



Non-Compliance Guidelines

Purpose: The Non-Compliance Tracking Sheet is designed to track and report Residents and Guests who attempt to utilize the Recreation facilities without proper IDs as required by the current Usage Policies and Procedures. The intent is to track and record ineligible individuals who attempt to utilize the facilities and to encourage Residents to bring their IDs.

1. Person Checking IDs with scanner brings Non-Compliance Sheet with them when scanning or manually checking IDs.
2. If a Resident or a Guest is non-compliant, the person scanning is to print the information onto the Non-Compliance Printable Worksheet (located on the *H-drive/Recreation Department/Non-Compliance form (printable worksheet)*). If they are not granted entry into the activity, they are still recorded on the Non-Compliance Sheet, and a reason is recorded into the Notes section.
3. Each center is to have 1 (one) person and 1 (one) backup person who is responsible for verifying and entering the information from the printable sheet onto the H-drive Master Sheet (*H-drive/Recreation Department/Non-Compliance/Master ALL Regions*). This prior month's information is due to be posted on the H: drive no later than the 5TH of each month.
4. When verifying the information, you may use AS400, internet search (Google, whitepages.com, beenverified.com) and/or current Recreation system program. You may ask your RSR for help if needed. The person responsible for verifying should initial the form only after the information has been verified and is correct. If the information is not verifiable, record reason in "Notes" section of the Non-Compliance Sheet.
5. Please maintain the current format of the Master Sheet. **Please Do Not** cut/paste/copy information onto the Master or make a new copy of the sheet. As this is for all Regions you will not be able to access the form if it is being used by someone else. **Please do not** make copy of the Master: simply wait for it to become free.
6. Each cell needs to be filled in completely and accurately: a reminder will be sent if there is missing information.
7. A report will be generated on persons that are Non-Compliant 3 times or more for the fiscal year to date, as well as ineligible persons attempting to utilize the facilities.

8. RSR – Recreation Administration staff will send out the monthly non-compliance list. **Habitual Offenders**, those residents and/or their guests with 3 or more instances of non-compliance, will receive notification (letter, call) within 2 weeks from Recreation Administration.
9. Scripted phone call response: *“Good Morning/afternoon Mr. / Mrs. Resident. This is a friendly reminder of the requirement for all Residents and their Guests to bring their ID card while using recreation facilities. Please help us to be the best stewards of your amenity fees by bringing your ID card.”*
10. If non-compliance continues to occur, Recreation Administration will send a letter to the resident explaining the importance of ID compliance and remind the residents and/or their guests of the requirement to bring their ID.