BOCA WEST
COUNTRY CLUB

MINUTES

MEETING:	Board of Governors
DATE:	September 25, 2020
MEMBERS PRESENT:	P Kupperman, H. Boilen, B. Winikoff, J. Macher, H. Moskowitz, J. Banks, P. Echenberg, P. Edwards, S. Forman, J. Glassman, E. Hoffman, B. Lerner, C. Rosenblatt, D. Shifrin, C. Wolf, H. Liebman (ex-officio)
MEMBERS ABSENT:	
PARTICIPANTS:	M. Linderman, K. Campbell, D. Wright, L. Stefaniw
FOR INFORMATION:	The Board of Governors
ISSUED BY:	Philip Kupperman
ISSUE DATE:	November 11, 2020

Approval of Minutes

Motion: On a motion made by Mr. Boilen and seconded by Mrs. Moskowitz, the minutes of the June 25, 2020 Board meeting are approved.

Motion: On a motion made by Mr. Macher and seconded by Mr. Forman, the minutes of the August 17 and 18, 2020 Board vote are approved.

Chairman's Report – Phil Kupperman

Opening Remarks

Mr. Kupperman reported that Matthew Linderman's contract renewal has been negotiated and finalized.

Motion: On a motion made by Mr. Glassman and seconded by Mr. Winikoff, the Board unanimously agrees to ratify the Executive Committees approval of Matthew Linderman's contract renewal.

Grievance Update

In depth discussions took place as the Board considered the likelihood of filing a grievance complaint against a member that sent an email that went viral. The email created disharmony and endangered the financial welfare of the Club, and is considered improper behavior under Section 10.02 of the Bylaws.

Motion: On a motion made by Dr. Edwards and seconded by Mr. Echenberg, the Board unanimously agrees not to pursue a grievance complaint and instead will require a written and signed letter of apology to the Board of Governors and the Club. The admonition and the letter of apology will be made part of the Member's Membership file.

Grievance 03-2020

The member involved is scheduled to appear before the Grievance Committee on October 8, 2020.

Grievance 04-2020

After several reported incidents of harassment Matthew issued an immediate suspension of the Member's membership privileges, in accordance with the Club's bylaws, Article 10, Section 10.02, until such time the Member meets with the Grievance Committee and the Board of Governors makes a ruling on the Grievance.

Motion: On a motion made by Mr. Glassman and seconded by Dr. Edwards, the Board unanimously ratified the actions Matthew Linderman took in response to the incidents that took place.

Grievance 05-2020

Matthew issued an immediate suspension of the Member's membership privileges, in accordance with the Club's bylaws, Article 10, Section 10.02, until such time the Member meets with the Grievance Committee and the Board of Governors makes a ruling on the Grievance regarding the Member's Application for Club Approval.

Motion: On a motion made by Mr. Glassman and seconded by Mrs. Moskowitz, the Board unanimously ratified the actions Matthew Linderman took in response to the incidents that took place. Additionally, the Board ordered a parallel investigation into the circumstances surrounding the incidents that took place and the actions taken by the Member involved.

Steering Committee

Discussions continue with BWMA, the Club and legal counsel on next steps regarding the Amendment of the Masters Association declaration on foreclosures and delinquent dues. The Masters Association will begin to fine members that are not paying Club dues. The fines will be assessed on a daily basis after 90 days and BWMA will then have the ability to then place a lien and start foreclosure process on those that do not pay the fines.

Motion: On a motion made by Mr. Winikoff and seconded by Ms. Hoffman, the Board unanimously agrees the Club will indemnify BWMA for expenses net of fines received by BWMA.

General Managers Report – Matthew Linderman

Financial Flash Report

For the period of September 1 through September 20.

Golf revenue continues to exceed last year and budget with rounds played exceeding budget by 876 and 1,082 higher than last year.

Golf merchandise is up from budget due to the success of the Labor Day sale that was held outdoors at Mr. D's generating $11,252 in revenue and $8,980 higher than last year.

Due to the COVID-19 pandemic, spa services are down from budget generating $35,197 in revenue and $8,270 down to budget.

