

# VILLAGE BREEZE

APRIL/MAY 2020



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## LETTER FROM THE EDITOR



### HERE'S TO BETTER DAYS, SOON

I wish wholeheartedly that our second issue of the new Village Breeze was birthed under very different circumstances, as if nothing in our collective lives has been turned upside down amid the COVID-19 pandemic.

This issue was created before and during the very early stages of the coronavirus crisis, a rapidly changing phenomenon the likes of which we've never seen. Some content addresses the Village and COVID-19, but come press time, it already was out of date. Visit the Coronavirus Update link at the Village website for daily updates. Our Recreation calendar stands intact in hopes that everyone can go back to enjoying the things they love sooner rather than later. Your Department of Media and Communications has been working overtime to ensure that as many residents as possible receive current information regarding Village life and the coronavirus via Village

Television (TV6), the website, weekly email blasts, signage and more. If you receive information digitally and know a neighbor who doesn't, consider sharing news via phone or a leaving a printout on the person's doorstep. We'll be sure to let everyone know asap as Recreation events restart and GRF facilities reopen.

#### Behind the Photo

My messages will be appearing here, so it's only fair you know a bit about me. I am a 30-year Chicago-area transplant and publishing and communications professional who lives in Fountain Valley with my husband, two teenagers, two German shepherds and my senior parents, who moved in with us in their mid-70s to escape Midwest weather. My dad's health is steadily declining, and my mom and I are caregiver partners. Being a member of the "sandwich" generation—caring for older adults and kids simultaneously—is a mix of joyful and stressful, but it provides countless poignant lessons and cherished memories.

I first learned of the Village in 1994 while at my first magazine publishing job in Irvine. As I explored the area, I was delighted by the vast greenery rising above this community's walls and by its sweeping vistas. When I joined the VMS team, I immersed myself in all things Laguna Woods Village and have spent many hours combing our community and learning its history. It's a jewel unlike any other I've seen anywhere, full of beauty, abundance and opportunity.

#### For You, About You

Everything is a process—including your Village Breeze. I hope that as it evolves, you continue to enjoy each edition. To that, feedback is vital to ensuring your satisfaction with it. Also, future issues will feature your creative spirit—look for queries for expressions through photography, poetry, essay or short story. In short, I'm looking forward to the future of the Village Breeze, which is for you and about you.

Until we meet again, friends, may you and yours be well

**Ellyce Rothrock, Editor**

[ellycerothrock@vmsinc.org](mailto:ellycerothrock@vmsinc.org)





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# VILLAGE BREEZE

THE OFFICIAL MAGAZINE OF  
LAGUNA WOODS VILLAGE

APRIL/MAY 2020

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Unsolicited manuscripts and content suggestions are welcome for possible future use in the Village Breeze or other VMS publications. Acknowledgement of unsolicited manuscripts is in no way a suggestion or guarantee of publication.

Submit concise editorial ideas as a one-page letter accompanied by recent writing samples to [info@lagunawoodsvillage.com](mailto:info@lagunawoodsvillage.com) or to Village Breeze, 24351 El Toro Road, Laguna Woods, CA 92637. Include your full name, phone number, email address and manor number. To receive a copy of the Laguna Woods Village Style Guide and editorial guidelines, email [info@lagunawoodsvillage.com](mailto:info@lagunawoodsvillage.com).

Submissions will not be returned.

Village Breeze reserves the right to edit any and all content for clarity, accuracy, space and tone and correct grammar, spelling and usage.

Only Village Breeze staff and its advisors prepare and assign editorial content. No contributor or agent may promise content, or content placement within Village Breeze, to any individual, group, business, organization or entity.

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 GOLDEN RAIN FOUNDATION  
of LAGUNA WOODS

 THIRD LAGUNA HILLS  
MUTUAL

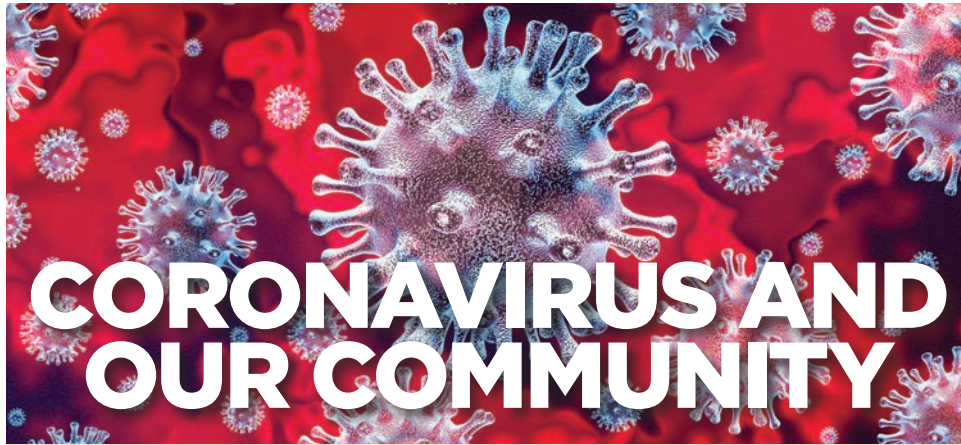
 UNITED LAGUNA WOODS  
MUTUAL

  
Village Management Services, Inc.

THE TOWERS  
at Laguna Woods Village



## WHAT'S UP IN THE VILLAGE



**Please note:** The following information was valid and current as of press time. The coronavirus crisis is a dynamic and rapidly changing situation. Village Management Services is committed to closely monitoring and communicating the most up-to-date information to our community regarding the novel coronavirus (COVID-19). Visit the Village website at [lagunawoodsvillage.com](http://lagunawoodsvillage.com) and click the Coronavirus Update link for new information as we receive it from the Orange County Health Care Agency and the California Department of Public Health. Our website also features contact information and frequently asked questions, which are also updated as necessary. Continue to monitor the Village Facebook page and your email, and tune in to Village Television (TV6) and your national news outlet of choice. We thank you for your cooperation and support.

### What Government Agencies Say

COVID-19 information shared by VMS will be in direct cooperation with the Orange County Health Care Agency (OCHCA), the California Department of Public Health (CDPH) and the Centers for Disease Control and Prevention (CDC).

On March 19, California Governor Gavin Newsom issued a stay at home order to protect the health and well-being of all Californians and to establish consistency across the state in order to slow the spread of COVID-19.

According to OCHCA, epidemiological evidence of community transmission in Orange County, indicates that COVID-19 is spreading in the community.

The agency recommends that people aged 65 and older, and those with chronic health conditions, including heart disease, diabetes and lung disease, should stay home and away from other people.

If you are experiencing symptoms of COVID-19, and you feel you need to seek medical care, call your health care provider first so that appropriate precautions can be taken. Call 911 in an emergency.

### What This Means for Village Residents

#### INDOOR/OUTDOOR FACILITIES

- All indoor and outdoor facilities are closed, including GVA recreation rooms

#### GATES

- Gates closed: 3, 6, 8, 9
- Gates open: 1, 2, 4, 7, 10, 14; Gate 12 open for food delivery from 11 a.m. to 1 p.m. and 5 to 8 p.m.; Gate 16 open to golf cart traffic from 6 a.m. to 7 p.m.

#### BUSES/TRANSPORTATION

- Fixed-route service Monday through Friday from 9 a.m. to 5 p.m. (no Saturday or evening service)
- The Boost program (Lyft) will operate Monday through Friday from 7 to 9 a.m. only.
- Journey service will continue seven days a week from 8 a.m. to 5 p.m.

#### COMMUNITY CENTER, VILLAGE FACILITIES

- Resident Services is closed to resident traffic
- Call Resident Services during regular hours ([949-597-4600](tel:949-597-4600)) or email ([residentservices@vmsinc.org](mailto:residentservices@vmsinc.org))
- In-person assessment payments at Resident Services are suspended

#### SECURITY

- The Department of Security Services continues full service, including patrols throughout the Village



## LANDSCAPING/MAINTENANCE & CONSTRUCTION

- Landscaping and golf course maintenance continue, including tree trimming and slope maintenance
- All nonessential maintenance and construction services are suspended
- Help us limit traffic in and out of the Village; no contractors should be contracted unless it is an emergency

## SOCIAL SERVICES

- Call **949-597-4267**, Monday through Friday, 8 a.m. to 5 p.m.

## MEETINGS

- No open-session public meetings until further notice; online virtual meetings are in development and/or practice

## REAL ESTATE: NO OPEN HOUSES

## IF I THINK I HAVE THE VIRUS, WHAT DO I DO?

- If you are experiencing symptoms of COVID-19 and believe you need medical care, call your health care provider first so that appropriate precautions can be taken. Call 911 in an emergency.

## VILLAGE INFORMATION SOURCES

- Village website
- Village website COVID-19 FAQs
- Village Television (TV6) message board
- Frequent VMS emails
- "This Day" airs Monday through Saturday at 9 a.m.
- For specific questions, email [info@lagunawoodsvillage.com](mailto:info@lagunawoodsvillage.com)

# COVID-19: MENTAL SELF-CARE

A list of helpful resources developed by support psychologists

### Important reminders:

1. Accept your emotions. Anger, fear, anxiety, etc. are all normal. Be gentle on yourself and offer patience to others. We're in this together.
2. Limit exposure to media and remember that official communications from the CDC are the best source of up-to-date information.
3. Get moving, if at all possible.
4. Connect with others to help improve your physical health and psychological well-being.

Call 211 from any phone in OC for help with anything from legal aid to mental health emergencies to housing and transportation.

Suicide Prevention Lifeline: Call **800-273-8255** or text ANSWER to 839863 to receive free and confidential support 24/7.

Please note: If you already have a counselor or therapist (even if you haven't seen them in a while), you can call their office and ask about telehealth services or virtual counseling/therapy. Many offices now offer these services that do not require you to come into the office.

## Keep Mind and Body Occupied

- Take a walk
- Hike local trails
- Re-read favorite books
- Watch movies
- Call friends and family
- Write letters or send cards
- Organize
- Ride a bike
- Do floor or chair exercises
- Tend patio plants
- Learn a new recipe
- Learn a new language

## Local, State and Federal Websites

- [cdc.gov](https://www.cdc.gov)
- [ocaliforniahealthinfo.org](https://www.ocaliforniahealthinfo.org)
- [cdph.ca.gov](https://www.cdph.ca.gov)
- Health Referral Line, **800-564-8448**, Monday through Friday from 8 a.m. to 8 p.m.



## WHAT'S UP IN THE VILLAGE

# ALL WELCOME AT TOWN HALL-STYLE VILLAGE VISITS

VMS staff and the boards of directors are joining together to host regular town hall-style meetings to which all residents are invited to become better acquainted with Village operations and current community topics, and to offer insight and recommendation to leadership.

These casual meetings are designed to be informative and constructive, and encourage interaction among residents, board members and VMS staff.

Below is a list of upcoming meetings featuring VMS CEO Jeff Parker, who will answer our questions and share conversation:

- July 8, 10 a.m., Clubhouse 1 Main Lounge
- September 23, 10 a.m., Clubhouse 6 Main Lounge



Visit the Village YouTube channel at [lagunawoodsvillage.com/youtube](https://lagunawoodsvillage.com/youtube) for “This Day” interviews with VMS CEO Jeff Parker, guest speakers, DwellingLive tutorials and much more.

## CENSUS UPDATES

The U.S. Census distributed invitations in mid-March to complete the 2020 Census, with instructions to respond online, by phone or by mail. By April 1, all homes should have received an invitation to participate.

**April:** Census takers will begin visiting communities with large groups of people and conduct quality-check interviews to help ensure an accurate count.

**May to July:** Census takers will begin visiting homes that have not responded to the 2020 Census invitation.

**December:** The Census Bureau will deliver apportionment counts to the President and Congress as required by law.

● Find more information about the 2020 Census at [bit.ly/3aregKU](https://bit.ly/3aregKU).

## Code RED

### Enrollment Now Easier Than Ever

Register for emergency alerts from the Laguna Woods Village CodeRED system by simply clicking the CodeRED icon in the upper left-hand corner at [lagunawoodsvillage.com](https://lagunawoodsvillage.com), or by updating your emergency contact information at the resident portal.





## IMPROVE YOUR QUALITY OF LIFE—AND SOMEONE ELSE'S

Did you know that volunteering contributes to our physical, psychological and cognitive health? By volunteering in the Village's Friendly Visitor Program, not only will you help yourself, but you also will improve the quality of life of another resident.

To help address loneliness and isolation in our community, program visits with residents can range from talking and/or playing games with a homebound neighbor to doing community activities or going out to lunch together.

The program offers training to help develop the compassion and skills necessary to become friendly companions to program participants. Volunteers must be a Village resident, be able to develop rapport and sensitivity toward older adults, demonstrate good active listening skills, complete training and attend monthly meetings, complete a background check and commit to a minimum of 60 hours of volunteer service.

