fitness/cover sick and off days	3pm-11:30pm	3pm-11:30pm	3pm-11:30pm	3pm-11:30pm	OFF	OFF	3pm-11:30pm	Night Foreman
Night	Employee 12	T houses/Hillside/parks, cover Rigoberto, James, Charles	3pm-11:30pm	3pm-11:30pm	OFF	OFF	3pm-11:30pm	3pm-11:30pm	3pm-11:30pm	Acting Foreman
Night	Employee 13	Shops/Movies/TC Fitness	OFF	3pm-11:30pm	3pm-11:30pm	3pm-11:30pm	3pm-11:30pm	3pm-11:30pm	OFF	

Responsibilities of AV/Custodial Service (with minimal opening)

1. The AV/Custodial Service consists of three shifts (days, nights, and weekends - 365 days a year including holidays.) Monday – Sunday 7:00 am – 11:30 pm
2. The Custodian performs AV/Custodial duties in and around seven facilities; troubleshoots, performs minor repairs and responds to emergency calls for custodial and audio visual services; implements setup and takedown for a wide variety of Rossmoor community events (e.g. weddings, dances, private parties, memorials, concerts, meetings, etc.)
3. All event set-ups at the clubhouses (tables, chairs, risers, furniture) and breakdown and for proper handling and storage of all equipment items.
4. Clean and sanitize tables and chairs before and after each event.
5. Set up, operate, maintain and repair equipment used to enhance live events, such as microphones, projectors, theatrical lighting and sound mixing equipment.
6. Sanitize all electronics, such as microphones, tablets, touch screens, keyboards, remote controls, mixing equipment after each event.

7. Custodial Service is also responsible for Picnic grounds and amenity areas (fitness center, pools, clubhouses, shops, movie theater, table tennis facility, outdoor picnic pavilion) of Rossmoor community are for the enjoyment of all residents. To ensure grounds and amenities are maintained in a safe and secure condition.
8. Responsible for showing the movies at the Peacock Hall Theater (days, nights, and weekends) 10am, 1pm, 4pm, 7pm and 9pm showings.
9. Continue to clean and sanitize picnic tables and chairs after each event. Place a full-time custodian in Fitness Center that monitors all the high usage machines and clean and sanitize as the unit becomes available. Use disinfectant fogging treatment before and after each movie showing. Clean and sanitize restrooms and high touched areas after each showing.
10. Maintaining and keeping the benches, chairs, tables, and outdoor stage cleaned. Daily trash pick-up and setting up A/V equipment for outdoor concerts in the parks and patios.
11. Provide quality floor cleaning (carpet, hardwood and tile) all clubhouses.
12. Work closely with employees and public to meet the custodial needs of the area (bathrooms, showers, floors, walls, carpets, tables/chairs, windows and common areas (maintain an environment that is sanitary, attractive, and in orderly condition) and resolve problems to ensure efficient and safe operations.
13. Continue to respond to all emergency calls for custodial services 7am - 11:30pm
14. Custodial staff (day and night crew) will continue to clean and sanitize all operating areas. MOD, Creekside, Golf maintenance, News/CH28, Securitas/Front gate, Gateway, Fitness Center, Tee houses, Pro shop golf carts, Dollar and Hillside clubhouse including locker rooms, all three parks (3x per day Monday - Sunday 7:00am to 11:30pm)
15. Continue to service and sanitize all outdoor restrooms (Golf tee houses, Parks, Garden Club, pro shop outdoor, and all outdoor restrooms at each clubhouse)

Tice Creek Fitness Center

Pre-Covid

Hours of operation	M-F: 6am-9pm S-S: 6am-6pm
Staffing Hours Trainers	328.75
Staffing Hours Front Desk	144
# of Personal Training Sessions	80 avg./wk
# Small Group Training Sessions	8 avg./wk
# of Fitness Orientations	51 avg./wk
# of Tice Staff Group Classes	41 avg./wk
# of Club Classes	57 avg./wk
# of IC Classes (independent contractors)	19 avg./wk

