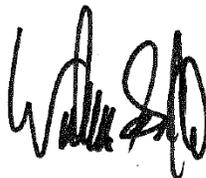


# Recreation Centers Of Sun City West, Inc.

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**Date:** November 23, 2020  
**To:** RCSCW Governing Board  
**From:** William Schwind, General Manager  
**Subject:** Weekly Activity Report – November 23, 2020



## Facility Projects: (Karl)

### **Kuentz:**

1. **KZ Craft Room & Fitness Addition, Courtyard Renovation, Parking Lot Addition, Storage Room Addition:** We expect approval of the Grading and Drainage As-Builts from the County this week. Once that is received a Final County Inspection will be conducted so we can receive our Certificate of Occupancy hopefully by the end of this month.

### **R. H. Johnson:**

2. **RHJ Large Dog Park Renovation:** The overall Project is complete. We have a meeting scheduled with the vendor this week to wrap things up. We are tentatively scheduled to reopen on Nov. 30<sup>th</sup>.

## Facility Maintenance: (Russ)

3. We have arranged for a crane to lift replacement HVAC Units onto the roof of the upper R.H. Johnson Bldg. on December 1<sup>st</sup>. All Clubs Rooms, the Courtyard, the Lecture Hall, the Village Store will be closed the entire day. The Administration Bldg. will be closed at noon. We ask that staff plan accordingly.

## Sports Pavilion:

4. We have gone back to our normal Fall Operation Hours, seven days a week from 8 a.m. to 9 p.m. We are complying with State and CDC Reopening Guidelines and will operate at 50% capacity. We are limiting the number of chairs available along the concourse so they cannot be used for congregating.

5. As of the first 19 days of November League Play is down 26%, Open Play is down 44%, Bowling Revenue is down 33% and Total Revenue is down 30% due to Covid-19 restrictions.

6. Our Thanksgiving Tournament scheduled for Nov. 25 is sold out. 60 bowlers are signed up to participate in this Tournament which will be conducted in shifts for social distancing requirements.

7. We are working on adding two more leagues to the floor for January 2021.

### **Member Services:**

8. The Member Services Office is open Monday through Friday from 8:00 a.m. to 2:30 p.m. should you need to come in for assistance, however, we encourage you to not personally come into the Office whenever possible, but pay your dues online or call 623-544-6100 to pay by phone. Member credit can be purchased at any of our open Golf Course Pro Shops or from Member Services during their normal hours. If you have any questions you are welcome to contact us by email as well at [membership@suncitywest.com](mailto:membership@suncitywest.com).

9. Through Nov. 20, 2020 we've collected 105 APF's with 8 refunds. 89 APFs were collected for the entire month of November in 2019 and with one week left to go in November 2020 we expect the number to increase.

### **Recreation Operations: (David)**

10. The Arizona Department of Health Services authorizes the reopening of our indoor Fitness Centers to 25% of capacity. We are required to maintain the criteria established by the AZ Dept. of Health Services and the CDC to remain open. This includes the wearing of masks and requiring social distancing while using indoor facilities. We will be spraying all Building areas with disinfectant this weekend and will continue to do so on a rotating basis.

11. Our facilities are currently open at a 25% capacity. There is moderate but steady increases in attendance at the pools and fitness rooms at our three open Recreation Centers. Our facilities are more populated during the day and have lighter traffic at night. We are taking note of the rising numbers of positive cases for Covid-19 and will be watching for any direction from the Governor's Office or the AZ Dept. of Health Services.

You can check the following link to see latest on facility reopening dates and times of each of our facilities. Check <https://suncitywest.com/covid19/>. All items on the list are subject to change.

12. We continue taking inventory and reordering supplies taking into consideration the rise in positive Covid-19 cases. We plan to spray down facility rooms once a week and are looking at purchasing a backpack model to make the job easier and quicker to perform.

13. We have established staffing plans for the reopening of the Kuentz Facility once the Certificate of Occupancy has been received. Our target date for reopening is 11/30/20. Once we re-open we expect Palm Ridge and R.H. Johnson operating hours to be 6 a.m. to 9 p.m. and Kuentz and Beardsley operating hours to be 6 a.m. to 6 p.m.