Panache and Grand Central to go orders totaled 3,920 generating $70,219 in revenue. Labor Day to go orders totaled 498 generating $9,448 in revenue.

Pantry orders totaled 269 generating $12,060 in revenue.

Delinquent Dues, Foreclosures and Downgrades

There are currently 56 delinquent members, 35 of those have been delinquent for more than one year. Last year at this time there were 42 delinquent members and eight of those have been delinquent for more than one year.

As of today there have been three foreclosures compared to seven last year at this time.

As of September 23, 2020 golf is down 18 players compared to up seven players last year and tennis is down 18 players compared to down four players last year. There are 27 players who took the Pickleball Membership.

Club Improvement Program

We are moving forward with the plans for the Club improvement program that was approved by the membership in March. The timeline is still a moving target, with the project pushed back a year the anticipated start date is early next summer. We went to the County for some approvals before COVID-19 and we have received some feedback but nothing is finalized. We are evaluating the land on both sides of the road by the Aquatics entrance and the overflow parking lot for possible additional parking spaces to avoid street parking in season. Working with the BWMA for access and to allow us to have a portion of the land in the easement.

COVID-19

We have received a lot of positive response from the membership on how we are reopening facilities with our "crawl, walk, run" strategy. On October 5 we are expanding the reopenings to include the locker rooms and to allow movement within the buildings. It is a work in progress. Our team has been challenged to find creative ways to provide amenities that members are accustomed to in a safe way. Additional Employees will be positioned for cleaning and we are adding sanitized stickers for lockers and showers. We will continue to enforce temperature taking at building entrances and will be asking all persons to sanitize their hands upon entry. We feel confident that we are ready to enhance movement and will help members feel good about using their club.

A new COVID-19 safety video is going out soon, it will be similar to the spa reopening video showing what we are doing in other departments and behind the scene.

General Business

The annual Calendar of Events will be coming out shortly, this year will include a letter from me explaining that the events listed are Place Holders and is subject to change. Additionally the monthly magazine is back with the October edition out soon.

We have had some success with the local hiring of staff and I have received great feedback on these new hires. The Department of Labor has approved visas for the international staff for this season and now we are waiting for an answer on our application from USCIS. We are bringing back a lower number of international employees than normal as we are only bringing back those that have worked at Boca West or neighboring Clubs previously. They will start arriving at the beginning of November, they will be tested for COVID-19 before departing their home country and again when they arrive. We have rented additional apartments to use for quarantine purposes and we will provide additional transportation to allow for social distancing.

Mr. D's reopening has been successful and the popular Grillin at D's will be a weekly feature.

The High Holiday streaming service and Holiday Dining and To Go were well received.

The Platinum Club of America voting is currently going on. Both Mr. Kupperman and I have voted. Results are due in October.

The Foundation golf event is scheduled for November. Two courses will be used and the tournament will be spread over two days, Sunday is for members only and Monday for guests. We will be isolating the outsiders from the membership, they will not be permitted on the practice greens, driving range or inside any of the buildings. A To Go meal will be available for them to pick up at the end as they drive out. I am confident that exposure to these guests is minimal to our staff and non-existent to our members.

We have secured additional golf carts for the season. The divider panels have worked well for family guests.

Work will soon begin on an artificial lawn space behind Mr. D's. This space will enable additional outdoor dining overflow from Mr. D's and outdoor events and activities.

Great news from Boca West Realty. Chris Hammers just closed on a $1.9 million listing on the Island. Also added many new listings and they now have about 70 units listed for sale or lease.

The new Gold Card Guest policy has been successful. Discussion have begun regarding the influx of guests we are expecting over the upcoming holiday weeks. I have received many requests from members to not allow guests this season. Additionally many members who are out of town have voiced that they will not return if we allow guests. We would like to continue our current Guest Policy until after the holidays with no guests permitted to use any of the Club facilities during the Thanksgiving and Christmas/New Year holiday weeks.