Tice Creek Fitness Center

July 2020 (current)

Stay at Home Fitness Videos	Videos are not being created weekly - staff has created 28 videos since the closure
# of Calls to Clients	As a team since April 1, we're averaging 156 phone call interactions/wk with residents, ranging from 30/wk for one trainer down to 5/wk for another, depending on clientele.
# Zoom Appointments	As a team since April 1, we're averaging 70 Zoom sessions/wk. However, this number has gradually increased since the closure, starting with around 20-30/wk to our current avg. of around 80/wk.
Continuing Education	We're assessing the status of making sure all staff maintains current personal training, group fitness, and CPR/AED certifications.
UC Davis Grant Program Prep	We're expecting to launch 2-3 Zoom classes/wk in collaboration with UC Davis's "The Good Life" program beginning in mid-August. We're also assessing the possibility of launching a weekly cooking demo, Prevent T2 Zoom meetings, and weekly or monthly group counseling in collaboration with UC Davis and their program.
LiveStream Class Schedule	We're planning to launch approximately 10 livestream classes beginning in early to mid-August, separate from the UC Davis program.
Newsletter	Newsletter being sent out every Monday. 14 newsletters have been created since April 13th. Trainers have submitted over 65 content pieces, including multi-page articles, one-page fit tips, exercises of the week, staff spotlights, and recipes.
Assist Aquatics	Front desk Staff is currently assisting as pool monitors approx. 35 hours/wk. Our front desk lead, Mandi, is covering the Aquatics phone ext. for all pool reservations and pool inquiries from 7am -2pm M-F. She is also filling in as a pool monitor where needed.
Weekly All-staff Zoom Check-In	We've held a weekly all fitness center staff Zoom meeting since the first week in April (approx. 15 meetings). With the exception of a few who were on vacation, all staff has consistently participated.

Tice Creek Fitness Center

Reopen - Expectations

Hours of Operation	M-F: 6am-9pm S-S: 6am-6pm Reserved "sessions" will run for 75 minutes, followed by 15 minutes of closure for disinfecting.	Reservations	We're expecting around 40-50% of all fitness center usage reservations will be made by phone. Front desk and other staff will need to monitor phones and make reservations throughout the day.
Staffing Hours Trainers	248.75 (80 hour decrease due to loss of 3 staff)	Check-In	Check-in will occur every 90 minutes and will take approx. 10 minutes each time where staff manually checks residents in to confirm reservations. This constitutes approx. 8.5 hours/wk of allocated time.
Staffing Hours Front Desk	144 (no change expected)	Cleaning	Sanitizing and disinfecting will occur for about 10 minutes after each session throughout the day. This constitutes approx. 8.5 hours/wk of allocated time each for 2 staff people. Workstation disinfecting will also be required before and after shifts and/or workstation use, but this time should be minimal.
# of Personal Training Sessions	It is expected that a significant # of regular clients will not return for in-person PT. A best guess is we'll operate at around an avg. of 20-30/wk. We're expecting to offer fee-based virtual training for those who are not ready to come back to the fitness center in person.		
# Small Group Training Sessions	Similar to personal training, we're expecting a significant decrease in SGT participation once we reopen. However, the "small group" nature of this service already allows for social distancing in these classes.		
# of Complimentary Fitness Orientations	Although a valuable service, it may be best to hold off on offering these free appointments for the foreseeable future, as a way to limit 1:1 interactions between staff and residents.		
# of Tice Staff Group Classes	With the loss of 3 staff, and if we revert back to our normal/previous schedule with remaining staff, we would have about 24 classes/wk (compared to 41/wk pre-covid)		
# of Club Classes	unknown		
# of IC Classes	unknown		