The Friendly Visitor Program is an initiative by the Laguna Woods Social Services Department in partnership with the Council on Aging – Southern California.

● **For more information about the program, call 949-597-4267.**



## Village Clubs Are Calling!

With more than 250 clubs and organizations in our community, we can find like-minded neighbors and make new friends easily.

The spectrum of clubs encompasses arts and crafts, cultural, dance, games, health and wellness, performing arts, political, religious, science and technology, sports and fitness, support groups and much more.

To get started, visit the Village website homepage and select Clubs. From there you can browse all clubs by type or alphabetically and find contact information for each.

There's no time like the present to get involved, get active and get going!

## MOISTURE DETECTORS ALERT TO WATER LEAKS

Water leaks and moisture intrusion can be devastating to us—and for our neighbors. Investing in inexpensive moisture detectors, available at most large hardware stores and online for between \$10 and \$80, emit an audible alarm as soon as a leak develops.

To help catch water leaks and avoid moisture intrusion events, install moisture detectors at the backs of toilets, under kitchen and bathroom sinks, near refrigerator ice makers and under hot water heaters. Also, special plates placed under hot water heaters catch leaks, and special devices shut off the water and electricity to the tank when a leak is detected.



● **Call Resident Services immediately at 949-597-4600 if you notice a leak. Call Security at 949-580-1400 after hours and on weekends.**



## WHAT'S UP IN THE VILLAGE

# Wipes and Pipes Don't Mix

Our sewer lines are old and have limited capacity, and plumbing blockages and sewer overflows wreak havoc on our community's buildings. One of the biggest sources of blockages are personal hygiene wipes.

Always toss disposable wipes in the garbage—never into Village toilets. Despite the marketing claims of “flushable” wipes, these products clog plumbing systems because they simply do not break down like toilet paper. Once a sewer line or toilet is clogged, the blockage attracts additional debris and becomes a critical issue. Place only standard bathroom tissue in toilets throughout the Village.

## New Hours When GRF Facilities Open

The Mac Lab on the third floor of the Community Center at 24351 El Toro Road is now open Monday through Friday from 9 a.m. to 3 p.m. and Saturday from 10 a.m. to 1 p.m.

The Community Fitness Center is open Monday through Friday, 5:30 a.m. to 8 p.m. and Saturday and Sunday from 7 a.m. to 2 p.m.



# VOLUNTEER FOR A MUTUAL RESEARCH GROUP

In an effort to reduce costs, increase revenues, implement operational efficiencies and enhance environmental stewardship, Third Laguna Hills Mutual and United Laguna Woods Mutual will sponsor research groups to identify emerging trends, technologies and best management practices in areas impacting Laguna Woods Village. These study groups will be comprised of qualified members in the areas of water conservation (coordinated by Third); energy, software and information technology (coordinated by United); and other emerging trends that benefit Laguna Woods Village. Emphasis will be on research, identifying trends and consulting with subject matter experts inside and outside the Village.

● **Residents interested in volunteering for the water conservation group may contact Third Board of Directors President Steve Parsons at [steve.parsons@lagunawoodsvillage.com](mailto:steve.parsons@lagunawoodsvillage.com); those interested in energy, software and information technology may contact United Board of Directors President Sue Margolis at [smargolis@comline.com](mailto:smargolis@comline.com).**





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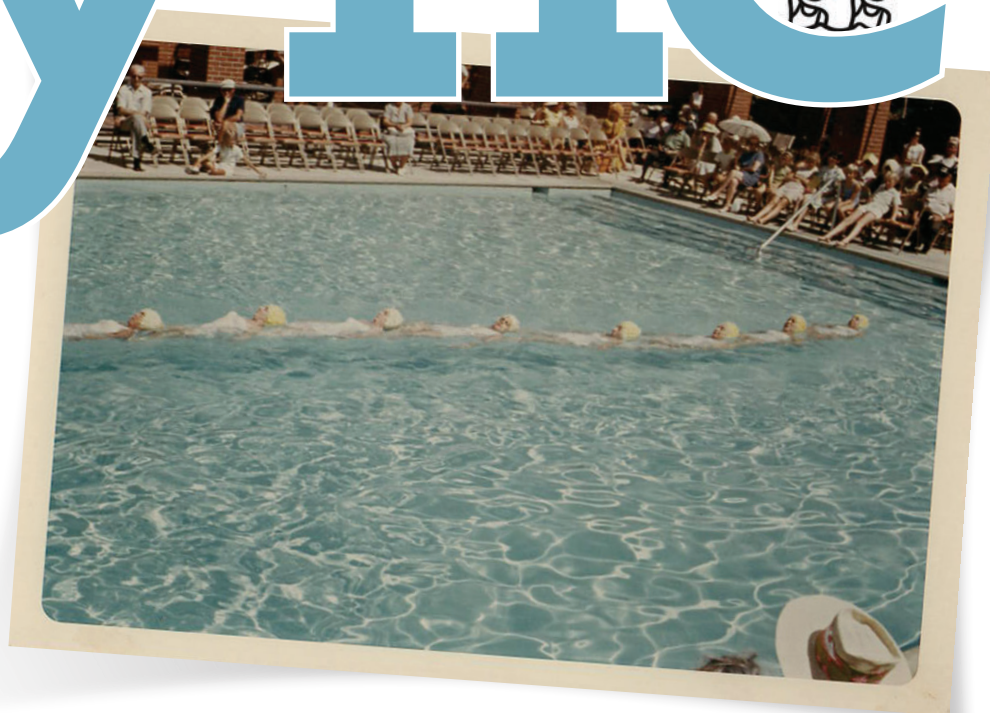
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# In PERFECT Sync

The Village Aquadettes, the longest-running senior synchronized swimming team in the world, are all in for fun and friendship.

BY JACKIE BROWN



**“I’ve** been swimming since I was 3 years old, but I didn’t do synchronized swimming until I came to the Aquadettes,” said team president Valerie Link. “My parents lived here, and I watched [the Aquadettes] for a long time.”

Enthralled by the group, Valerie dove right in when she moved to Laguna Woods Village. She joined the team in 2003, and she has been head coach since 2010.

In 1965, the Aquadettes began as a group of all-female lifeguards who collaborated to host a synchronized swimming show and formally became a club one or two years later. Today, the Aquadettes practice twice a week (Mondays and Fridays from 11 a.m. to noon), and put on a spectacular performance in the Village called the Aqua Follies Water Show, held in the pool at Clubhouse 1 (Pool 1) annually in August.

## **So Many Reasons to Swim**

The Aquadettes want to encourage senior women to get active and stimulate their mind, body and memory, but the club’s main purpose is to reduce loneliness and isolation by forming lifetime friendships. No prior synchronized swimming experience is necessary to join—just a love of water (and the ability to swim if you wish to train with the team). In fact, most Aquadette swimmers have



no prior experience. The pool is a wonderful place to be if you have arthritis, joint replacements, osteoporosis or back problems. The water provides a feeling of weightlessness, so swimming is an excellent activity for exercise and healing.

"It's not as hard as it looks," Valerie said. "We don't go fast and we teach you little by little what to do. The water holds you up; it's very forgiving. If you can float, we try to teach you to relax in the water, and once you get that down, you can learn to do just about anything. It's great core work for your tummy and great for your arms."

The club has more than 50 members, with about 15 to 20 swimmers who practice and perform, and about 30 auxiliary members who no longer swim in shows but remain involved. Of the swimmers, the youngest is 56 and the oldest is 88. A previous head coach, Eileen Allen, swam with the Aquadettes until she was 92 years old.

Friends of Aquadettes help the swimmers in the locker room, assisting with wardrobe and anything else the swimmers might need. A dedicated group of male supporters, christened "Aquadudes," play an important role as well.

"The Aquadudes are husbands, significant others and even sons of the Aquadettes who help during practices and the show," Valerie said. "We use their muscles; they move things around and just help us do all kinds of different things that the Aquadettes can't do."



### Aquadettes Make Splashes

It's no surprise that such an inspirational group has garnered a lot of positive press over the decades. In the 1990s, the Aquadettes were featured with a two-page full-color photo in an article on aging in National Geographic Magazine ("Aging: New Answers to Old Questions," Nov. 1997, Vol. 192, No. 5.), and they've also appeared in television commercials, music videos and news shows (CNN, the Today Show, NBC Nightly News, Inside Edition and others).

The Aquadettes' most recent moment in the spotlight came when they were approached to take part in a new Disney+ original television series called "The World According to Jeff Goldblum." Veteran actor Goldblum, who is 67, is known for his roles in major motion pictures like "The Big Chill,"



“The Fly,” “Jurassic Park” and “Independence Day,” among many others.

“It was really exciting,” Valerie said. “It was a great experience. He didn’t act like a big actor; he was just a regular guy. He was funny though! They told us that he wanted to learn a number and actually get in the water with us. We showed him what to do in the water and he did it with us and it was really fun. He did a great job!”

### More than Just a Show

“The big thing about the Aquadettes—it’s not just the show—it’s the camaraderie, the love and the friendship that we have,” Valerie said. “The older you get it’s so easy to stay home and isolate and just watch TV or read or be alone on your computer.”

“It’s so hard to take that step and join a club and make new friends,” she added. “Especially when you go to a club where you have to challenge yourself to do something and you say, ‘I could never do that.’ But then when you try it and then you do it ... your self-confidence grows, plus you have these friendships that last a lifetime. It’s really rewarding.”

---

For more information about the Aquadettes, visit them online at [Aquadettes.com](http://Aquadettes.com) or call 949-246-6593.







## DON'T MISS THE 2020 AQUA FOLLIES WATER SHOW!

The 2020 Aqua Follies Water Show will take place three nights on August 27, 28 and 29. During the 60-minute show, the Aquadettes perform an impressive swimming routine featuring music from popular hits to patriotic songs.

"The Laguna Woods Village Aquadettes are a vital component of our community, as they provide camaraderie, fitness and fun while creating an annual synchronized swimming show entertaining our residents," said Recreation and Special Events Director Brian Gruner. "Many of the Aquadettes do not have prior experience, but you wouldn't know that when you witness their collective talent. They are a treasured club within Laguna Woods Village."

All aspects of the Aqua Follies Water Show are produced completely by club members, from choreography and music to staging, lighting and dazzling costumes. The pool area, which can accommodate an audience of 300, opens at 7 p.m., and the show starts at 8 p.m. Tickets go on sale at the end of July for \$10 and may be purchased in Laguna Woods Village and at [Aquadettes.com](http://Aquadettes.com).



Jeff Goldblum, left, pals around with "Aquadude" Charlie Redner during filming for "The World According to Jeff Goldblum" in July.



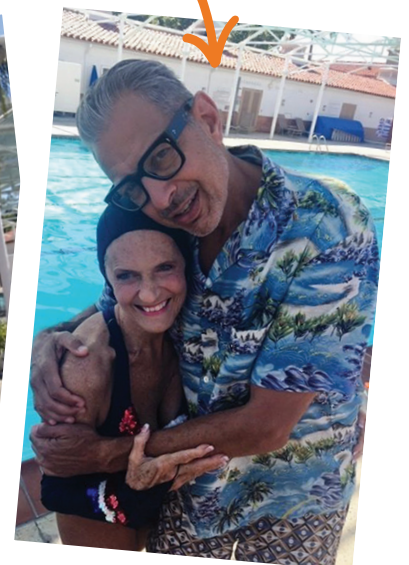
The Aquadettes pose with actor/producer Jeff Goldblum in Pool 1 during their July taping of a segment of "The World According to Jeff Goldblum," now streaming on Disney+.



Jeff Goldblum hugs Aquadettes coach Valerie Link at the Clubhouse 1 Pool.



The Aquadettes and Jeff Goldblum share a light moment during taping for Goldblum's series "The World According to Jeff Goldblum."



PHOTOS COURTESY OF AQUADETTES





# MAKE EVERY MOMENT COUNT

These 12 tips can help us get the most out of our doctor appointments and receive the best care possible.

BY SUSAN LOGAN-MCCRACKEN

**P**hysicians are extremely busy these days. According to a 2017 survey conducted by Merritt Hawkins of 15 of the largest U.S. cities, it takes an average of 24 days to schedule a new patient-physician appointment. A 2017 survey by Medscape found that 59 percent of physicians (not including psychiatrists) spend between just 13 and 24 minutes with each patient, which is why it's important to make every moment count.

## **1** Know what type of appointment you're making.

This may sound simple, but it's important to confirm. "Ask the scheduler what type of appointment they are making for you to ensure it is what you need," said Kristine Arthur, MD, Primary Care, Internal Medicine, at MemorialCare Saddleback Medical Center. "Medicare does not cover physicals but some senior plans do," she said, adding that Medicare does cover an

annual Medicare Wellness Exam, which addresses preventive care such as breast and colon cancer screening and vaccinations.