Motion: On a motion made by Mr. Macher and seconded by Mr. Rosenblatt, the Board unanimously authorizes the General Manager to continue the current guest policy through the holidays with no guests permitted to use any Club facility during the Thanksgiving (November 25-29) and Christmas/New Year (December 21 – January 4) holiday weeks

The Club continues to receive requests to allow Aides to accompany Members. Not allowing Aides can be a safety issue and put employees in harm's way. I would like to recommend aides to accompany Members into the buildings but not join a Member for dining. They will be directed to a designated waiting area and given a pager so we can call them for assistance. Aides' temperatures will be taken upon entry and masks will be required to be worn at all times.

Motion: On a motion made by Mr. Winikoff and seconded by Mr. Lerner, the Board unanimously authorizes the General Manager to prepare a procedure wherein Aides can in accordance with certain newly promulgated temporary rules and regulations gain access to the Club's facilities.

Foundation Report – Pamela Weinroth (written report provided)

With COVID-19 putting local children's Non-profits and the families they serve in challenging situations, Boca West Children's Foundation stepped in this year with more than $1.12 million to help fund essential programs, much of which was granted for summer programs.

The $1.12 million was given through grants, donor advised giving, and raffle ticket sales.

This summer, the Foundation added funding for five new projects that help local kids:

The Adolph and Rose Levis JCC runs Camp K'vod, the premier day camp for kids with special needs in South Florida. The eight-week camp serves children and teens with special needs ages 3-22. As the largest special needs camp in Palm Beach County, with more than 150 participants, they are able to provide low staffing ratios (1:1 if needed) with highly credentialed and experienced staff so each child's individual needs are met.

Boys & Girls Clubs of Palm Beach County has launched Farm to Family. The program's mission is to connect local farms and their produce to support the neediest children in Palm Beach County. Due to the COVID-19 pandemic, children who typically rely on meals at school and from afterschool programs will not have normal access to these daily meals now that schools are closed. The Farm to Family program is different than most traditional hunger-relief programs because the quality and nutritional value of the fresh produce will keep families healthy and local farms working.

The Center for Family Services program SAFE Kids (Stop Abuse by Family Empowerment) is a mental health program that serves children who have been affected by crime and their families. The program treats victims of sexual abuse, physical abuse, domestic violence, human trafficking, and other crimes. Their experienced clinicians provide individual and family therapy, support groups, psychoeducation on the prevention of abuse and violence, safety planning, and case management. SAFE Kids' services are free and available in English, Spanish and Portuguese.

Spirit of Giving's Back to School Bash helped thousands of economically disadvantaged children and their families prepare for academic success by providing backpacks with school supplies as well as shoes, socks, school uniforms, school physicals, haircuts, lunch and snacks, dental and vision screenings and more. The Back To School Bash was held on August 1 at the Village Academy in Delray.

Other programs that received funding this summer include:

Best Foot Forward, which pairs program participants in the dependency system with an Academic or Graduation Coach from kindergarten to college. Through one-on-one support, each Coach provides a range of educational planning and monitoring to ensure academic success.

Boca Helping Hands, one of the largest community service agencies in Palm Beach County, which is being asked to maintain its critical services and provide additional support as part of a coordinated response to the ongoing crisis. They have also starting to offer distance-learning options for professional development and the Job Training Program.

The Education Foundation of Palm Beach County to help provide computers for the underserved kids who have none and will need to be home schooled for the foreseeable future.

The Faulk Center for Counseling to help fulfill its mission to promote emotional well-being through a variety of free and low-cost programs for counseling, therapy, and support.

Florence Fuller Child Development Center, American Association for Caregiving Youth, Sweet Dream Makers, Caridad Center, and the Youth Activity Center, to which the Foundation is providing direct financial aid, food, and emotional support for those out of work and caring for young or old at risk.

Grandma's Place, which provides children who have been abused or neglected to have a place where they receive 24-hour care in a safe home-like environment; including many children with disabilities or developmental delays.

KidSafe Foundation, which launched LearnSafe online programming for families schooling from home and pods.

The Kelly/Strul Emerging Scholars Program provides a comprehensive financial-aid package to academically talented, first-generation, low-income students which includes academic support, and mentorship to help them graduate debt-free from Florida Atlantic University in four years or less.
Place of Hope, JAFCO, SOS Children's Villages and HomeSafe, which have direct care responsibility for more than 1,000 at risk children within the dependency system.