14. We've received the new Kuentz fitness equipment. We are waiting on some missing/incorrect parts to be delivered.

15. New Dog Park signage is about complete and will be posted in the next week or so. Park use rules will be included.

16. The Audio-Visual Upgrade equipment improvement project continues to be addressed for Social Hall and Palm Ridge.

17. Recreation Facilities will be closed at noon on Thanksgiving Day and reopen for normal hours on Friday, 11/27/20.

**Recreation Operations: (Jack)**

18. We are using the Auxiliary Relief Dog Park for the large dogs beginning 11/16/20 until the regular Dog Park is back open again on Nov. 30<sup>th</sup>.

19. We are dealing with the problem (perception) of social distancing at the pools. When an attendee at the pool identifies what they perceive as a violation of social distancing (i.e, people moving chairs together), staff follows up on the complaint only to find that the “violators” are members of the same household. Staff not only takes grief from the people being questioned but from the complainants as well for not doing something to enforce social distancing. We find ourselves spending an awful lot of time on this issue.

**Recreation Activities/CC&Rs: (Riley)**

**CC&Rs:**

20. Due to the limited capacity at the Rec. Centers, all CC&R complaints should be sent in by email (located on the main page of our website ([www.suncitywest.com](http://www.suncitywest.com)) or by telephone at 623-544-6661.

21. Current Open violations are at 63 as of today. With the rise in cases, we continue to lower violation numbers by improving communications with homeowners. The implementation of improved communications with homeowners has become very effective in lessening cure times.

**Chartered Clubs:**

22. Please visit this link for more information and the latest Update in Club Closures and Openings. <https://suncitywest.com/covid19/>

23. A new COVID-19 case in the Stardust Men’s Club has been reported. All parties have been notified.

24. All the arrangements and schedules have been finalized for the reopening of the remaining clubs at Kuentz. We are waiting for the green light from our Facilities Project Manager Karl Wilhelm and he is waiting for the Certificate of Occupancy from the County. We have the tentative reopening date as 11/30/20.

25. Staff is reviewing reciprocal agreements for Pickleball and Tennis.

**Tours and Scheduling:**

26. Staff has cancelled all meetings and events scheduled for January 2021.

27. Bubble Tours have started and the first one scheduled went well and seems to be a point of interest for our residents.

## **Village Store**

28. Beginning Nov. 1, hours were expanded from 9 a.m. to 4 p.m. Monday through Friday. Village Store volunteers and staff are happy with the increase in hours.
29. Sales at the Village Store continue to be good.
30. We are allowing special orders to clubs to make up for not being able to hold the Fall Craft Fair. See Katie for more information.

## **General Services:**

31. For the most up-to-date information on the Covid-19 virus, please visit our website at <https://suncitywest.com/covid19/>. We have met the Covid-19 benchmark numbers required by the CDC and AZ Dept. of Health Services for reopening our indoor facilities at 25% capacity as per state mandates. As of Monday, there were 435 positive cases and zero deaths and 11,134 new tests for Covid-19. If any of our facilities are worried about hitting capacity numbers (25 percent indoors), we have identified a program that allows you to use a PC, smart phone or ipad to count people coming in and out of a building. This can be used at facilities with more than one entrance/exit and will sync between two devices so you have a live number at any time of how many people are in the building. Please let Katy know if you have this need.
32. Our TEI update last week is complete. Big thanks to Greg, Starbuck and Becca for working the extra hours to get this accomplished.
33. We are putting out PR regarding new rules for Membership and Tours & Scheduling in the RHJ Administration Bldg. Implementing these changes is an effort to encourage members to handle their business by phone or computer rather than personally come into the office during the Covid-19 pandemic. Should you need to come in and talk with someone, it will be necessary to call and make an appointment. At this time, we are limiting the number of customers in Membership and the Box Office area to 8 (4 people for each department).
34. Just a reminder that the January 2021 Rec. Center News deadline will creep up on us quickly with the holidays. The deadline is Friday, Dec. 4.