## **2** Prepare for your visit.

"Have the topics important to you written down," said Taees Ghassemi, RN, BSN, Care Manager at MemorialCare Saddleback Medical Center. "Think about what issues you need to have addressed."

Focus on the top three, and start with the most important on

## Having another person accompany you to your appointment can help you remember more of what your doctor said—and help the doctor find out more information, too.

your list—don't leave it for last, Arthur added. This is especially important if you have had anything potentially life threatening like chest pain or trouble breathing. A longer list of issues may require a follow-up appointment.

### 3 Write down your questions beforehand.

"Make sure you can touch on those things while you're with your doctor," said Michael Gault, MD, medical director of cardiology at MemorialCare Saddleback Medical Center. "Be upfront, ask the doctor questions and have a two-way conversation," to help the doctor make the best decisions for your care, he added.

Writing down your questions will help you stay focused, Ghassemi said, which is important given doctors' busy schedules.

### 4 Gather medications and records.

Provide as much information about your health history and present condition as possible. Arthur recommends bringing:

- A current list of all your medications or all your prescription bottles
- Names of other doctors and specialists—for example, your cardiologist, rheumatologist or surgeon

- A list of all prior surgeries
- Family history if possible
- Copies of recent labs (paper copies preferred)
- Hospital records (request a full copy)
- ER records (request printouts of labs or imaging)

### 5 Ask a friend or family member to accompany you at your appointment.

Gault said this is helpful, because doctors talk about a lot of different things. Having another family member or friend with you can help you remember more of what the doctor said. A family member can help the doctor find out more, too, he added.

## DOCTOR APPOINTMENT CHECKLIST

Provide as much information about your health history and present condition as possible. It's helpful to bring:

- A current list of all your medications or all your prescription bottles
- Names of other doctors and specialists—for example, your cardiologist, rheumatologist or surgeon
- A list of all prior surgeries
- Family history if possible
- Copies of recent labs (paper copies preferred)
- Hospital records (request a full copy)
- ER records (request printouts of labs or imaging)







Your companion also can take notes, Ghassemi said. That way, if you have a question, you can ask it right away instead of concentrating on notetaking. “Later you can go back to your notes,” she said.

## **6 Be on time.**

“The physician might not be able to give you the time needed if you’re late,” Ghassemi said. “Make sure you give your physician time to discuss what they need to discuss with you, too.”

“If you are a new patient or your insurance recently changed, come at least 15 minutes early, as there will be paperwork, and new insurance must be verified,” Arthur said.

“We as doctors try to be on time,” said Gault, but cardiologists and other doctors have emergencies that interfere with their schedule.

## **7 Be courteous with medical and office staff.**

“We’re all here to help patients, and in their best interest,” said

Gault. “Being patient and courteous to the staff goes a long way.”

If you think you may be sick, “Let the front desk know if you are ill right away, and please put on a mask to keep others from getting sick,” Arthur said.

## **8 Learn about your medications.**

“Know your medicines, the doses and whether you need refills,” said Gault, who also advised verifying that your doctor has all your medicines correct and that they are not adversely interacting. “We can help patients find less-expensive and more cost-effective medications,” he added.

“If you are unsure what condition each medication treats, please ask,” said Arthur. “It’s important to know if you must take your medications every day or only as needed.”

## **9 Learn about your medical issues.**

However, make sure what you read is correct and applies

to you, Gault cautioned. Online sources he recommended include Webmd, Uptodate, Mayo Clinic and Cleveland Clinic.

## **10 Use the emergency line for emergencies.**

“Most doctors’ offices have an on-call physician 24/7, 365 days a year,” Gault said. “For severe problems, calling 911 is the best thing to do.”

“We encourage our patients to use the emergency line,” Ghassemi said. Let the medical professional on the line decide if you should follow up with your doctor the next day or go to the emergency room. It’s better to utilize the emergency number and let the on-call physician make that decision.

“If you think it’s an emergency, use the emergency line,” said Theresa Boone, RN, CCM, care manager at MemorialCare Saddleback Medical Center. “Go with your gut. It’s better to err on the side of going to the ER.”

Having a good connection with your doctor for medical expertise is important. Sometimes your current doctor isn't the best fit. Personalities differ. People switch doctors, and that's OK.

## 11 Follow your doctor's advice.

"We are here to give you our best advice to take care of your medical issues," Arthur said. "If you do not agree, that is OK, but you need to communicate with us. If you stop a medication on your own, we need to know instead of waiting until your next office visit."

Boone suggested being open with your physician. Follow your

doctor's advice if you can. If there's some part of the advice you're not going to follow, tell the doctor right away. "Tell the doctor what's important to you upfront," for example, "if you're not going to do dialysis."

## 12 Establish your mode of communication going forward.

"When you leave, always ask when you should follow up,"

Arthur said. "Consider making a follow-up appointment before you leave so you don't have to call back to schedule it." Also, if you sign up for email, remember to check it. "If you only check it a few times a month, it is better not to use that as your primary mode of communication." She also recommended contacting the office if you are expecting a result but don't hear back. "I hear it a lot from patients that 'no news is good news,' but unfortunately, that is not always the case, and it is important the patients be proactive."

Having a good connection with your doctor for medical expertise is important, Gault said. "Sometimes it's not the best fit. Personalities may differ. People switch and that's OK."



## Ensuring highly-specialized care for older adults.

MemorialCare Saddleback Medical Center is proud to be one of the first and only hospitals in Orange County to receive Age-Friendly Health System – Committed to Care Excellence recognition from the Institute for Healthcare Improvement, as well as Geriatric Emergency Department Accreditation from the American College of Emergency Physicians. These designations demonstrate our dedication to providing highly-specialized care for older adult patients.



To learn more, visit our website at [memorialcare.org/SBAgeFriendly](https://www.memorialcare.org/SBAgeFriendly)





# Don't Give 'Em a Biting Chance

## How we can help keep *Aedes* mosquitoes out of our community

**T**here's a new mosquito in town: the ankle biter, or *Aedes*, mosquito, a black-and-white striped pest that is now in every city in Orange County, including Laguna Woods.

These aggressive day-biting mosquitoes make our outdoor spaces less enjoyable. They increase the risk of spreading Zika, dengue and yellow fever, and chikungunya. They prefer to feed on humans, biting multiple times and leaving many large itchy welts. The eggs can lay dormant for several years and will hatch when conditions are right and water is present. These container breeders need very little water to reproduce—just a capful to complete their life cycle.

Orange County Mosquito and Vector Control District treats larger spaces in Laguna Woods like Aliso Creek. But what about smaller water sources around your patio, yard or indoor spaces? (*Aedes* mosquitoes thrive indoors and can lay eggs around containers, vases and even bamboo plants!) Every resident can play an active role in mosquito control by connecting with neighbors and spreading the word.

# MOSQUITO SOURCE CHECKLIST

Find and eliminate mosquito breeding sites.

## COMMON HOUSEHOLD CULPRITS

## HOW TO TAKE ACTION

<input type="checkbox"/> Any container capable of holding at least a teaspoon of water one-fourth-inch deep	Throw away, turn over and empty twice a week or drill holes in the bottom
<input type="checkbox"/> Trash bins, plant saucers, buckets/barrels, watering cans, drinking glasses, bottle caps and other trash that can hold water	Store inside or turn over; throw out trash
<input type="checkbox"/> Pet water bowls	Rinse out once a week
<input type="checkbox"/> Potted plant saucers	Empty saucers once a week, remove saucers from under plants and place fine aquarium gravel in saucers
<input type="checkbox"/> Bird baths, fountains	Dump out once a week or flush out with a garden hose
<input type="checkbox"/> Bromeliads	Turn plant over to dump water; discard or remove from landscaping if possible
<input type="checkbox"/> Flower vases	Replace water every few days; scrub interior of vase to eliminate mosquito eggs
<input type="checkbox"/> Toilet bowl brush holder	Drain water collected on the bottom of container regularly
<input type="checkbox"/> Under kitchen sink	Keep space beneath sink clear and free of dampness



### Orange County Mosquito and Vector Control District Resources

- [ocvector.org/do-it-yourself-solutions-for-mosquito-issues](https://ocvector.org/do-it-yourself-solutions-for-mosquito-issues)
- [ocvector.org/invasive-aedes-mosquitoes](https://ocvector.org/invasive-aedes-mosquitoes)

Call Orange County Mosquito and Vector Control District at **714-971-2421** or **949-654-2421** to report unusual numbers of mosquitoes or day-biting mosquitoes.

## PROTECT YOURSELF FROM BITES

### ORANGE COUNTY MOSQUITO AND VECTOR CONTROL DISTRICT OFFERS THESE TIPS:

- Apply mosquito repellents to exposed skin before going outdoors; reapply as recommended
- Wear repellent containing DEET, picaridin, IR3535 or oil of lemon eucalyptus
- Close all unscreened doors and windows to prevent mosquitoes from entering your home or space; repair broken or damaged screens
- Wear long-sleeved shirts and long pants; choose lighter-colored clothing



## BEYOND THE GATES

UPPER  
NEWPORT  
BAY

## Upper Newport Bay

Nature Preserve and Ecological Reserve, loved by birders, bicyclists, hikers and horseback riders alike, is one of Southern California's largest coastal wetlands. It's also one of North America's finest birdwatching sites. Upward of 35,000 birds visit during winter migration at once! The bay is home to three sensitive species: the California gnatcatcher, the San Diego cactus wren and the burrowing owl; and six rare/endangered species: the light-footed clapper rail, the brown pelican, Belding's Savannah sparrow, the black rail, the peregrine falcon and the California least tern.



## PLAN YOUR VISIT

**Hours:** Park is open 365/24/7 from 7 a.m. to sunset; the Peter and Mary Muth Interpretive Center is open Tuesday through Sunday from 10 a.m. to 4 p.m. and is closed major holidays.  
**Admission:** Free

## DETAILS

2301 University Drive  
Newport Beach, CA 92660  
Visit [ocparks.com/parks/newport](https://ocparks.com/parks/newport) for a park brochure, a map, amenities, events and special programs, including bird counting, walks and photo workshops. Leashed dogs welcome.

Enjoy Upper Newport  
Bay Virtually!

Streaming live online, Thursday, April 23, from 1 to 2 p.m.

Experience one of the OC's greatest natural resources from the comfort of your home. View the exhibits of the Peter and Mary Muth Interpretive Center, walk the trails with an OC Parks resource specialist and interact with your guide in real time.

● For more information and to enroll, email [nathan.taxel@ocparks.com](mailto:nathan.taxel@ocparks.com) or call 949-923-2277.

● Call 949-923-2290 or email [unbic@ocparks.com](mailto:unbic@ocparks.com).



VILLAGE TELEVISION

# TV6

Provides local origination programming seven days a week, covering community and events, feature stories and entertainment programs, as well as live broadcasts of homeowner's association meetings and live broadcasts of Laguna Woods City Council meetings.

Channel 6 features original programming specific to the Village, including such resident favorites as "Trading Post," "Esther's Laguna Woods Show," "Tales from the Woods" and "Your Health." Shows are created to be informative and entertaining, and offer a brighter side to the resort-style living and active 55+ lifestyle we know and love.

"This Day," the premier connection to the Laguna Woods Village community with morning program hosts Lisa Hart and Ken Goldenberg, features such community-interest topics as board activities, local services, entertainment, finance, travel, senior activities and more. The show also presents news about the Village and the City of Laguna Woods, as well county, state and federal information as it relates to our community. During the COVID-19 pandemic, "This Day" is broadcast live Monday through Saturday at 9 a.m.

Visit the Village TV landing page on the Village website (go to Residents; then Services) to find programming and contact information, how to use the Community Message Board and more.

To view previous "This Day" broadcasts, Village news, governance meetings and dozens of other videos, visit the Laguna Woods Village YouTube channel at [lagunawoodsvillage.com/youtube](https://lagunawoodsvillage.com/youtube).



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## RESIDENT SERVICES

# DwellingLive IS OUR FRIEND

**ENROLL** to simplify guest access and overnight parking.

Did you know you can register guests online, and print access and overnight parking passes (OPP) 24 hours a day, seven days a week, using a computer, tablet or smartphone? It's easier than you think!

### Guest Passes via DwellingLive

- Visit [lagunawoodsvillage.com](http://lagunawoodsvillage.com) on your computer, tablet or smartphone.
- Click on the Guest Passes tab at the top right corner of the home page.
- Follow the onscreen instructions to call Gate Clearance or register a guest online.
- Use your email and resident ID to log in.
- First-time DwellingLive users can enroll by following the registration instructions.
  - Use your email address of record and default password (your resident ID number).
  - If you don't know your email address on file, or you want to change your information, contact Resident Services at [residentservices@vmsinc.org](mailto:residentservices@vmsinc.org) or call 949-597-4600.
- Once you are logged in, select guest and pass type, and fill in the appropriate information.
- Click Save.
- Your guests are now entered into the system and will be cleared when they come through the gate.
- Download the DwellingLive app for iPhone and iPad at the App Store, and for Android devices at Google Play.

