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**NEWSLETTER CHAIR**  
Debra Laminack, CMCA, AMS

**EXECUTIVE DIRECTOR**  
Kathy Barber  
caingcc@mycai.org

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# THE PRESIDENT'S REPORT

The NGCC CAI started out 2020 with a bang, with over 85 people attending the January Annual Meeting and Awards Dinner. Your 2020 Board of Directors was installed and accepted their roles with enthusiasm! What an honor it is to serve as President and to have such an outstanding Board of Directors to help guide the chapter through this coming year. See the article about our honorees on page 8.

We welcomed a new Chapter Executive Director in January, Kathy Barber, who I am absolutely thrilled to be working with. Kathy brings to us an outgoing, uplifting and unique personality. She has embraced our chapter and I am looking forward to this year's results. She has already been hard at it, getting organized and helping to formulate a plan to increase the potential for what our chapter can bring to its members.

Our first quarter lunch meetings have been well attended with great programs by Dune Doctors, Rotolo Consulting, Walton County Sheriff's Department, Brightview and GreenEarth. We also had a wonderful panel discussion in January led by FirstService Residential, Dunlap & Shipman, and Maxet.

In addition, in February we had our first lunch on 30A at the Old Florida Fish House with 65 people in attendance. We plan to have quarterly lunches in Santa

Rosa Beach for the coming year.

Unfortunately, the COVID-19 virus has curtailed our robust and exciting lunch schedule for now. We are monitoring the situation closely to see when we can return to our regular calendar. The Spring Conference has been postponed until tentatively, May 15th, where we will have a great slate of presenters. We hope to have a strong attendance by Community Association Managers taking advantage of the continuing education that you need for your license.

Planning for the Santa Rosa Golf Outing is happening behind the scenes with the Golf Committee. Originally scheduled for June 5th, we have had to take a proactive stance and realize that our timing for the tournament might not be in the best interests of our participants and our sponsors. With the extraordinary amount of work that goes on before the date, we felt it was best to consider other dates in the late summer or late fall as we work within the constraints from the golf club's calendar. We will let you know as soon as a new date is confirmed. We will be benefitting Habitat for Humanity and CAI Educational Scholarships.

Thank you to all our Diamond, Platinum, Gold and Silver sponsors. We are busy making sure your chapter benefits are providing you substantial value and opportunities for business development.



**Patty Campbell**  
Chapter President

Another change you will see is a new and up-to-date website. The Board has been working to select a software program that will meet our needs today and in the years to come. We hope to implement this interactive website in early summer.

My advocacy this year is for EDUCATION for our members. I would like to bring back our lunch and learn programs for our CAM's. We had hoped to get that started in April but has been postponed until after the COVID-19 works its way out of our everyday lives.

To all thank you for your continued support of our Chapter and stay safe out there!

**Patty Campbell**  
President

## 2020 Board of Directors

### PRESIDENT

Patty Campbell  
 Advanced Fire Protection Services  
 pcampbell@wesavelives.com

### PRESIDENT-ELECT

Danny Ellis, CMCA  
 FirstService Residential  
 danny.ellis@fsresidential.com

### VICE PRESIDENT

Luke Gerald  
 Complete DKI  
 luke.gerald@completedki.com

### SECRETARY

Cindy Russell  
 Community Bank  
 cindy.russell@communitybank.net

### TREASURER

April Salazar, CMCA, AMS  
 Holley By the Sea Improvement Assoc.  
 aprilsalazarq13@yahoo.com

### DIRECTOR

Tammy Mallory, CMCA, AMS, PCAM  
 Burg Management Company, Inc.  
 tammy@burgmanagement.com

### DIRECTOR

John P. Townsend  
 Hand Arendall Harrison Sale  
 jtownsend@handfirm.com

### DIRECTOR

Mark Huebner  
 Island Reserve Condo Association  
 mark@rent.com

# COVID-19 EMERGENCY ONLINE MEETING GUIDE

*Before moving forward, check your chapter governing documents. If still unsure, consider consulting with the chapter's attorney for guidance. State laws and/or bylaws may sometimes be vague and ever changing in this situation.*

**Laws Pertaining to Virtual Attendees**  
 Rules and regulations on this issue vary from state to state. We strongly recommend HOA's review state laws in the event they prohibit virtual attendance at nonprofit board meetings.

### Bylaws

If your state does not prohibit virtual attendance, ensure that your chapter bylaws do not prohibit it either.