Bus Transportation Pre-Covid

Normal Pre COVID-19			START WORK	STOP WORK	Weekly Service Hours Per Line
Service Routes	Yellow AM (M-F)	1	5:50am	1:50pm	40.00
	Blue (M-F)	2	9:15am	5:00pm	40.00
	Red (M-F)	3	9:15am	5:00pm	40.00
	Green (M-F)	4	9:50am	5:50pm	40.00
	DAB (M-F)	5	8:50am	5:20pm	40.00
	PT (M-F)	6	8:30am	4:30pm	40.00
	Yellow PM (M-F)	7	12:25pm	8:25pm	40.00
	DAB Weekend Sat (1)	8	9:15am	5:30pm	8.00
	DAB Weekend Sat (2)	9	9:15am	5:30pm	8.00
	DAB Weekend Sat (3)	10	9:15	17:30	8.00
	DAB Weekend Sun (1)	11	9:15am	5:30pm	8.00
	DAB Weekend Sun (2)	12	9:15am	5:30pm	8.00
	DAB Weekend Sun (3)	13	8:50am	1:50pm	5.00
	DAB Weekend Sun (4)	14	9:15am	5:30pm	8.00
Weekly Service Hours					333.00
Support	Dispatch PT (M-F)	15	2:00pm	7:00pm	25.00
	Dispatch Weekend	17	7:45am	4:15pm	16.00
	Foreman (M-F)	18	5:30am	2:00pm	40.00

January 2020 Headcount Summary	
Headcount	13
Open Posting	0
Headcount Weekly Hours	428



GOLDEN RAIN FOUNDATION
Bus Transportation Plan

Operation as of August 1, 2020

August Plan		START WORK	STOP WORK	Weekly Service Hours Per Line	
Service Routes	DAB AM (M-F)	1	5:50am	1:50pm	40.00
	DAB/PT (M-F) 8:55-5:30pm	2	9:15am	5:00pm	40.00
	Yellow PM (M-F)	3	10:45am	6:45pm	40.00
	DAB Weekend Sat (1)	4	9:15am	5:30pm	8.00
	DAB Weekend Sun (1)	5	9:15am	5:30pm	8.00
	DAB Weekend Sun (3)	6	9:15am	5:30pm	8.00
	Weekly Service Hours				144.00
Support	Dispatch PT (M-F)	7	2:00pm	7:00pm	25.00
	Dispatch Full Day (M-F)	8	7:45am	4:15pm	40.00
	Dispatch Weekend	9	7:45am	4:15pm	16.00
	Foreman (M-F)	10	5:30am	2:00pm	40.00

August Headcount Summary	
Headcount	11
Open Posting	2
Headcount Weekly Hours	265
Furlough Weekly Hours	96



GOLDEN RAIN FOUNDATION
Bus Transportation Plan

Limited Reopening of Facilities

Future Plan (Opening of 70% of Rossmoor Services, such as Club Houses, Fitness Center, Peacock Hall etc..)			START WORK	STOP WORK	Weekly Service Hours Per Line
Service Routes	DAB AM (M-F)	1	5:50am	1:50pm	40.00
	DAB/PT (M-F) 8:55-5:30pm	2	9:15am	5:00pm	40.00
	DAB/PT (M-F) 8:55-5:30pm	3	9:15am	5:00pm	40.00
	Green (M-F)	4	9:30pm	6:00pm	40.00
	Yellow PM (M-F)	5	10:45am	6:45pm	40.00
	DAB Weekend Sat (1)	6	9:15am	5:30pm	8.00
	DAB Weekend Sat (1)	7	9:15am	5:30pm	8.00
	DAB Weekend Sun (1)	8	9:15am	5:30pm	8.00
	DAB Weekend Sun (3)	9	9:15am	5:30pm	8.00
Weekly Service Hours					232.00
Support	Dispatch PT (M-F)	10	2:00pm	7:00pm	25.00
	Dispatch Full Day (M-F)	11	7:45am	4:15pm	40.00
	Dispatch Weekend	12	7:45am	4:15pm	16.00
	Foreman (M-F)	13	5:30am	2:00pm	40.00

August Headcount Summary	
Headcount	11
Open Posting	2
Headcount Weekly Hours	353
Furlough Weekly Hours	8