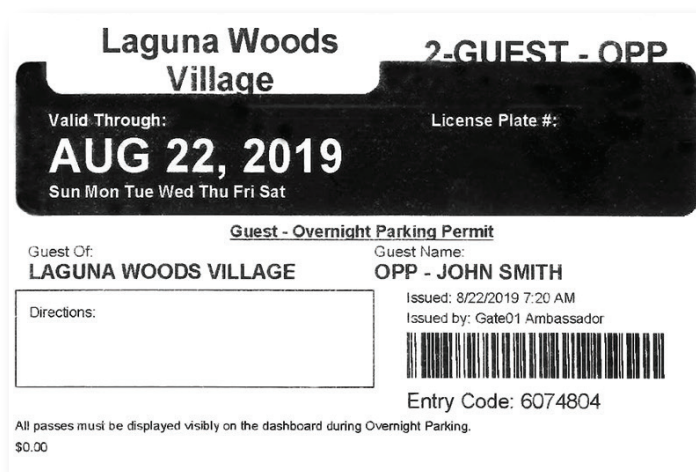


### Overnight Parking Passes (OPP) via DwellingLive

Overnight guests, even those who have a multiday pass or are on your annual guest list, still need an Overnight Parking Pass (OPP) for every night they park in the Village. Even if guests have already cleared the gate with an annual pass and later decide to stay the night, you still must call and request an OPP.

If either an OPP or annual pass is lost or forgotten, printing a new pass renders the old pass invalid.

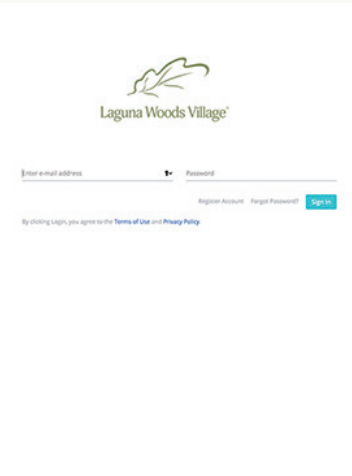
Easily register guests online with DwellingLive at your convenience 24 hours a day.



# How to Set Up and Access the Resident Portal

The Village website resident portal allows residents to submit service requests and view scheduled, opened and completed work orders, view account balances, view and print assessment statements, pay assessments or chargeable services via credit card, and enter emergency contact information.

For more information, call Resident Services at **949-597-4600**.



1. From the Laguna Woods Village website main page, click Login in the upper right-hand corner, next to Contact Us.
2. For a first-time login, register your account.
3. Enter the email you have on file with Resident Services. Click Verify Email. If you don't know the email address you have on file, contact Resident Services at **949-597-4600**.
4. Check your email account for an email from the Village that contains a prompt to reset your password. Then return to the Login/Sign In page of the Village website. Enter your email and password.
5. After entering your email and password and clicking Sign In, you will be taken to the Dashboard Page for account details. A dropdown menu is available for Residents who own more than one property. Your personal information will appear in each field. Navigate the Dashboard Page using the left-hand full menu or the icon menu.
6. Select Payments from the left-hand menu to visit the Payments Page, where you can view assessments and other charges. Click Pay Now to pay any charges. You will be taken to Payment Details.
7. Under Payment Details, enter your credit card information and click Submit Payment.
8. Select the Statements Page to download and view current and past statements (pdf format) for your property/properties.
9. Select Work Order to view Scheduled Work Order, Open Work Order or Completed Work Order, or Create New Work Order for your property/properties.

There are two ways to obtain an OPP:

## *Online*

- Follow the Guest Passes instructions.
- Your guests are now entered into the system and will be cleared when they come through the gate for an OPP.
- Gate Ambassadors can print out the OPP at the gate, or residents may email the OPP to their guests via DwellingLive.

## *Email*

Residents may also add guests to the Gate Clearance list by emailing their information to **[community-access@vmsinc.org](mailto:community-access@vmsinc.org)**.

## *Telephone*

If you do not have access to a computer, tablet or smartphone, call Gate Clearance at **949-597-4301**.





## SOCIAL SERVICES

# Brain Health = LIFE WEALTH

**IT'S NEVER TOO LATE** to start caring for your body's most complex organ.

A healthy brain holds the keys to living a long and full life. Learn to protect your brain and reduce your risk of memory loss and cognitive decline through exercise, diet and nutrition, medical care, social engagement, sleep and mental fitness.

### Get Moving

Aerobic exercise, like walking, dancing or biking, and improving endurance, flexibility, balance and strength can protect existing brain cells and promote the growth of new ones. Take a walk every day, enroll in a dance class or join a biking club. Find an interest and stick to it!

### Get Social

Brain health scientists report that individuals who are the most socially active experience memory loss at a slower rate compared to those who socialize less. Plan a recurring group exercise event or regularly volunteer to build social networks and stay connected.

### Remember to Rest

Sleep is a vital restorative process for both brain and body. Poor or inadequate sleep can affect physical abilities as well as memory and thinking. Aim for seven to nine hours of sleep each night and make your bedroom a device-free zone. Blue light from tablets, smartphones and laptops can make it hard to fall asleep.



### Check Your Numbers

Blood sugar levels, good and bad cholesterol, and blood pressure indicate overall health. Talk to your doctor about any health concerns. Open communication is vital to maintaining a healthy lifestyle.

### Keep Your Brain Sharp

Mental stimulation creates new connections between nerve cells and may even help create new brain cells. Exercise your brain by reading, completing puzzles, working on math problems, playing sudoku, learning a new language or playing an instrument.

### Eat Right

Adopting a heart-healthy diet, even later in life, may benefit your brain and overall health. Research shows that individuals who eat a Mediterranean-style diet (fruits, vegetables, whole grains, nuts, beans, extra virgin olive oil and fish) display better memory and thinking skills compared to those who eat a low-fat diet. Also, avoid fast and processed food, red meat and whole-fat dairy foods.

# Take Your Brain to SCHOOL

Social Services and Alzheimer's Orange County will be offering programs aimed at improving brain health and reducing the risk of cognitive decline. Call Social Services at **949-597-4267** for the days/times of upcoming classes.

## HOW TO KEEP YOUR BRAIN HEALTHY & LOWER RISK OF COGNITIVE DECLINE

This class identifies six pillars of brain health, reviews age-related changes in memory and learning, explores possible risks and threats to brain health, and outlines practical steps to protect brain health and lower risk of cognitive decline.

## 4 WEEKS TO A BETTER MEMORY\*

This four-week memory training program is aimed at healthy older adults with normal aging memory challenges who wish to improve or maintain their memory.

## BRAIN BOOT CAMP\*

A single three-hour intensive class that teaches healthy brain lifestyles and enhances memory ability in just one day.

*\*Not intended for those with cognitive impairment, Alzheimer's disease or other forms of dementia.*

A healthy brain holds the keys to living a long and full life.

**Alzheimer's**  
ORANGE COUNTY



## SCHEDULE YOUR "MIND CHECK"

Laguna Woods Village and Alzheimer's Orange County together provide services to residents experiencing memory loss or cognitive impairment, including Mind Check, a confidential cognitive wellness screening that helps identify possible changes in memory and cognition and identify those at risk for cognitive impairment. In-home or office visits help residents learn about the disease, community resources, caregiver tips and strategies, and planning for the future.

● Mind Check is available by appointment. Call Social Services at **949-597-4267** to schedule an appointment with Lourdes Oseguera, MSW, who is employed by Alzheimer's Orange County to provide direct services to Village residents.





## SECURITY SERVICES

# MEET OUR NEW DIRECTOR



**CARLOS  
ROJAS**  
replaces  
former  
Director  
Tim Moy.

**An oft-quoted** and paraphrased African proverb states, “It takes a whole village to raise a child.” For Carlos E. Rojas, it took next-door neighbors, who happened to be U.S. Secret Service Agents, to lead him to his career path. “They mentored and motivated me to pursue a career in law enforcement.” And he’s glad they did, because he’s passionate about serving others, making a difference in people’s lives and helping them solve problems.

Rojas earned a Master of Science in Criminal Justice at Chapman University and a Bachelor of Science in Criminal Justice at California State University, Long Beach. He also is a graduate of the FBI National Academy, the Los Angeles Police Department’s WestPoint Leadership Program and the University of Southern California’s Executive Counter-Terrorism Program.

In 1990, Rojas went to work for the Santa Ana Police Department. After 27 years, he completed his tenure there as chief of police. In 2017, he served as chief of police at the San Francisco Bay Area Rapid Transit System Police Department,

from where he retired. During his career, he was awarded Medals of Valor by the Santa Ana Police Department, U.S. Customs Service and Federal Bar Association.

“I’m proud to have been able to rise through the ranks at the City of Santa Ana to become chief and serve in the same capacity at the San Francisco Bay Area Rapid Transit District Police Department,” he said. “This has offered me endless opportunities and experiences that will now help me lead the Security Department at Laguna Woods Village.”

Inspired by individuals who work hard and dedicate themselves to serving others, Rojas served on several boards, including the Public Safety and Neighborhood Improvement City Council Committee. Further, he taught college-level courses on community interactions in the Criminal Justice Program at Santa Ana College.

### **A Unique Village Tie**

“My dad retired as a painter after serving the residents of Laguna Woods Village for 22 years,” Rojas said. When the security director position opened up, he contacted Chief Moy, who shared the strengths and challenges in maintaining the Village’s strong safety history.

“Once I had an opportunity to tour the Village and meet staff, I knew it was the right fit and felt I could make positive contributions based on my experience in public safety. Chief Moy set a strong foundation to build upon,” he said, adding that optimal safety is accomplished in partnership with the community.

His immediate goal is to get to know staff and residents, and to learn as much as he can about the services provided. His long-term goal is to ensure that the Department of Security Services has the necessary technology and infrastructure in place to serve all stakeholders.

“I will ensure that we place customer service and process improvements at the forefront of our operation,” he said. “This will help us maximize effectiveness and efficiencies in order to uphold excellent safety our residents enjoy.”



YOUR FAQs ANSWERED

# PROBLEMS SOLVED

## What is the best way for me to become acclimated to the community?

A video on the Village website nicely sums up all the activities and social facilities our community offers. Take a docent tour, which covers amenities, activities and a property overview, and stops at favorite facilities, including the Library/History Center, Clubhouse 4 and Restaurant 19. New resident orientation meetings provide specific details about your housing mutual.

Call Resident Services at **949-597-4600** to find out how to sign up for a docent tour or a new resident orientation.

## How do I make contact with clubs?

The Village has more than 250 clubs that offer residents a wealth of fun and entertainment. Visit the Village website and select Clubs at the top of the home page. Clubs are listed by type and alphabetically, and each listing includes contact information.

## How do I get help with the resident portal?

A step-by-step tutorial on using the resident portal is located at **[lagunawoodsvillage.com](http://lagunawoodsvillage.com)**. Select Residents on the home page and then Resident Services; scroll down to Resident Portal, and then click on the link. The portal allows residents to view account balances, view and print statements, pay assessments or chargeable services via credit card, view work orders and submit service requests online.

● ***If you have a question that needs answering or a problem that needs solving, email [info@lagunawoodsvillage.com](mailto:info@lagunawoodsvillage.com). Include your name, unit number and email in your message, and be sure to label the subject line My FAQ.***







## LANDSCAPING

# OPEN SPACE TLC

## VILLAGE GROUNDS NEED—AND RECEIVE—A GREAT DEAL OF CARE.

**Laguna Woods Village** encompasses more than 640 acres of maintained landscape, including an urban forest featuring nearly 33,000 trees. All landscaped areas are maintained by Village Management Services Inc.

Turf is maintained on a seasonally adjusted cycle, varying from weekly to every three weeks. Slopes and shrubs are pruned annually, with more frequent light trimming performed quarterly. In summer, crews focus on turf maintenance with light shrub beds maintenance. In cooler months, crews visit residential areas more often.

Clubhouses and other community facilities receive more frequent landscape and grounds maintenance.

All trees are inspected and trimmed on a five-year species-based cycle, but some require more frequent trimming. For example, carrotwood and mulberry are trimmed every two years; magnolias and some pines every five.

Computer-controlled irrigation systems use an on-site weather station to adjust watering to meet plants' needs based on current weather conditions. Turf reduction projects and planting California-friendly greenery helps support the Village's water conservation efforts. Planters and open areas are topped with mulch to improve soil, reduce moisture loss and return nutrients to the environment.

All of the green waste generated from Village landscape maintenance is composted on site and returned as mulch, resulting in nearly 100% recycling!



