FREQUENTLY ASKED QUESTIONS

DURING THE COVID-19 CRISIS – provided by the GRF Recreation Department

GENERAL QUESTIONS (Call ext. 398)

Q. **What services are closed to Shareholder/Members?**

A. Until further notice, virtually all amenities, both indoors and outdoors are closed. Offices are closed to the public but are still operating with limited staff during normal business hours. The Security Decal office is closed as well. For up to the minute information, sign up for *LW Live!*

Q. **How do I sign up for *LW Live!* ?**

A. Go to www.lwsb.com and you will see it on the right hand side of the homepage, or follow this direct link: http://www.lwsb.com/lw-live-sign-up/

Q. **Some of the notices posted of closures refer to community spread of Coronavirus. Does this mean someone in the community has it?**

A. The term "community spread", as used by the Center for Disease Control, means spread of an illness for which the source of infection is unknown. We have no knowledge of any confirmed case of COVID 19 in Leisure World.

Q. **What steps has GRF taken to insure cleanliness standards throughout the community?**

A. ICS, our custodial contractor and staff have upped their game in terms of sanitization everywhere. Clubhouses are taking advantage of the closures to deep clean every nook and cranny. Buses are cleaned all day long between runs. Night custodial staff is being moved to daytime to help Mutuals sanitize laundry rooms daily. CDC recommended guidelines are being enforced with all staff.

Q. **Why is the North Gate closed?**

A. Due to the significant impact of the coronavirus on security officer deployment, the North Gate is closed in order to focus security resources in other important areas of the community. It will remain closed until further notice.

Q. **What food sources are available to residents?**

A. We are working with a number of vendors on supplying a list of shopping and delivery options which will be posted on the website. This information is changing constantly, but here are some current options:

- Koffel's Taco Tuesday truck will be onsite 3 days a week, 5 to 7 PM, Sunday, Tuesday and Friday
- Domino's Pizza is here on Thursdays and also delivers, starting at 3:30 PM
- Lucille's Smokehouse BBQ will have their truck here 3/28; 4/4, and 4/11 from 4 to 6 PM
- Vending machines in the Downtown Café have food options daily for take-out only
- Gelson's Market is open from 7 AM to 8 AM exclusively for seniors 65+. One caregiver per shopper is permitted. Proof of age required
- Pavilions is opening at 7:00 and asks that non seniors stay home till 9:00, but it is not enforceable. Product is limited.
- Ralph's is opening for seniors at 7:00 a.m. on a trial basis.

- Volunteers are available free of charge for those unable to shop or run errands for themselves. Contact Recreation for information, ext. 398
- Information will be updated regularly in the newspaper, on the website, and via LW Live

Q. **Are there other resources provided by the government?**

A. O.C.'s Office on Aging is available to assist seniors who may not have access to food and other necessities. Call 800-510-2020 to be linked to OC community partner organizations if you are self-isolating, over 65, and need help.

SERVICE MAINTENANCE (Call ext. 515)

Q: **Is Service Maintenance open?**

A: Yes, but currently not allowing walk-ins to the offices until further notice.

Q: **Is Service Maintenance responding to Priorities/Emergencies?**

A: Yes. Maintenance will continue to service all priorities/emergencies (leaks, stoppages, electrical, etc.)

Q: **Will Contractors be able to pick up material?**

A: Yes. But, please call prior to your arrival, so staff can open the gates.

Q: **Are scheduled appointments being kept?**

A: Yes. All scheduled appointments will be met with the exception that the Shareholder is healthy, and still willing to keep his/her appointment; otherwise, please contact Service Maintenance to reschedule at a later date/time.

SECURITY DEPARTMENT (Call ext. 375 or 377)

Q. **My decal is expiring, and I heard the office is closed. What do I do?**

A. The Decal Office is closed until further notice. You will still have access into the community and will not receive a citation. Once the office reopens, you can renew at that time.