### 1. Get a Screenshare Software (see possible systems on the next page)

- a. Create User Account (this will be the account to launch the meeting)
  - i. Ensure that the account type you have chosen includes:
    1. Enough space for all participants
    2. Enough time for your meeting
- b. Setup Meeting
  - i. Set date and duration
  - ii. Ensure all participants are muted (main person can unmute others as needed)
  - iii. Ensure session is recorded to the cloud
  - iv. Password protect the meeting

v. Board members should be on video if possible

### 2. Board Members

- a. Immediately all board members should test the system to ensure access
- b. Assign board members
  - i. Who will be creating the meeting?
  - ii. Who will be running the system during the meeting?
    1. Muting/unmuting participants
    2. Sharing their screen (agenda, other documents or presentations)
    3. Managing text questions that come in
  - iii. Who will be the point person for participants who are having issues?
  - iv. Who will be responsible for

other duties as needed?

- c. Run a test meeting with all board members
- d. Login 15 minutes before scheduled meeting

### 3. Attendees

- a. Notify participants of the online meeting
  - i. Email the access instructions
  - ii. Include access instruction in newsletters and bulletins
  - iii. Include how participants can test the system prior to the meeting
  - iv. Include who and how they should contact if they are having an issue connecting to the system

### 4. After Meeting

- a. Pull report of who attended
- b. Archive the recording in your files
- c. Send attendees an email thanking them for participating

### Virtual Meeting Systems

Community Associations Institute is not affiliated with, receiving any compensation, or recommending any of these products. The purpose of this list is to inform our members of possible systems they can use for a virtual meeting. This list does not encompass all the systems available.

#### Zoom

Website: [www.zoom.us](http://www.zoom.us)

#### GoToMeeting

Website: [www.gotomeeting.com](http://www.gotomeeting.com)

#### Join.me

Website: [www.join.me](http://www.join.me)

#### ezTalks

Website: [www.eztalks.com](http://www.eztalks.com)

#### Google Hangouts

Website: <https://hangouts.google.com/>

#### CISCO Webex Meetings

Website: <https://www.webex.com/>

#### Skype

Website: <https://www.skype.com/en/>

#### Free Conference Call

Website: <https://www.freeconference.com/>



## Second Quarter Program Dates

### Insurance-Understanding your Policies

April 14	Destin
April 15	Panama City Beach
April 16	Perdido Key

### Medical Marijuana (CEU)

May 12	Destin
May 20	Panama City Beach
May 21	Perdido Key
May 27	30A

### Active Shooter

June 9	Destin
June 17	Panama City Beach
June 18	Perdido Key

# HELP COMBAT THE SPREAD OF COVID-19 IN OUR COMMUNITIES

By Luke Gerald  
 Commercial Development Manager  
 with CompleteDKI

There are many opportunities to help combat the spread of COVID-19 in our communities, our businesses and in our homes.

### Hands

As with any virus the best method of controlling the spread of Covid-19 is hand washing often. The Centers for Disease Control recommends:

1. Washing hands for 20 seconds with soap that contains an antiseptic and running water.
2. Dry hands with paper towels, avoid air blowers if possible.
3. If soap and water is unavailable wash hands with hand sanitizer that is 60% or higher in alcohol content.

The average person touches their face 3 to 4 times a minute (eating, drinking, scratching nose, touching jaw, ear, beard or hair, etc. while thinking, rubbing eyes, applying make-up, covering a yawn, cough or sneeze, etc.).

In a study reported on by the Centers for Disease Control (Chassin MR, Jt Comm J Qual Patient Saf, 2015; Yanke E, Am J Infect Control, 2015; Magill SS, N Engl J Med, 2014) missed

opportunities for hand hygiene is as high as 50% in the healthcare field (emphasis added). If employees in healthcare miss opportunities for hand washing you can imagine the opportunities missed by the rest of us.

While it may sound odd, remind your employees to wash their hands often throughout the day or after touching/handling items that are touched by multiple people (door knobs, light switches, equipment, etc.) and this will help reduce the chances of spreading a virus.

### Cleaning

Viruses, bacteria, parasites and other infectious organisms can live on surfaces for quite some time. Based upon the organism it can be from a few hours to weeks. Information varies, and scientists continue to study Covid-19, but it is currently estimated Covid-19 can survive on surfaces for up to 9 days depending upon environmental conditions.

In order to prevent not just Coronavirus, but all viruses and bacteria in the workplace it is vital

that both cleaning and disinfecting be implemented. The majority of condominiums, rental units and businesses have only cleaning completed regularly (emptying waste cans, cleaning bathrooms, vacuuming) but do not have disinfecting programs in place.