HELEN HARRIS





# WHAT OUR CREWS DO

## MOWING, EDGING, PRUNING AND MORE

### WHAT LANDSCAPING DOES

Communicate schedules for various landscape maintenance activities for each mutual on the Village website: [lagunawoodsvillage.com/news/category/landscape](https://lagunawoodsvillage.com/news/category/landscape)

- Provide periodic mowing and edging of turf based on seasonal needs
- Provide periodic pruning of shrubs and trees in planters and on slopes in common areas
- Fertilize turf and shrub areas
- Manage pests through integrated pest management techniques and applying the least toxic materials available to control insects, weeds, diseases and rodents
- Address trees, shrubs or other plant materials that are not performing well; remove and replace trees and shrubs as needed
- Schedule and maintain irrigation systems to provide sufficient moisture for plant health, reduce water waste and meet state and/or local water conservation mandates
- Collect and process green waste into mulch or compost for use in common-area landscape
- Remove debris from walkways, cyclic mowing and landscape maintenance programs

### WHAT LANDSCAPING DOES NOT DO

- Substitute, rearrange or change basic landscaping at individual resident requests
- Alter the irrigation system at individual resident requests
- Set irrigation system schedules to comply with individual resident requests
- Maintain or help maintain any plantings in a private patio or other exclusive-use common area
- Permit any member of a landscape maintenance crew to provide personal gardening services to residents

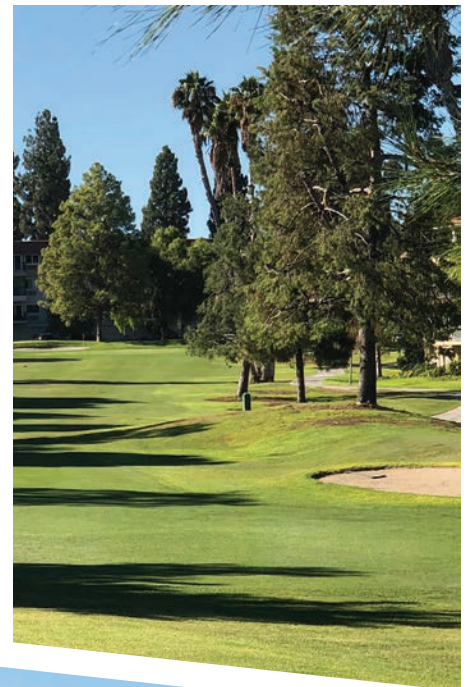
#### Contact Us

949-597-4600

[residentservices@vmsinc.org](mailto:residentservices@vmsinc.org)

#### Landscape Maintenance Schedules

[lagunawoodsvillage.com/news/category/landscape](https://lagunawoodsvillage.com/news/category/landscape)







# WHYS OF WASTE LINE REMEDICATION

## DELIVERING IMMEDIATE BENEFITS TO OUR COMMUNITY

**Much of the Village** is more than 50 years old, which means its plumbing infrastructure requires ongoing maintenance and repair. Total costs for upkeep have been rising steadily and are now at more than \$2.5 million per year. While the plumbing division is a very skilled team, diagnosing leaks before they occur is virtually impossible, resulting in unavoidable reactive costs. As a proactive approach to minimize these costs, the Village implemented the Waste Line Remediation Program.

This program involves installing a seamless liner within the existing waste pipes to mitigate future root intrusion, as well as resolve and prevent future backup problems related to compromised pipes. Further, any consistent internal issues are investigated and addressed. Work performed addresses interior and exterior waste lines. The exterior pipe lining program began in 2011; as of 2017, both interior and exterior lines now receive epoxy liners.

Laguna Woods Village boards of directors allocated \$3.3 million to Specialized Pipe Technologies to perform epoxy waste lining services for the community, and 112 buildings are estimated to be completed during this year.

### The Process

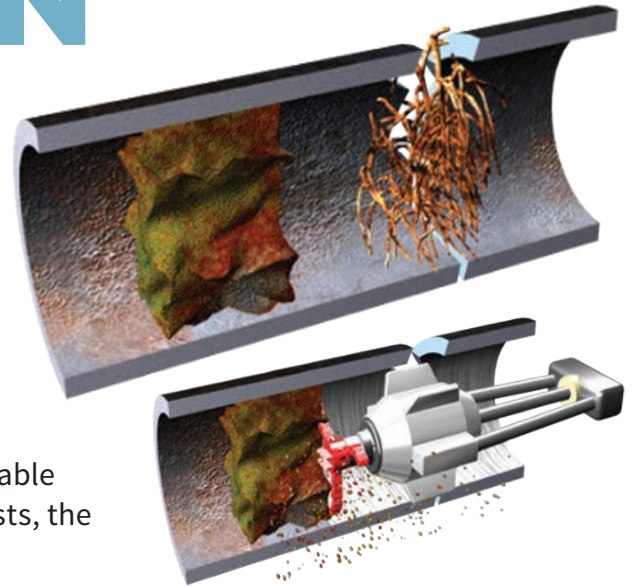
**Sewer camera inspection:** Identify the problem by closed-caption televising camera.

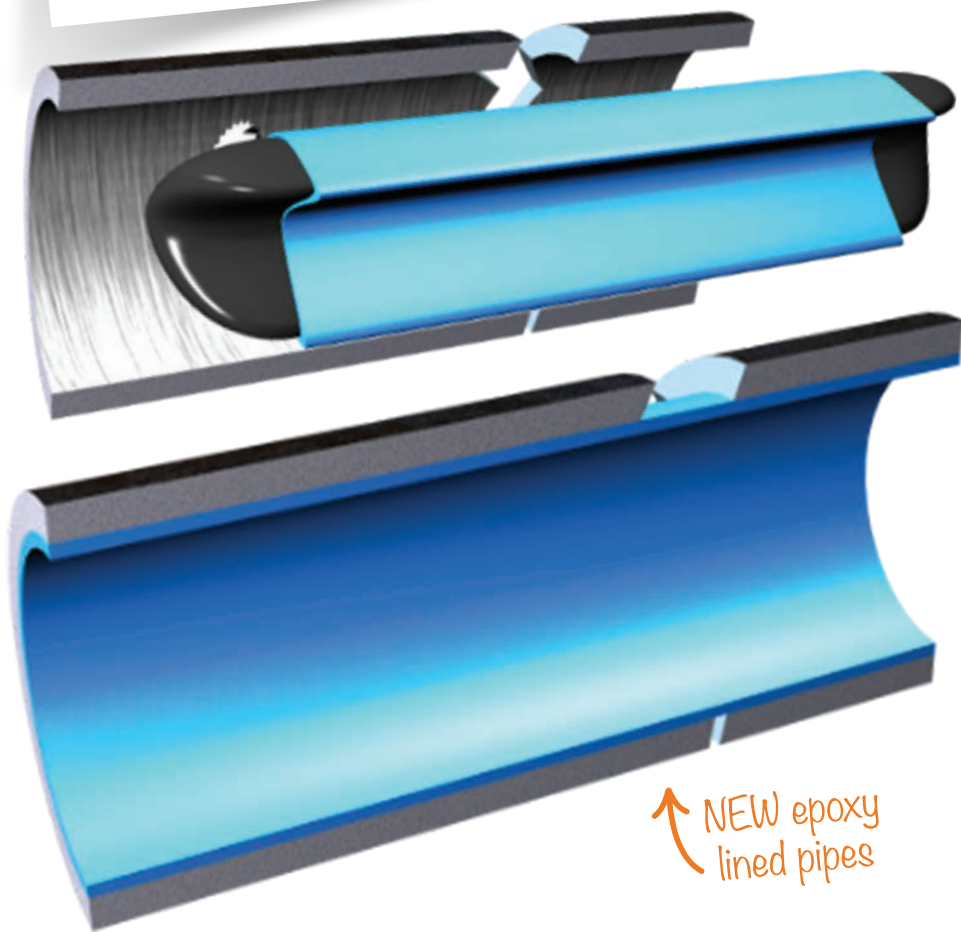
**Pipeline cleaning:** Proprietary electric, pneumatic or pressurized water tools remove the obstructing corrosion and

debris in the aged pipeline. The lining process begins once the inside diameter is reestablished.

**Installation:** The necessary length of liner is cut, and a custom two-part epoxy is mixed and poured into a permeated felt liner. The saturated liner is then pulled in place, the bladder is inflated, and curing begins. Once the epoxy lining is cured, the bladder is extracted, leaving a complete structural pipe within the host pipe.

**Quality assurance:** To ensure the job has been performed perfectly, a camera inspection is done to inspect the work.





Once a pipe undergoes waste line remediation and is epoxy lined, it may be considered “new,” with a 50- to 100-year lifespan.

## BENEFITS TO WASTE LINE REMEDIATION

This program delivers several immediate benefits to our community, including:

- Creates “new” pipes without the typical challenges of repiping
- Costs roughly 50% of traditional pipe replacement
- Takes about 50% of the time versus traditional pipe replacement
- Increases plumbing system efficiency
- Creates minimal disruption to residents
- Avoids destruction of buildings, hardscapes and landscapes
- Gives longer life expectancy than new pipes
- Delivers drastic reduction in leaks for the community’s biggest challenges



LAGUNA WOODS VILLAGE COMMUNITY STREET MAP





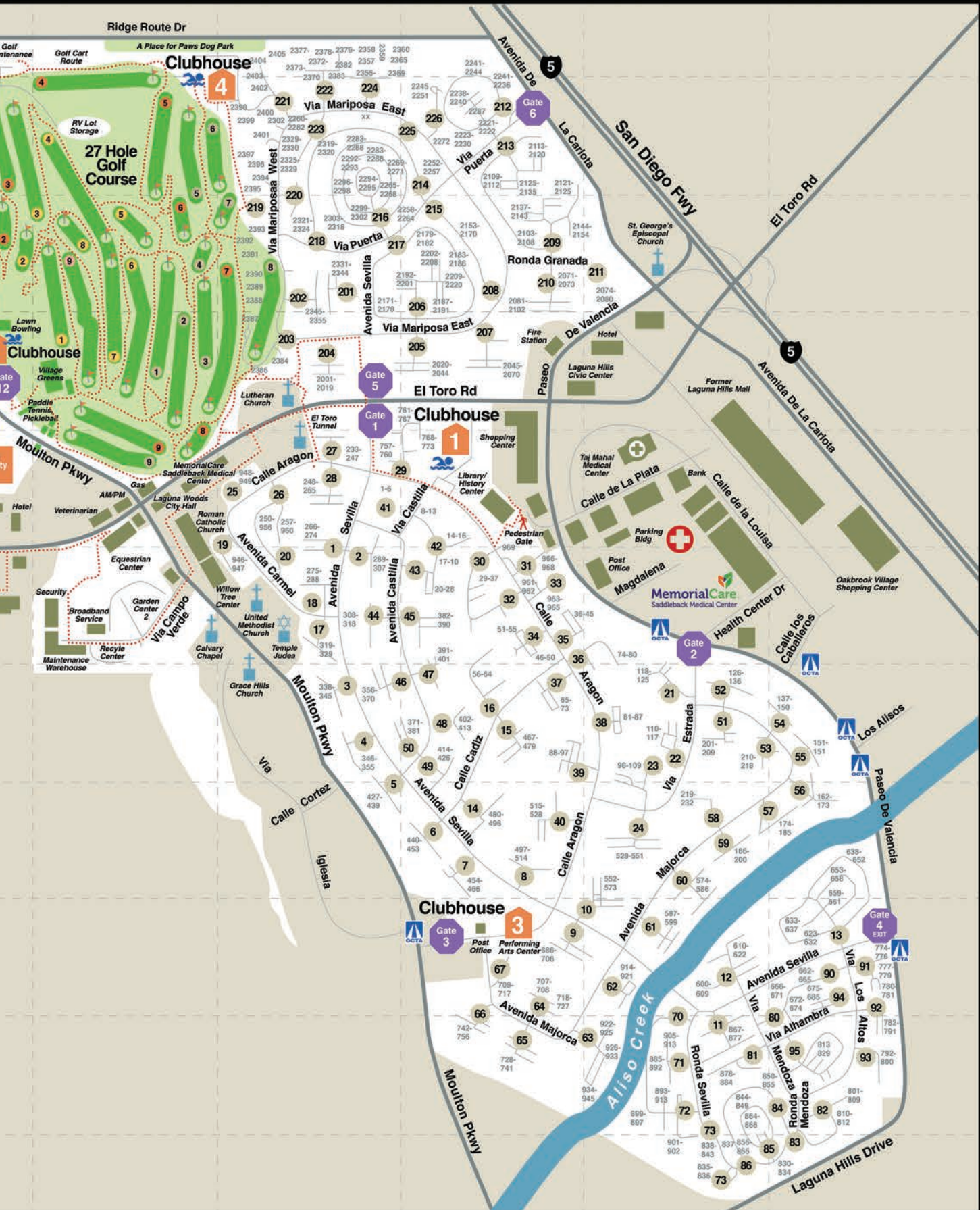
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KEYS TO THE COMMUNITY

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## KEYS TO THE COMMUNITY

# In Your Neighborhood

To find out what's going on in and around your neighborhood, visit [lagunawoodsvillage.com](http://lagunawoodsvillage.com), go to the Residents tab, click on Maintenance & Construction and scroll down to Maintenance Project Logs.