Unicorn Children's Foundation for its "virtual" Unicorn Connection.

Viner Scholars to provide South Palm Beach County High School students with four-year scholarships to colleges and universities in the State of Florida public educational system.

YMCA of South Palm Beach County for drowning prevention classes for children with special needs and day camp for children of First Responders.

Legal report – Jerry Glassman

We have received summary judgement against the two Russians and Olga.

Nominating Committee – Howard Boilen

Victor Schwartz has resigned from the Nominating Committee due to a personal family matter. The three Board members on the Nominating Committee have chosen Chuck Isroff as a replacement to serve on the 2020/21 Nominating Committee.

Motion: On a motion made by Mr. Kupperman and seconded by Mr. Winikoff, the Board unanimously ratifies Chuck Isroff as a replacement for Mr. Schwartz for the 2020/2021 Nominating Committee.

Finance – Joel Macher

Kathy Campbell and Kris Nielsen continue to do an excellent job in loan negotiations with Wells Fargo and Fifth Third banks. The delay has benefited us in regards to the interest rate.

Insurance premiums have increased 12% yet this is within range that was anticipated during seven the budget process.

Special Projects – Howard Liebman

Akoya

Akoya has 68 units sold, of which 17 were sold this fiscal year.

Renovator Program

We are at 92 sold which includes seven pending.

Bulk Renovator

A third bulk renovator is in the process of being finalized. They will also start with five units that have already been identified.

Leadership Development

The second session is scheduled for October 19. The session will be offered virtually and in person, with safe social distancing practices in place.

Audit – Paul Echenberg

The risk assessment prepared by Matthew Linderman has been updated and new items have been added to include aging golf courses and tennis courts. This assessment is important and ensures the Board and Management are focused together on potential risks and resolutions.

Long Range Planning – Paul Echenberg

The Club is navigating how to enforce recommendations that came out of the Symposium held on March 9th on members with infirmities.

The small sub-group reviewing the Membership Application Process is currently pending.

Membership – Harriet Moskowitz

Motion: On a motion made by Mrs. Moskowitz and seconded by Mr. Winikoff, the Board unanimously approves the 37 new memberships consisting of: 31 new members and six new homes.

Membership Statistics

As of September 22nd, closed and pending sales to new members were 152 compared to 179 last year, including 18 new members in Akoya this year compared to 35 in Akoya last year.

Mrs. Moskowitz reported there is a request from a member to temporarily reside in a 75 mile unit owned by another member while their residence within Boca West is under construction. A letter from the owner of the 75 mile unit has been provided attesting that the use of their residence is temporary, for no longer than six months and is rent free.

Motion: On a motion made by Mrs. Moskowitz and seconded by Mr. Macher, the Board approves the request. Mr. Rosenblatt recused himself from the vote.

Communications – Howard Boilen

Communications has proven to be more important now than ever. Kathy Kohlhepp and Christina Guilianti continue to provide virtual activities and communicate them out to the membership to participate and enjoy from anywhere.

Boca West Realty marketing has proven to be a success with the increase of traffic and sales.

Tennis – David Shifrin

Nothing to report at this time other than the minutes already distributed.

Golf – Steve Forman

The committee has reviewed the current dress code policy. Proposed changes to the dress code are presented as follows:

Men and Boys of All Ages

- All shirts must be tucked inside shorts and pants, unless a prevented by a medical condition.
- Slacks and golf shorts (no shorter than 5" above the knee).

Unacceptable Dress

- Cargo shorts or pants (those with exterior pockets), tennis shorts, running shorts, or bathing attire, including swim shorts and bathing suits of any type or length.

Shoes

- All shoes must have flat rubber soles.
- Sandals (except golf sandals) and flip-flops are not allowed.

Women and Girls of All Ages

- Dresses, shorts, skirts, and skorts (no shorter than 5" above the knee)
- Leggings may be worn under dresses, shorts, skirts and/or skorts that are of acceptable length.

Unacceptable Dress

- Cargo shorts and pants (those with exterior pockets), tennis shorts, or running shorts of any type of length.

Shoes

- All shoes must have flat rubber soles.
- Sandals (except golf sandals) and flip-flops are not allowed.