## **RHJ Library:**

35. As of Tuesday, October 6, the Library returned to normal operating hours of 9:00 a.m. to 4:00 p.m., Tuesdays through Saturdays. The Library will be closed Thursday and Friday for the Holiday this week and reopen on Saturday 11/28.
36. The new update to the Library software for book quarantine is an improvement for patrons so that they don't have items turned in showing they have books checked out on their account while they are in quarantine. With this change we are ready to test a self-checkout station for books beginning December 1, 2020.

37. We offer one-on-one training for iPhones, iPads and help with accessing Libby on Android phones and tablets. Call the Data Resource Center to make an appointment at 623-544-6644.
38. Library Study Rooms are open for 1-hour sessions. Appointments can be made in the Data Resource Center. Rooms will be sanitized between each use.
39. Nine people attended our first virtual author presentation featuring Sheila Grinell on Nov. 20.

#### **Financial Services:**

40. A request to the Governing Board to move up Deferred Capital Projects was added to the agenda for the next Work Shop and Governing Board Meeting.
41. We worked with our Insurance Carrier to cover the Expansion of the Kuentz Facility.
42. The check for the Kuentz Gas Line damage from NPL has been cut and is in the mail to us.
43. We received our quote for Workman's Compensation Insurance which came in a little high. Our insurance broker will attempt to negotiate to reduce the quoted cost.

#### **Events Planning:**

44. We have cancelled all fall special events for the remainder of **2020**. The main reason for this decision was to keep us from the possibility of losing substantial down payments on our bookings, not knowing at this point if we could sell enough tickets to cover costs or if the event would have to be cancelled due to state mandates.
45. The Arizona Dept. of Liquor is not accepting requests for Special Event Licenses for gatherings until further notice.
46. Please see the attached "Upcoming Events" Sheet attached for all available event information.
47. 50 attended last week's Movie *American Graffiti* and there were more classic cars at this Drive-In Movie than previously.
48. We are raising money for St. Mary's Food Bank and as well as hosting a Food Drive for St. Mary's from November 2<sup>nd</sup> through December 18<sup>th</sup>. Food donation boxes from St. Mary's are located throughout each of the Rec. Centers. Response to our request for food donations has been tremendous. Thanks to everyone who has donated so far!
49. We are teaming up with ARC for our Curbside Christmas. We have already received 130 letters to Santa. Come on by to wave to Santa and receive a craft, see a fortune teller, reindeer food and much more along with a small breakfast. This event is open to Sun City West Residents ONLY.
50. We have closed all sales for **2021** Top Hat and Cruise Ship Series tickets to allow for more room between the seats. If the virus numbers subside and we no longer have to worry about distancing, we can always open back up for individual ticket sales on these events. Events will be meeting with several GM staffers to discuss our plans for the Top Hat and Cruise Ship Events regarding refunds. Events Manager

Kasey Huhta is working on rescheduling some of the performances for 2022 and if given the go ahead, some of the acts have agreed to do some last-minute bookings.

51. Tickets are still available for *Santa Paws*, a Christmas event for your pet which takes place on Wednesday, Dec. 2<sup>nd</sup> in the North Parking Lot of R. H. Johnson. Your Pet can have his/her picture taken with Santa! Any money or pet food donations will be given to Four Paws Animal Rescue. For those interested, please contact the SCW Box Office.

52. You still have time to join our virtual Thanksgiving 5K Run taking place from Nov. 25<sup>th</sup> through Nov. 27<sup>th</sup>. Please check with our Box Office.

### **Human Resources:**

53. Reminded Staff that HR has sent out Performance Evaluation Forms. They are due back the Wednesday before Thanksgiving.

54. Employees are reminded that Health Care Open Enrollment Period ends Wednesday, 11-25-20. This year, if you have no changes to your benefit selections and want to keep them the same as the previous year, you do not need to fill out and submit any paperwork however, HSA Account holders must go into Paycom to enroll for 2021. HR would appreciate all employees going into Paycom to just finalize their health benefit account, this way HR is made aware that the employee actually made a choice. HR Manger Marie handed out a summary review of the 2021 Benefit choices/costs.

55. Staff Management is working on an employee raffle for the week of 12/14/20 which will take the place of the annual employee Holiday Breakfast this year.