**GRF PROJECT LOG**

**UNITED MUTUAL PROJECT LOG**

**THIRD MUTUAL PROJECT LOG**

## GRF Facilities Sweeping Schedule

### 1ST FRIDAY OF THE MONTH

4 to 5:30 a.m. Clubhouse 1  
5:30 to 6 a.m. Clubhouse 2

### 2ND FRIDAY OF THE MONTH

4 to 5:30 a.m. Clubhouse 3  
5:30 to 6 a.m. Clubhouse 4

### 3RD FRIDAY OF THE MONTH

4 to 6 a.m. Clubhouse 7  
6 to 7 a.m. Clubhouse 5  
7 to 8 a.m. Clubhouse 6

### 4TH FRIDAY OF THE MONTH

4 to 7 a.m. Maintenance Center  
Garden Centers  
Equestrian Center Lot

### 5TH FRIDAY OF THE MONTH (WHEN APPLIES)

4 to 7 a.m. RV Lots  
Golf Maintenance

## Street Sweeping Schedule

*\*All times are approximate and subject to change*

### MONDAY TO FRIDAY

7:30 a.m. to 3:30 p.m.  
Cul-de-sacs

### MONDAY

7:30 to 11:30 a.m.  
Gates 1, 2, 3 – Calle Aragon to Via Estrada North  
11:30 a.m. to 3:30 p.m.  
Gates 1, 2, 3 – Calle Aragon to Via Estrada South

### TUESDAY

7:30 to 11:30 a.m.  
Gates 5, 6 - All streets in this area  
11:30 a.m. to 3:30 p.m.  
Gates 11, 14 – All streets in this area

### WEDNESDAY

7:30 to 11:30 a.m.  
Gates 7, 8 – Calle Sonora/Alta Vista (East Area)  
11:30 a.m. to 3:30 p.m.  
Gates 7, 8, 9 – Calle Sonora/Alta Vista (West Area)

### THURSDAY

7:30 to 11:30 a.m.  
Gate 10 – East of Ave. Sosiega & North of Monte Hermoso  
11:30 a.m. to 3:30 p.m.  
Gate 9 – South of Monte Hermoso

### FRIDAY

GRF Facilities.  
Please see GRF Facilities Sweeping Schedule.

Every other week

Gate 9 – Towers Parking Lot  
Gate 11 – Check area and re-sweep if needed

# Stay in Touch!

*Use these frequently called numbers to seek assistance, find answers and more.*

The Laguna Woods Village  
Community Center  
24351 El Toro Road  
Laguna Woods, CA 92637  
[lagunawoodsvillage.com](http://lagunawoodsvillage.com)

## ADMINISTRATIVE OFFICES

General Information ([info@vmsinc.org](mailto:info@vmsinc.org)) 949-597-4600

## COMMUNITY ACCESS

Community Access 949-597-4600

Gate Clearance 949-597-4301

## EMERGENCY AND MEDICAL SERVICES

Fire, Police, Medical Emergency 911

Care Ambulance Service 877-972-0999

MemorialCare Saddleback Hospital 949-837-4500

OC Fire Authority Public Information Line 800-545-5585

OC Sheriff's Non-Emergency Dispatch 949-770-6011

## MISCELLANEOUS

Animal Services

City of Laguna Beach 949-497-0701

City of Laguna Woods 949-639-0500

Florence Sylvester Senior Center 949-380-0155

Foundation of Laguna Woods Village 949-268-2246

Laguna Woods Globe 949-837-5200

Laguna Woods Globe (*Subscriptions*) 949-855-9765

Laguna Woods History Center 949-206-0150

Lost and Found 949-597-4435

RV Storage Inquiries 949-268-2284

Saddleback College Emeritus Institute 949-770-9669

The Towers 949-597-4278

## RECREATION AND AMENITIES

19 Restaurant and Lounge 949-206-1525

Clubhouse 1 Office/Pool 1 949-597-4281

Clubhouse 1 Fitness Center 949-597-4284

Clubhouse 2 Office/Pool 2 949-597-4286

Clubhouse 4 Office/Pool 4 (*Mon to Fri*) 949-597-4291

Clubhouse 4 Office/Pool 4 (*Sat/Sun*) 949-597-4344

Clubhouse 5 Office/Pool 5 949-597-4382

Clubhouse 6 Office/Pool 6 949-597-4436

Clubhouse 7 Office 949-268-2417

Clubhouse Reservations 949-597-4227

Community Fitness Center 949-268-2275

Equestrian Center 949-597-4275

Golf and Village Greens 949-597-4336

Golf (Par 3 Course) 949-597-4334

Monthly Excursions 949-597-4273

Performing Arts Center 949-597-4289

Performing Arts Center Box Office 949-597-4288

Recreation Office 949-597-4273

Village Library 949-597-4274

Village Television 949-597-4295

## RESIDENT SERVICES

Manor Alterations Division 949-597-4616

Resident Services 949-597-4600

Social Services 949-597-4267

## SECURITY

Compliance Hotline (anonymous) 949-268-2255

Department of Security Services (24/7) 949-580-1400

Disaster Preparedness Task Force 949-597-4237

## TRANSPORTATION

Village Bus System 949-597-4659

## UTILITIES

Broadband (Cable) 949-837-2670

El Toro Water District 949-837-0660

Southern California Gas Company 877-238-0092

Southern California Edison (*Electricity*) 800-655-4555

Waste Management (*Trash*) 949-597-4600

West Coast Internet Customer Service 949-487-3302

**DON'T FORGET TO JOIN US ON FACEBOOK!**





## RECREATION

# YOUR GUIDE TO EVENTS, FITNESS AND FUN

*Due to the COVID-19 pandemic, many events listed here may not occur or may be postponed until a later date.*

### APRIL SPECIAL EVENTS

#### 2020 Village Games - POSTPONED

Sunday, April 5 - Monday, April 27

Locations: Sports venues and clubhouses throughout the Village

For more information, call 949-268-2275 or email [assistant.fitness@vmsinc.org](mailto:assistant.fitness@vmsinc.org).

#### Seafood Dinner

Wednesday, May 6

Clubhouse 1 Ballroom

\$19

949-597-4281

#### Mother's Day Buffet

Sunday, May 10

Clubhouse 5 Ballroom

1 p.m.

\$27 for adults

\$14 for children

949-597-4382

#### Annual Horse Show

Saturday, May 16

Equestrian Center

10 to 11:30 a.m., free

949-597-4275

### LAGUNA WOODS VILLAGE COMMUNITY CENTER

24351 El Toro Road,  
Laguna Woods, CA 92637

949-597-4273

[recreation@vmsinc.org](mailto:recreation@vmsinc.org)

[lagunawoodsvillage.com](http://lagunawoodsvillage.com)

#### ● REGISTRATION

To sign up in person, visit the Recreation office in the Community Center or the facility where the class or event is held. Check or credit cards accepted at all facilities.



### MAY SPECIAL EVENTS

#### Kentucky Derby

Saturday, May 2

Clubhouse 5 Ballroom

1 p.m.

Call for pricing

949-597-4382



### Club Expo

Tuesday, May 19  
Clubhouse 5, 10 a.m., free  
**949-597-4382**

### Memorial Day Ceremony with a performance by the All American Boys Choir

Thursday, May 25  
Clubhouse 5 Ballroom  
5:30 p.m.  
free, but tickets  
required  
**949-597-4382**



## TIMELESS MELODIES Clubhouse 2 Ballroom 1:30 p.m. \$5

MAY 5: INSPIRATIONAL SONGS  
(FOR MEMORIAL DAY)  
JUNE 2: COLE PORTER  
**949-597-4286**



*\* All monthly dinners: The deadline to purchase tickets is noon the day before the dinner.*

### BRISKET DINNER CLUBHOUSE 5 BALLROOM AT 5:30 P.M. \$17



MONDAYS | JUNE 22

Jolanda's menu includes vegetable soup, green garden salad, sliced brisket of beef, mashed potatoes and dessert (sugar-free ice cream on request). Buy tickets at Clubhouse 5. Pay by check or credit/debit card only. For more information, call **949-597-4382**.

### MEXICAN BUFFET CLUBHOUSE 7 AT 5:30 P.M. \$15



MONDAYS | MAY 11 | JUNE 8

Martinez's menu features shredded beef and grilled chicken tacos with all the fixings, cheese enchiladas, beans and rice, and more. No-host bar features \$4 margaritas and \$3 Mexican beer. No outside alcohol permitted. Buy tickets at Clubhouse 7. For more information, call **949-268-2418**.

### ITALIAN BUFFET CLUBHOUSE 1 BALLROOM AT 5:30 P.M. \$13



WEDNESDAYS | MAY 13 | JUNE 10

Martinez's menu includes chicken parmesan, lasagna with Italian meat sauce, fresh green salad, hot garlic bread and spumoni ice cream. Buy tickets at Clubhouse 1. For more information, call **949-597-4281**.



# ONGOING CLASSES

Schedules subject to change without notice

## MONDAY

### Mindful Movement Yoga with Jerry Bloch

Clubhouse 5 Fitness Room, 8 to 9:15 a.m.

No class May 25

### Chi Kung with TuKung Lee

Clubhouse 1 Patio, 7:30 to 8:30 a.m.

No class May 25

### Yoga with Kim Min

Clubhouse 2, 8 to 9:30 a.m.

No class May 25

### Laughter Yoga with Cheryl Russell

Clubhouse 1 Ballroom, 9 to 10 a.m.

No class May 25

### Ballroom Dance with Candi Davis

Clubhouse 1 Ballroom, 11 a.m. to noon

No class May 25

\$25 for five group lessons

April: Rumba; May: Night Club 2 Step

PRIVATE LESSONS AVAILABLE

### Mindfulness Meditation with Dr. Lois Rubin

Clubhouse 5 Fitness Room, 11 a.m. to noon

No class May 25

### Cardio & Strength with Patsy Moore

Clubhouse 5 Fitness Room, 1 to 1:50 p.m.

No class May 25

\$25 for five group lessons

SilverSneakers, Silver&Fit, and most United Health Care Medicare Plan holders please bring your membership card to attend for free.

FIRST CLASS FREE FOR NEW STUDENTS

### Cardio Classic with Patsy Moore

Clubhouse 5 Fitness Room, 2 to 3 p.m.

No class May 25

\$25 for five group lessons

SilverSneakers, Silver&Fit, and most United Health Care Medicare Plan holders please bring your membership card to attend for free.

FIRST CLASS FREE FOR NEW STUDENTS

### Chinese Conversation with Grace Sams

Community Center Pine Room

Beginner and intermediate 2 to 3 p.m.

Advanced 3 to 4 p.m.

No class May 25

### Sacred Fire Meditation with Zahir Movius

Clubhouse 2 Ballroom, 3:30 to 5 p.m.

No class May 25

FIRST CLASS FREE FOR NEW STUDENTS

### Hula Dance with 'Aulani

Clubhouse 6 Ballroom, 6 to 7:30 p.m.

No class May 25

New students are welcome to begin on the first Monday in January, April, July and October.

## TUESDAY

### Tai Chi with Lawrence Leang

Clubhouse 7 Ballroom, 8 to 9:30 a.m.

### Yoga with Kim Min

Clubhouse 1 Ballroom, 8:30 to 10 a.m.

### Clogging with Edith Jones

Performing Arts Center Rehearsal Room

All levels 9 to 10 a.m.

Beginner 10 to 10:30 a.m.

### Cardio Boxing with Patsy Moore

Clubhouse 5 Fitness Room, 9:30 to 10:20 a.m.

\$25 for five group lesson

SilverSneakers, Silver&Fit, and most United Health Care Medicare Plan holders please bring your membership card to attend for free.

FIRST CLASS FREE FOR NEW STUDENTS

**Jan's Swim Clinic**

Pool 2, noon to 2 p.m.

**Chair Yoga with Kristine deYoung**

Clubhouse 5 Fitness Room, 2 to 3 p.m.

No class May 26

**Meridian Yoga with Sue Shin**

Clubhouse 5 Fitness Room

Beginner/intermediate 5 to 6 p.m.

Advanced Vinyasa 6 to 7 p.m.

**WEDNESDAY****Chi Kung with TuKung Lee**

Clubhouse 1 Patio, 7:30 to 8:30 a.m.