STOCK TRANSFER (Call ext,346)

Q. **I need to register as a Caregiver (or renew my registration).**

A. Registered caregivers with expired passes will continue to have access to the community. Resident shareholders will have to call Security for new caregiver access**.**

Q. **When can I register my Pet?**

A. No pet registration is being done at this time, until further notice.

Q. **What about renewal of GRF ID cards?**

A. We are not renewing them until further notice.

FINANCE (Call ext. 337) **PLEASE SEE WEBSITE FOR SPECIFIC INFORMATION**

Q. **How do we conduct business with the Finance Department during the closure?**

A. Although the office is closed to visitors, it continues to operate as normal via phone and email.

COPY AND SUPPLY (Call ext. 345)

Q. **Are copies still available and supplies being sold?**

A. The office is closed to the public, however directors requiring copy services may email documents electronically and call for an appointment for pick up. Notary services are restricted but call for information.

GOLDEN RAIN NEWS (Call 562-430-0534)

Q. **Is News Office Closed?**

A. News Office is closed to the public, however we are still accepting residents' submissions for articles, obituaries and advertising and classifieds via phone or email.

Q. **Will this impact newspaper delivery?**

A. We will continue to produce the newspaper and deliver it to your door as usual.

Q. **How do I pay for my classified ad?**

A. At the moment we are accepting card payments over the phone. You can also drop your payment in an envelope in the News drop box in person.

LIBRARY (Call ext. 430)

Q. **Is the Library operating?**

A. Library will be closed to residents until April 20, unless otherwise notified. We will continue to follow the CDC recommendations on closures and keep the community updated.

Q**. How do I return books while it is closed?**

A. All library material may be returned in our drop boxes.

Q. **How can I reach the Library if I have a question?**

A. Library staff will be on hand Monday through Friday 9:30 – 3:30 for calls.

MUTUAL ADMINISTRATION (Call ext.315)

Q**. Is the office open for business?**

A. The office is operating but not accepting in-person visits except by appointment.

Q. **What is the status of our Mutual meetings?**

A. All Mutual meetings are cancelled until further notice.

PHYSICAL PROPERTY (Call ext. 301)

Q. **Is Physical Property open for business?**

A. Physical Property is closed and all services requiring in-person visits or counter assistance will be handled by phone, E-Mail or in-person by appointment only.

Q**. Are New Buyer Orientations still taking place?**

A**.** Yes, after verifying there is no evidence of illness or symptoms of illness.

Q. **Are Pre-Listing Inspections being processed and completed?**

A. Yes, after verifying there is no evidence of illness or symptoms of illness.

RECREATION DEPARTMENT

Q. **Do I need to cancel my reservations, and will they be reinstated after COVID-19?**

A. All reservations are automatically cancelled until the clubhouses reopen. Recurring reservations will be reinstated. One-time reservations need to be rescheduled, according to availability, when we reopen.

Q. **Are any amenities still open?**

A. The RV lot is open for existing customers to access their vehicles. For other inquiries, call ext. 324. After hours, call Security at 377. The Minifarm is open daily from 7 AM till dusk for plot holders to access.

Q. **Is the office open?**

A. Walk-ins are not permitted, for your protection and that of the staff, but email and phone contact are welcome.

TRANSPORTATION (Call ext. 372)

Q. **Are the City of Seal Beach/Rossmoor Senior Shopping Shuttles running?**

A**.** Yes, the buses that run approximately hourly to Ralphs, Target, Kohls, and Sprouts are picking up and dropping off residents at the Amphitheater hub on weekdays.

Q. **How can I get specific information on the bus services?**

A. Ask any LW bus driver for the new LW Minibus Book.

Q. **Where do I get the bus?**

A. All buses originate or stop at the Amphitheater hub, but also pick up and drop off by the bus benches in all neighborhoods.

A. **What other bus services are running?**

Q. The blue and white lettered buses continue to run on schedule. Those unable to ride the regular minibuses may call for the access bus to be picked up by appointment at extension 379. The City also provides hourly service daily to Los Alamitos Medical Center.

THIS INFORMATION WILL BE UPDATED REGULARLY AS SITUATIONS CHANGE