To help prevent and mitigate risk from infectious organisms add the following commonly touched areas to your daily disinfecting program:

1. Door knobs/handles
2. Elevator buttons
3. Light switches
4. Shared desks/tables
5. Common area counters (reception, kitchen, breakroom, bathroom).
6. Shared phones
7. Steering wheels, car handles, vehicle controls (if shared work vehicle)
8. Equipment or tools that are shared

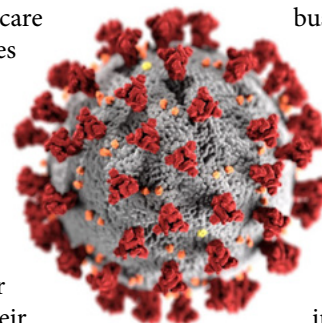
### Additional Mitigation Steps

To further assist in maintaining a safe work environment a regularly scheduled general disinfecting program (especially during flu season) is also recommended. This service is typically provided by restoration companies due to the EPA and state licensing needed.

If your condominium does not currently utilize a regularly scheduled disinfecting program then we recommend you start with a "deep clean" (disinfecting all surface areas including furniture) and spraying. Thereafter regularly scheduled disinfecting will be far more effective.

When choosing a service provider four key questions you want to ask are:

Continued on page 4



**Clean and disinfect high-touch  
objects and surfaces.**



COMPLETE  
DKI

Continued from page 3

1. Is disinfecting solution chemical based or bio-degradable (chemical-based disinfectants can lead to skin irritation, respiratory issues, burning/watering eyes, etc.).
2. Ask for a copy of the EPA approved “N” List (aka “kill list”) for the disinfectant to be used (the EPA paperwork will provide a list of what viruses, pathogens, bacteria and/or parasites the solution has been scientifically tested to destroy). Obviously, with current pandemic any solution needs to be able to destroy Covid-19.
3. Can the restoration company perform work after hours or

weekends when employees are not present?

4. Can the restoration company sanitize a rental unit quickly and have the unit ready for the next rental?

Lastly, a great side benefit to implementing a regularly scheduled disinfectant program for CAM’s, Boards and Unit Owners is that it will greatly reduce the “musty smell” from mildew that is common along the Gulf Coast due to high humidity and is the cause of numerous complaints from renters.

For further information go to: <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>.



**DO YOU HAVE A TOPIC OF INTEREST?**

**Contact Kathy Barber at:**  
**(850)797-3472 or**  
**[caingcc@mycai.org](mailto:caingcc@mycai.org) to**  
**submit an article for**  
**the newsletter.**

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# CAI ADOPTS NEW PUBLIC POLICY ON ASSISTANCE ANIMALS AND PETS IN COMMUNITY ASSOCIATIONS

*Reprinted from January/February 2020 Community Manager*

The new policy seeks to harmonize the rights of individuals with disabilities who benefit from assistance animals with the need for community associations to adopt rules pertaining to assistance animals. CAI's new public policy recommendations support the right of community associations to request reliable documentation when a resident's disability is not readily apparent or, if the disability is readily apparent or known but the disability-related need for

the assistance animal is not, the association should ask the resident to provide the same reliable documentations. Additionally, it supports clarification for federal law and regulations, which further defines a housing provider's ability to request documentation. CAI opposes duplicative legislation at the state level that redefines an associations' ability to request documentation already allowed under the fair Housing Act or legislation that inhibits an associations' ability to request this documentation.



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# COMMUNITY ASSOCIATION LEGISLATIVE UPDATE

## 2020 REGULAR LEGISLATIVE SESSION

*By Robert Kaufmann, Esq. with Dunlap & Shipman.*

While the COVID-19 pandemic is currently putting many of our normal community association issues into perspective, the legal world continues to turn and the Florida Legislature recently adjourned its 2020 regular session. Several bills which would have made significant changes to Chapter 718 (Condominium Act) and/or Chapter 720 (Homeowners' Association Act) were proposed this year, but they did not pass.

Most notably, this includes House Bill 623/Senate Bill 1154, which proposed some significant changes in areas such as swimming pool regulatory requirements

for small associations, insurance rights of subrogation, official records maintenance and inspection procedures, service provider conflicts of interest, electric vehicle charging, alternative dispute resolution procedures for condominiums, clarification of condominium board term limits, homeowners' association rental restrictions, and many more. Another bill that did not pass, Senate Bill 1752, proposed criminal penalties for several categories of "fraudulent voting activities" in condominiums. Although these bills did not pass, it pays to stay informed because it is common for proposals from one year to be revived in a future legislative session.