**Line Dancing with LeLeng Isaacs**

Clubhouse 1 Mini Gym

Intermediate noon to 1 p.m.;

beginner 1 to 1:45 p.m.

New students are welcome to begin on the first Wednesday of January, April, July and October only.

**Mindful Movement Yoga with Jerry Bloch**

Clubhouse 5 Fitness Room, noon to 1:15 p.m.

**Better Life Boxing with Andrew Deming**

Clubhouse 5 Fitness Room, 3 to 4 p.m.

\$35 for five group lessons

**Russian Language Class with Janet Preissler**

Performing Arts Center Conf. Room, 3 to 4:30 p.m.

**THURSDAY****Chi Kung with TuKung Lee**

Clubhouse 2 Ballroom, 8 to 9 a.m.

**Tai Chi with Lawrence Leang**

Clubhouse 7 Ballroom, 8 to 9:30 a.m.

**Tai Chi Dance with Susie Ando**

Clubhouse 1 Multipurpose Room, 8 to 10:30 a.m.

**Strength and Balance with Janet Gilliam**

Clubhouse 5 Fitness Room, 9 to 9:50 a.m.

\$15 for five group lessons

**FIRST CLASS FREE FOR NEW STUDENTS**

**Chair Yoga with Kristine deYoung**

Clubhouse 6 Ballroom, 10 to 11 a.m.

No class May 28

**Yoga with Zahir Movius**

Clubhouse 1 Art Room, 10 to 11:30 a.m.

**Chairobics with Janet Gilliam**

Clubhouse 5 Fitness Room, 10 to 10:50 a.m.

\$15 for five group lessons

**FIRST CLASS FREE FOR NEW STUDENTS**

**Israeli Dance with Rebeca Gilad**

Clubhouse 2 Ballroom, noon to 2 p.m.

**Cardio and Strength with Patsy Moore**

Clubhouse 5 Fitness Room, 1 to 1:50 p.m.

\$25 for five group lessons

SilverSneakers, Silver&Fit, and most United Health Care Medicare Plan holders please bring your membership card to attend for free.

**FIRST CLASS FREE FOR NEW STUDENTS**

**Cardio Classic Patsy Moore**

Clubhouse 5 Fitness Room, 2 to 2:50 p.m.

\$25 for five group lessons

SilverSneakers, Silver&Fit, and most United Health Care Medicare Plan holders please bring your membership card to attend for free.

**FIRST CLASS FREE FOR NEW STUDENTS**

**Korean Language Class with Han Sohn**

Performing Arts Center Conf. Room, 3 to 6 p.m.

**FRIDAY****Chi Kung with TuKung Lee**

Clubhouse 1 Patio, 7:30 to 8:30 a.m.

**Meridian Yoga with Sue Shin**

Clubhouse 7 Ballroom

Beginner/intermediate, 8 to 9 a.m.

Advanced Vinyasa, 9 to 10 a.m.



**Ballroom Dance with Ed Van Ornum**

Clubhouse 1 Ballroom, 9:30 to 11:30 a.m.

\$30 for five group lessons

This month's dance: Rumba

**FIRST CLASS FREE FOR NEW STUDENTS**

**PRIVATE LESSONS AVAILABLE**

**Cardio Boxing Fusion with Patsy Moore**

Clubhouse 5 Fitness Room, 9:30 to 10:20 a.m.

\$25 for five group lessons

SilverSneakers, Silver&Fit, and most United Health Care Medicare Plan holders please bring your membership card to attend for free.

**FIRST CLASS FREE FOR NEW STUDENTS**

**Latin Line Dancing with Rebeca Gilad**

Clubhouse 1 Ballroom, 12:30 to 1:30 p.m.

**English-as-a-Second-Language Class with SCLC**

Clubhouse 1 Dining Room 3

10 a.m. to noon and 1 to 3 p.m.

**Iyengar Style Hatha Yoga with Kristine DeYoung**

Clubhouse 7 Ballroom, 1 to 2:30 p.m.

No class May 29

**Pop Culture Line Dancing with Rebeca Gilad**

Clubhouse 1 Ballroom, 1:30 to 2:30 p.m.

**SATURDAY****Tai Chi Dance with Susie Ando**

Clubhouse 1 Multipurpose Room

Beginner, 8 to 8:30 a.m.

Advanced, 8:30 to 10:30 a.m.

**Jazz Dance with Patty Cruz**

Clubhouse 5 Fitness Room

9 to 10 a.m. and 10:30 to 11:30 a.m.

No class March 28

**Ballroom Dance with Candi Davis**

Clubhouse 5 Ballroom, **second and fourth**

**Saturdays, 1 to 2 p.m.**, \$25 for five group lessons

April: rumba; May: night club 2 step;

**PRIVATE LESSONS AVAILABLE**

**ARTS & CRAFTS**

Clubhouse 4 provides the following facilities for hobbyists, craftspeople and artisans of all levels:

**Art Studio**

**Ceramics**

**Jewelry**

**Lapidary**

**Photo Studio**

**Sewing Room**

**Slipcasting**

**Woodshop & Machine Shop**

**ARTS & CRAFTS ROOM HOURS:\***

Mon, Tue, Wed, Fri, Sat and Sun: 9 a.m. to 4 p.m.

Tuesday: 9 a.m. to 8 p.m.\*\*

Thursday: 9 a.m. to 8 p.m.

\* Rooms open only if a volunteer supervisor is present.

\*\* Saddleback Emeritus semesters

**EQUESTRIAN CENTER**

For information regarding horse boarding, the riding program or events at the facility, please call the Equestrian Center office at **949-597-4275**.

**VISITING HOURS**

7 a.m. to 4 p.m., Wednesday to Sunday.

**Closed:** Monday and Tuesday

Please always sign in when visiting. Visitors are welcome to view the horses, but please do not feed the horses, as many are on special diets. Read the special signage on horse stalls, as some horses are not as friendly as others.

**Riding Program:** Mornings only, Wednesday through Sunday by appointment only



### CLUBHOUSE 1

949-597-4284

**Hours:** Monday through Friday  
from 5:30 a.m. to 9 p.m.  
Saturdays and Sundays from 8 a.m. to 2 p.m.

#### Cardio only

Monday through Friday from noon to 12:50 p.m.  
Tuesdays and Thursdays from 6 to 7:30 a.m.  
Tuesdays and Thursdays from 6 to 6:50 p.m.

#### Free Circuit Training Classes

Monday through Friday from noon to 12:50 p.m.  
Tuesdays and Thursdays from 6 to 6:50 p.m.

Must have basic knowledge of fitness equipment/  
exercises. Classes are limited to 30 participants.

### COMMUNITY CENTER

949-268-2275

**Hours:** Monday through Friday from 5:30 a.m. to 8 p.m.  
Saturdays and Sundays from 7 a.m. to 2 p.m.

#### Cardio only:

Mondays, Wednesdays and Fridays from 5 to 7 p.m.

### CLUBHOUSE 5

949-597-4382

**Hours:** Daily from 5:30 a.m. to 9 p.m.

### PERSONAL TRAINING

Personal training is \$25 for 30 minutes, available at the Community Fitness Center and Clubhouse 1 Fitness Center. Sessions are sold in packages of 5 for \$125 or 10 for \$250. Contact the fitness centers for more information.

## GAME ROOMS

### GAME ROOMS

Drop-in game rooms at Clubhouses 1, 2 and 5 are available on a first come, first served basis. Rooms adhere to normal clubhouse hours of operation.

### BILLIARD ROOMS

Billiards rooms are located in Clubhouse 1 and the Performing Arts Center. Tables are available on a first come, first served basis. Rooms adhere to normal clubhouse hours of operation.

## GARDEN CENTERS

### GARDEN CENTER 1

23742 Moulton Parkway

### GARDEN CENTER 2

23102 Via Campo Verde

**Hours:** Open seven days a week, sunup to sundown  
**Garden Plot Rentals:** 949-268-2387



### EQUESTRIAN LESSONS

Cost varies; call 949-597-4275

### GOLF LESSONS WITH A PGA OR LPGA PRO

Village Greens Pro Shop  
Cost varies; call 949-597-4336

### TENNIS LESSONS WITH LYNN MONROE

Scheduled with instructor  
Cost varies; call 715-883-0919

### TENNIS AND PICKLEBALL LESSONS WITH COACH ALLAN GELERA

Scheduled with instructor  
Cost varies; call 714-552-2119





## LIBRARY & HISTORY CENTER

The Library and History Center are located adjacent to each other at 24266 Calle Aragon.

### LIBRARY HOURS

Monday to Friday: 10 a.m. to 4 p.m.

Wednesday: 10 a.m. to 7 p.m.

Saturday: 10 a.m. to 1 p.m.

Sunday: CLOSED

949-597-4274

### HISTORY CENTER HOURS

Open for visitors mid-day weekdays and by appointment

949-206-0150

## CLUBHOUSE 1 MINI GYM

### BADMINTON

Monday through Friday from 7:30 to 8:50 a.m.

Saturday from 7 to 9:50 a.m.

Sunday from 11 a.m. to 1:50 p.m.

Tue, Thu, Fri, Sat and Sun from 7 to 9:30 p.m.

### BASKETBALL

Sunday from 6 to 6:50 p.m.

Monday from 4 to 5:50 p.m.

Saturday from 6 to 6:50 p.m.

### PICKLEBALL

Tuesday from 2 to 6:50 p.m.

Wednesday from 3 to 5:50 p.m.

Thursday from 2 to 4:35 p.m.

Saturday from 10 a.m. to 1:50 p.m.

Sunday from 7:45 to 10:50 a.m.

### VOLLEYBALL

Monday (intermediate) from 6 to 9:30 p.m.

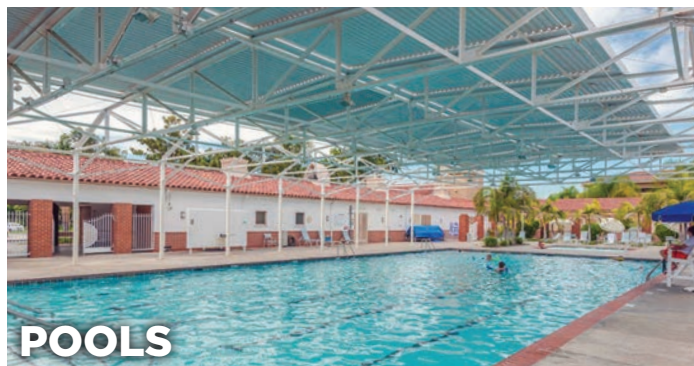
Wednesday (advanced) from 6 to 9:30 p.m.

Thursday (high intermediate) from 4:35 to 6:50 p.m.

Friday (advanced) from 2 to 6:50 p.m.

Saturday (intermediate) from 2 to 5 p.m.

Sunday (advanced) from 2 to 5:50 p.m.



## POOLS

### POOL 1 (GATE 1)

Closed for annual maintenance

### POOL 2 (GATE 12)

Open from 7 a.m. to 6 p.m.

Wednesday open at 9 a.m.

### Children's Swim

Noon to 2 p.m.

### Swim Clinic

Tuesday noon to 2 p.m.

### Lane Line Hours

Four lane lines from 7 a.m. to 11 a.m.

Three lane lines from 11 a.m. to 6 p.m.

### POOL 4 (GATE 5 OR 6)

Open from 7 a.m. to 10 p.m.

Friday open at 9 a.m.

### Aquadette Practice

Monday and Friday 11 a.m. to noon

### POOL 5 (GATE 9 OR 10)

Open from 6 a.m. to 6 p.m.

Thursday open at 9 a.m.

### Emeritus Classes

Monday, Wednesday and Friday From 11 to 11:50 a.m.

Tuesday and Thursday From 10:30 a.m. to 12:30 p.m.

### Lane Line Hours

Four lane lines from 6 to 10:30 a.m.

Two lane lines from 10:30 a.m. to 6 p.m.

### POOL 6 (GATE 10)

Closed for the season



## SPORTS & ACTIVITIES

### ARCHERY (CLUBHOUSE 1)

Monday and Wednesday: 12 to 2 p.m.  
 Tuesday and Thursday: 12 to 2 p.m. and 6 to 8 p.m.  
 Friday: 12 to 2 p.m.  
 Saturday and Sunday: 11 a.m. to 1 p.m.

### TABLE TENNIS (COMMUNITY CENTER)

Monday through Friday from 7:30 a.m. to 9 p.m.  
 Saturday and Sunday from 7:30 a.m. to 6 p.m.