Motion: On a motion made by Mr. Forman and seconded by Mr. Rosenblatt, the Board tabled this topic for further review at the next meeting.

Pam Elders, Director of Golf Instruction won the South Florida PGA Player Development Award. Pam was recognized as the 2020 PGA Professional who has made extraordinary contributions and achievements in the area of player development.

Wes Dinsmoor reported that the increase in cart traffic will have an impact on the courses especially when the grass stops growing in cooler weather. Information will go out to the membership regarding the need to follow the 90 degree rule, the consequence of not following the rule will be cart path only.

House & Activities – Charlie Wolf

The virtual activities have been well received. Dining reservations remain strong for dinner.

Mr. Wolf presented two RFA's for approval.

Motion: On a motion made by Mr. Wolf and seconded by Mr. Lerner, the Board unanimously approves RFA 1706 for the purchase of a food trailer.

Motion: On a motion made by Mr. Wolf and seconded by Mrs. Banks, the Board unanimously approves RFA 1707 for AV upgrades to the Boardroom and Executive Office Conference Room.

Fitness/Spa/Aquatics – Bob Lerner

Nothing to report at this time other than the minutes already distributed.

Retail – Enid Hoffman

The outdoor Labor Day sale at Mr. D's was successful with 448 units sold. We are in the process of adjusting prior inventory. The Golf and Tennis Shoppe and Boutique hours will be adjusted starting October 5 when the buildings reopen.

Human Resources – Jeanine Banks

This is an extremely busy time for HR. There is a big push on training in regards to COVID-19 and everything that it pertains to. A new employee pledge has been introduced with guidelines on how employees are to conduct themselves at work and recommendations for outside of work.

Boca West was recognized as a Top Workplace for 2020 by the Sun Sentinel. Boca West was the only Country Club within the large employer category.

SA Hiring & Flights

Consulate appointments are in extremely high demand this year because of COVID and the limited number of appointments that will be available. Workaway South Africa has been communicating with the consulates and come up with a plan to allow any participant that has been on the program for 2 seasons and went for an in-person interview last summer to obtain approval by mailing their passport and documents. At this time, it appears that 135 people will be allowed to mail their documents for approval. The remaining people will have to go for in-person interviews. We will purchase the international flights only after consulate approval is received. South Africa opened borders last week from COVID restrictions so there may be flight options available on regular airlines. We are anticipating 284 hires this year vs. 346 last year. Of the 284 hires, 259 (91%) are returners and 25 worked at other area clubs and were highly rated.

Employee Apartments

We are exploring our options of working with a new housing company this year or managing the housing ourselves. There has been a delay in obtaining housing because of the COVID complications and uncertainty of the visa approvals. Our contact from Workaway housing has been able to locate housing for approximately 150 employees right now with a staggered move in date till January 2021 up to the final number which would be around 270 in our housing. We will continue to coordinate housing based on projected H2b approvals. We will also take into consideration a few spare apartments to allow for quarantining needs in case employees get sick while they are here. We will work closely with all departments to come up with the most efficient transportation schedule.

Recruitment

We continue to recruit locally for a number of positions including culinary staff, servers, server assistants, food runners, and golf course maintenance laborers right now. We are not getting many walk-in applicants through the door but internet and FAU recruiting is working better than ever.

Insurance Renewals

We are waiting for the most recent claims numbers from Blue Cross/Blue Shield since the insurance renewal is effective January 1, 2021. We will be meeting with the BC/BS in October to start our negotiations for renewal to obtain the best rate possible.

Flu Shots

Flu shots will be offered to the staff from 2:00 pm to 4:00 pm on October 22nd and November 19th.

Staffing

The current number of employees is 464 this year vs. 447 last year at the same time.

BWMA – Phil Edwards

The BWMA Board meeting was held on August 26. The fiscal year 2020/2021 budget was adopted.

Plans to redo the Glades road entrance is in process. The renovation will be done in stages.

The Palm Beach Sheriffs will now give citations for speeding within the community.

Ombudsman – David Shifrin

Issues continue to be handled promptly and properly by appropriate committees/departments.

Adjournment

There being no further business, the meeting adjourned to Executive Session at 12:30pm