56. HR would like to remind managers/supervisors that the Governing Board is interested in the names of Rec. Centers employees to be considered for their Employee Recognition efforts. Please submit the names from your Department to HR Manager, Marie Mrowczynski who will send them on to the Governing Board.

57. We had two possible positive Covid cases concerning employees families and three positive cases of club members which are being addressed.

### **Golf Operations:**

58. Golf Revenue and Rounds for the first 21 days of November: Rounds were up by 2,833 (15%) and Revenue is up by 22% over prior year (\$100,000).

59. We are getting some feedback on challenges with booking through the lottery system for Group Play. We will continue to collect and compile data for the Golf Committee Meeting in December.

60. We held a Cobra Demo Day on Friday, November 20th at Deer Valley Golf Course. Total revenue brought in due to club fitting and special orders was just under \$5,000.

61. We are holding an Open House at Grandview Pro Shop Thanksgiving week beginning Monday, Nov. 23 and going through Saturday, November 28<sup>th</sup> except for Thanksgiving Day due to course closure rotation. We will have merchandise sales for our golfers. Apparel, shoes and golf equipment will all be on sale!

62. **Thanksgiving Schedule** – The four golf courses open on Thanksgiving this year will be Desert Trails, Echo Mesa, Pebblebrook and Trail Ridge.

**Environmental Services:**

63. **Golf Course Maintenance**

- Overseeding is completed. Work is slowing down at the golf courses. We are lowering the heights of the greens and fairways and performing general maintenance and Landscape Maintenance at the courses.

64. **Landscape Maintenance:**

**Overseed Update:**

- Overseeding has been completed.
- Section 2 of the Small Dog Park reopened ahead of schedule on Monday, Nov. 16<sup>th</sup>.

**Upcoming Events**

**Current / Upcoming Ticket Sales**

Event	Event Date	Location	Time	Ticket Sales
Drive In Movie – Pearl Harbor	12-10-2020	RHJ North Lot	Dusk	December 1 <sup>st</sup>
Drive In Movie – A Christmas Story	12-17-2020	RHJ North Lot	Dusk	December 1 <sup>st</sup>
Santa Paws	December 2 <sup>nd</sup>	RHJ North Lot	9a-2p	AVAILABLE NOW
Curbside Christmas	December 19 <sup>th</sup>	ADMIN	9am – 12pm	AVAILABLE NOW
Letters To Santa	Mail out November 30 <sup>th</sup>	BOX OFFICE	N/A	AVAILABLE NOW
Virtual Thanksgiving 5k	Nov 25 -27 <sup>th</sup>	ANYWHERE	ANYTIME	AVAILABLE NOW
TOP HAT 3pm	2021 Series	Palm Ridge	3pm	CANCELLED
TOP HAT 7pm	2021 Series	Palm Ridge	7pm	CANCELLED
CRUISE SHIP	2021 Series	Palm Ridge	7pm	CANCELLED

**WE HAVE MADE THE DECISION TO CANCEL ALL TOP HAT & CRUISE SHIP SERIES**

I am working on rescheduling some of the performances for 2022 and if we are given the green light some of the acts have agreed to do some last minute bookings!

**Holiday Fun**

**-Be sure to get your Letters to Santa – Post Stamped from the North Pole**

- **For SUN CITY WEST Residents ONLY 😊**

**-We are teaming up with ARC for our Curbside Christmas**

**Wave to Santa and receive a craft including a fortune teller,  
reindeer food and much more along with a small breakfast  
For SUN CITY WEST Residents ONLY 😊**

**2020 SCW Thanksgiving 5k – THIS WEEK**

<https://raceroster.com/events/2020/34556/sun-city-west-thanksgiving-virtual-5k>

**We are raising money for St. Mary's Food Bank**

**FOOD DRIVE!**

**We will also be hosting a food drive for St. Mary's from:**

**Now – December 18<sup>th</sup>**

**Ticket Sales November 23, 2020**

SCW Thanksgiving 5k	Virtual	18	n/a	11-25-11-27
Letters to Santa	n/a	230	n/a	11-23-20
Santa Paws	Dog Park	29	9-2	12-2-20
Curbside Christmas	RHJ	41	n/a	12-19-20