One bill that did pass and will be of interest to many managers and board members was Senate Bill 1084, regarding Emotional Support Animals. If signed into law by the Governor, this bill will create Section 760.27, Florida Statutes to take effect on July 1, 2020. It would codify into Florida law many of the existing provisions of the Federal Fair Housing Act pertaining to Emotional Support Animals. It would also enact Section 817.265, Florida Statutes, criminalizing as a second degree misdemeanor the act of (i) falsifying information or written documentation, or knowingly providing fraudulent information or documentation, for an emotional support animal, or (ii)

knowingly misrepresenting himself or herself as having a disability or disability-related need for an emotional support animal. Persons convicted of this offense would also be required to perform 30 hours of community service. This new law would join the already existing Section 413.08(9), Florida Statutes, which provides for similar penalties for false claims regarding Americans with Disabilities Act "service animals." Many of us hope that these new provisions, if signed into law by the Governor, will help reduce fraudulent emotional support animal claims by providing a deterrent, while still protecting legitimate claims for accommodation from those with disabilities.



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**North Gulf Coast Chapter  
Community  
Association  
Institute (CAI)  
Golf Tournament**

**Friday, June 5th 2020**

**POSTPONED - Rescheduled Soon**



**SANTA ROSA  
GOLF & BEACH CLUB**

**334 Golf Club Drive**

**Santa Rosa Beach, FL 32549**

**Sign-In: 10:30a  
Lunch: 11:30a-12:30p  
Shotgun Start: 12:30p**



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**For More Information**

**Please Contact**

**Kathy Barber**

**caingcc@mycai.org**

**850-797-3472**

# ANNUAL AWARDS AND DINNER

On January 30, the North Gulf Coast Chapter of CAI held their Annual Meeting and Awards Dinner at Sundestin Beach Resort. With catering by Blue Mountain, beverages by Chan's Wine Bar and entertainment provided by a singing guitar player, it was a lovely evening to celebrate the best of the best. Applications were submitted and the Board voted to honor the following people:

- Community Volunteer Leader of the Year: Stefan Kopas
- Business Partner of the Year: JD West, Giant Enterprises
- Community Association Manager of the Year: Debra Laminack
- Lifetime Achievement Award: Jerry Burg (accepted by Barbara and Brandon Burg)

The evening also included the installation of the 2020 Board of Directors. We look forward to an amazing 2020!



Lifetime Achievement Award: Jerry Burg (accepted by Barbara and Brandon Burg)



Community Association Manager of the Year: Debra Laminack



Community Volunteer Leader of the Year: Stefan Kopas

## WELCOME NEW MEMBERS

### COMMUNITY ASSOCIATION VOLUNTEER LEADERS

Moonspinner Condominium Association, Inc.  
Panama City, FL

St. George Plantation Owners Association, Inc.  
St. George Island, FL

### MANAGERS

James Burns  
Jean Clason  
Brett Conley  
Luke Elgee

### MANAGERS

Haley Green  
Sarah Hunt  
Lori Ann Jackson  
Lee Nettles  
Mauri Satterfield  
Veronica Watson

### BUSINESS PARTNERS

Beach Community Bank  
Pensacola, FL

### BUSINESS PARTNERS

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Landscape Workshop LLC  
Valparaiso, FL

### MULTI-CHAPTER BUSINESS PARTNERS

Middle Oak Insurance



# EDUCATION FOR MANAGERS

As a community association manager, the most important thing you can do to increase your earning potential and accelerate your career is to obtain training and credentials from CAI's Professional Management Development Program (PMDP). Through this program, CAI provides the most comprehensive, expert education courses for community managers seeking to increase their skills, knowledge and job opportunities.

CAI offers four levels of courses designed to give new managers a knowledge base and experienced managers a deeper understanding of all aspects of association management. Courses focus on such topics as insurance, finance, leadership, governance and communications. Check out [www.caionline.org](http://www.caionline.org) for class descriptions and locations.

## compensation comparison

JOB TITLE	AVERAGE COMPENSATION WITHOUT CREDENTIALS	WITH CMCA	WITH AMS	WITH PCAM
Assistant Community Manager	\$44,993	\$50,156	\$65,783	–
Portfolio Manager	\$43,929	\$51,598	\$55,327	\$63,733
Onsite Manager	\$61,753	\$72,807	\$76,450	\$81,778
High-Rise Manager	\$77,512	\$83,408	\$89,359	\$103,171
Large-Scale Manager	\$112,309	\$114,296	\$118,524	\$130,350
CEO of a Management Company	\$109,777	\$124,973	\$130,008	\$158,373

This data is from the Foundation for Community Association Research's *Community Association Manager Compensation and Salary Survey*. The full survey is available in the CAI Press bookstore at [www.caionline.org/shop](http://www.caionline.org/shop).

7,000–8,000

Community association management companies

6,000–9,000

Large-scale associations, i.e., those meeting at least two of the following three characteristics: a single, contiguous community with a general manager; a minimum of 1,000 lots and/or homes; and a minimum annual budget of \$2 million

50,000–55,000

Community association managers (includes onsite managers and those who provide part-time support to a number of communities)

95,000–100,000

Individuals employed by management companies

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7 Town Center Loop, Suite C-16 | Santa Rosa Beach

[www.mycal.org](http://www.mycal.org) | page 9

### Continuing Education Credit for CMCA, AMS, and PCAM Credentials

Course	CMCA	AMS	PCAM
M-100: The Essentials of Community Management	Prerequisite course to <i>earn</i> the CMCA	To earn the AMS, you must pass the CMCA Exam (for which the M-100 is a prerequisite course)	To earn the PCAM, you must pass the CMCA Exam (for which the M-100 is a prerequisite course)
M-201: Facilities Management	12 hours of CE credit toward recertification	<b>* To earn the AMS:</b> Pass any two 200-level courses <b>* To redesignate:</b> one 200-level course + 8 additional hours fulfills AMS redesignation	All 200-level courses are required to earn the PCAM
M-202: Association Communications	12 hours of CE credit toward recertification		
M-203: Community Leadership	12 hours of CE credit toward recertification		
M-204: Community Governance	14 hours of CE credit toward recertification		
M-205: Risk Management	14 hours of CE credit toward recertification		
M-206: Financial Management	14 hours of CE credit toward recertification		
M-300: Ethics and the Community Manager	6 hours of CE credit toward recertification	Can be used for AMS redesignation after completing all 200-level courses, or as the 8 additional hours	Fulfills PCAM redesignation requirement
M-310: Management Company Administration	16 hours of CE credit toward recertification	Can be used for AMS redesignation after completing all 200-level courses, or as the 8 additional hours	Fulfills PCAM redesignation requirement
M-320: High-Rise Maintenance & Management	16 hours of CE credit toward recertification	Can be used for AMS redesignation after completing all 200-level courses, or as the 8 additional hours	Fulfills PCAM redesignation requirement
M-330: Advanced Insurance and Risk Management	16 hours of CE credit toward recertification	Can be used for AMS redesignation after completing all 200-level courses, or as the 8 additional hours	Fulfills PCAM redesignation requirement
M-340: Managing the Large-Scale Association	16 hours of CE credit toward recertification	Can be used for AMS redesignation after completing all 200-level courses, or as the 8 additional hours	Fulfills PCAM redesignation requirement
M-350: Manager and the Law	16 hours of CE credit toward recertification	Can be used for AMS redesignation after completing all 200-level courses, or as the 8 additional hours	Fulfills PCAM redesignation requirement
M-360: Leadership Practices in Building Community	16 hours of CE credit toward recertification	Can be used for AMS redesignation after completing all 200-level courses, or as the 8 additional hours	Fulfills PCAM redesignation requirement
M-370: Managing Developing Communities	12 hours of CE credit toward recertification	Can be used for AMS redesignation after completing all 200-level courses, or as the 8 additional hours	Fulfills PCAM redesignation requirement
M-380: Litigation Training for Managers	8 hours of CE credit toward recertification	Can be used for AMS redesignation after completing all 200-level courses, or as the 8 additional hours	Fulfills PCAM redesignation requirement
M-390: Leadership Practices in Customer Service	8 hours of CE credit toward recertification	Can be used for AMS redesignation after completing all 200-level courses, or as the 8 additional hours	Fulfills PCAM redesignation requirement
M-400: Contemporary Issues in Community Management	12 hours of CE credit toward recertification	Can be used for AMS redesignation after completing all 200-level courses, or as the 8 additional hours	Fulfills PCAM redesignation requirement

Maintaining the AMS or PCAM designation fulfills the continuing education requirements for CMCA recertification



# Thank you to our sponsors!

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