### SHUFFLEBOARD (CLUBHOUSE 1)

Monday and Tuesday from 9 to 11 a.m.  
 Thursday from 6 to 8 p.m.  
 Key available at Clubhouse 1 office

### LAWN BOWLING (CLUBHOUSE 2)

Tue, Wed, Thu and Fri at 10 a.m.  
 Lessons Saturday at 9 a.m.  
 Call 949-667-2087 for more information

## LAGUNA WOODS VILLAGE RECREATION AND SPECIAL EVENTS DEPARTMENT

RECREATION OFFICE 949-597-4273

BRIDGE ROOM 949-268-2420

### CLUBHOUSES

Clubhouse Reservations 949-597-4227

Clubhouse 1/Pool 1 949-597-4281

Clubhouse 2/Pool 2 949-597-4286

Clubhouse/Performing Arts Center

949-597-4289 | 949-597-4288 (PAC box office)

Clubhouse 4/Pool 4

949-597-4291 (Weekdays) | 949-597-4344 (Weekends)

Clubhouse 5/Pool 5 949-597-4382

Clubhouse 6/Pool 6 949-837-3646

Clubhouse 7 949-268-2417

EQUESTRIAN CENTER 949-597-4275

### FITNESS CENTERS

Clubhouse 1 Fitness Center 949-597-4284

Clubhouse 5 Fitness Center 949-597-4382

Community Fitness Center 949-268-2275

GARDEN CENTERS 949-268-2387

### GOLF

Golf and Village Greens 949-597-4336

Driving Range 949-268-2419

19 Restaurant and Lounge 949-206-1525

Par 3 Course 949-597-4334

HISTORY CENTER 949-206-0150

LAWN BOWLING 949-951-3027

LIBRARY 949-597-4274

PC WORKSHOP 949-268-2262

MAC LEARNING CENTER 949-268-2263

SADDLEBACK EMERITUS OFFICE 949-770-9669

TENNIS CENTER 949-268-2481

VIDEO LEARNING CENTER 949-470-0965

# Contact Us

## LAGUNA WOODS VILLAGE COMMUNITY CENTER

24351 El Toro Road, Laguna Woods, CA 92637

949-597-4273 • [recreation@vmsinc.org](mailto:recreation@vmsinc.org)

[lagunawoodsvillage.com](http://lagunawoodsvillage.com)

## REGISTRATION

To sign up in person, visit the Recreation office in the Community Center or the facility where the class or event is held. Check or credit cards accepted at all facilities.





**STALLS  
AVAILABLE  
NOW!**

# LAGUNA WOODS VILLAGE EQUESTRIAN CENTER

Our charming and unique facility offers boarding for resident-owned/leased horses and a riding program for residents and their sponsored guests. The facility's intimate and immaculately maintained boutique stables feature old Kentucky style architecture in a parklike setting with easy access to El Toro Road.

Boarding a horse includes a 12-by-12-foot enclosed concrete stall with a wooden Dutch door, a year-round fly system, once-daily mucking, twice-daily feeding, thrice-weekly shaving bag delivery, an assigned tack room or tack shed area, and more.

## Equestrian Center Amenities

- Extra-large, lighted circular arena
- Small circular arena
- Four-horse hot walker
- Sunning pens
- Hot and cold water wash rack
- Community feed room
- Washer and dryer for use
- Upgraded restrooms
- Urban trails and community bridle paths
- Hospitality room with all-day coffee
- Horse trailer storage (additional fee)
- Riding lessons available (additional fee)



## Riding Lessons, Events and More

- Riding lessons (Western dressage)
- Guided trail rides
- Yearly events
  - Exhibition Horse Show
  - Boarder and Rider Playday
  - Easter at the Equestrian Center
  - Harvest Hoedown
- Saddle Club (social club)



## Facility Fees

Currently, the basic boarding is \$319 per month, horse trailer storage is \$160 per month and per-feeding per-month fees range from \$36 to \$96, depending upon feed type.



## Learn More

Equestrian Center hours are Wednesdays through Sundays from 7 a.m. to 4 p.m. For more information, call the Equestrian Center at 949-597-4275.

# MONTHLY BUS EXCURSIONS

Every month join us on an excursion to a fun location outside of the Village.

## **Friday, May 15: South Coast Symphony**

Lottery is Monday, April 13

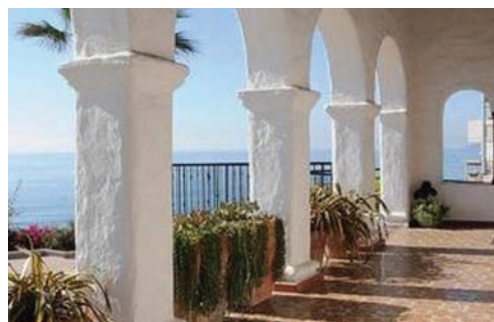
Enjoy a Friday evening of “Broadway Hits: Favorite Songs and Musicals,” featuring music from “Wicked,” “Light in the Piazza” and “The King & I,” as well as Broadway star David Burnham.



## **Wednesday, May 20: Casa Romantica**

Lottery is Monday, April 20

Casa Romantica Cultural Center and Gardens is a historic landmark that occupies two-and-a-half acres of lush coastal gardens and offers a rich selection of performances, exhibitions, lectures, workshops and tours year-round. The destination’s bluff-top campus is the former home of Ole Hanson, the founder of San Clemente.



## **Wednesday, June 17: Heritage Museum of Orange County**

Lottery is Tuesday, May 26

The Heritage Museum of Orange County is home to the H. Clay Kellogg House and John Maag Farmhouse. Heritage Museum of OC is dedicated to preserving, promoting and restoring the heritage of Orange County and surrounding region through hands-on, minds-on interactive education.



### **\$10 service fee for all excursions**

Excursion dates and/or locations are subject to change.

#### **LOTTERY RULES**

Lottery entries may be done for up to four excursions at a time (most current four excursions only). One entry holds up to two seats. To enter, visit the Recreation office in the Community Center, email [recreation@vmsinc.org](mailto:recreation@vmsinc.org) or call the Recreation office at 949-597-4273. Names will be drawn on each excursion’s lottery date deadline. Names drawn will be contacted within 48 hours. Those not drawn will be kept on file and called in order as cancellations are received.





TRANSPORTATION - GET TO WHERE YOU WANT TO GO

# NAVIGATING THE PHONE SYSTEM

How to use new phone options and find answers to frequently asked questions.

## HOW DOES THE NEW PHONE SYSTEM WORK?

- Call **949-597-4639**
- Select the option that relates to the purpose of the phone call
  - Option 1 – General information
  - Option 2 – Request stop for fixed route
  - Option 3 – Boost rides
  - Option 4 – Journey rides
  - Option 5 – Destination shopping
- When choosing Option 4 for Journey rides, please leave a detailed message; Transportation staff will call back with a confirmation

## HOW DO I GET ON A FIXED-ROUTE BUS?

- Main hub is Clubhouse 1
- Scan your Village ID when you board the bus
- Be on the designated route street in your neighborhood with your ID in hand and wave to driver when you see the bus approaching
- Village drivers will stop to pick up in safe and clear location

**Always carry your resident ID!**  
**No ID = No Ride**



Please note that the Neighborhood and Wellness routes will not operate between 12:30 and 1 p.m. to provide bus drivers a lunch break.

### HOW DO I MAKE A “REQUEST STOP” ON THE FIXED-ROUTE SYSTEM?

- For neighborhood routes, call Transportation if you need a pickup (available only if you reside in a cul-de-sac that is a designated request-only stop)
- For commercial routes, advise the driver of your request when boarding the bus; if you need a return pickup, tell the driver or call Transportation to place your request

### HOW DOES THE “OVERFLOW” BUS WORK?

- Overflow is used on an as-needed basis for onboard residents on the last commercial route run of the day
- Residents should use the residential bus at 4:30 p.m. to ride home unless they have prior arrangements to go home after 5 p.m.

### HOW DO I GET QUALIFIED TO PARTICIPATE IN THE JOURNEY PROGRAM?

- Call Transportation to request a Journey application
- Transportation staff will collect your information and place you on the earliest available monthly assessment
- Transportation staff will call to advise applicant of the day and time of the assessment appointment one week prior
- A bus will pick up residents and return them home when the assessment is complete
- An approval letter will be mailed with rules and procedures to schedule Journey rides after approval

### WHAT IS THE ACCESS CODE FOR THE BOOST PROGRAM?

- Enter **LWVBOOST** under promo code in the application settings feature

### CAN I USE BOOST IF I DON’T HAVE A SMARTPHONE?

- Call Transportation to schedule Boost trips

### WHAT DO I DO IF MY BOOST DRIVER DOES NOT SHOW UP?

- Call Transportation for assistance
- Be specific about your location when scheduling Boost rides

- **VISIT US at [lagunawoodsvillage.com/amenities/transportation](https://lagunawoodsvillage.com/amenities/transportation).**
- **EMAIL US at [ride@vmsinc.org](mailto:ride@vmsinc.org).**
- **CALL US at 949-597-4659.**

During the coronavirus crisis, Village Transportation and Boost/Lyft will offer modified service. This dynamic situation changes rapidly. For the latest schedule and service information, please call **949-597-4659**.





## TRANSPORTATION - GET TO WHERE YOU WANT TO GO

# BOOST ON-DEMAND RIDE SERVICE

### WHAT IS BOOST?

Laguna Woods Village has partnered with Lyft rideshare service to offer rides to residents within the transportation system parameter range. Here's how to get started!

- 1** Download the Lyft app onto your smartphone from the App Store or Google Play.



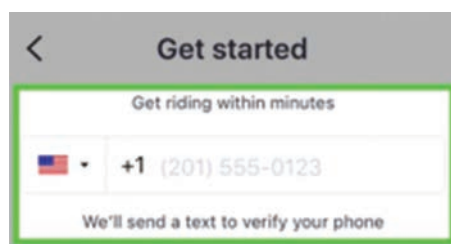
- 2** Open the Lyft app on your smartphone.



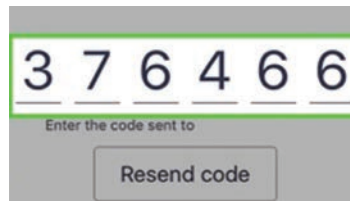
- 3** Click **GET STARTED**.

- 4** Click **ALLOW LYFT TO ACCESS YOUR LOCATION WHILE USING THE APP**.

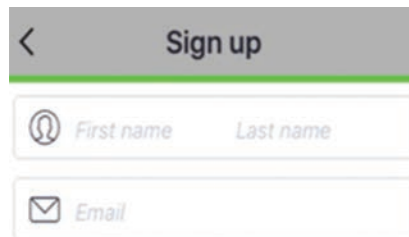
- 5** Type in your smartphone number. Lyft will text a verification code.



- 6** Type in the verification code. **EXAMPLE:**

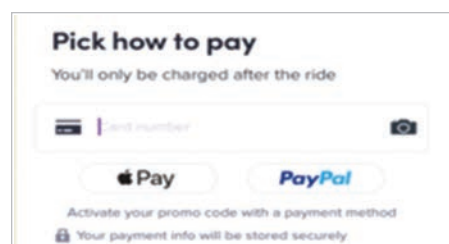


- 7** Type in your name and email.

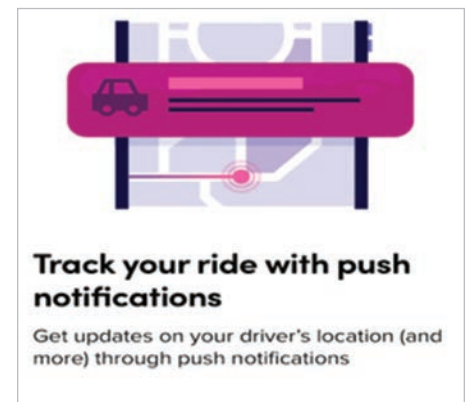


- 8** Read and review Lyft's Terms of Service and click **AGREE**.

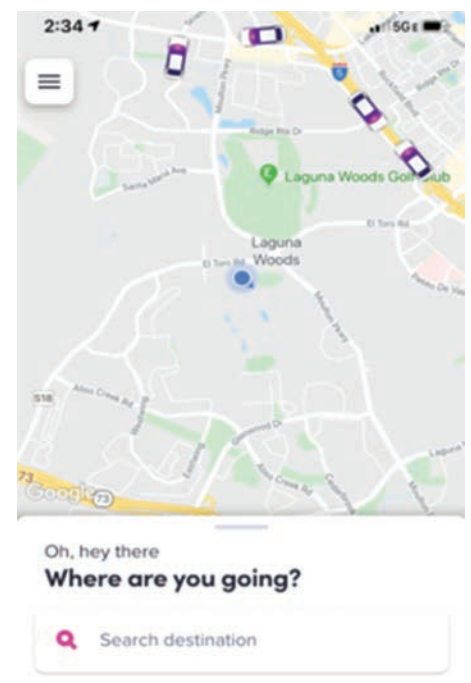
- 9** Enter a default method of payment. However, residents will not be charged for trips within the Village parameters (must enter code when scheduling a trip).



- 10** Click **OK** to allow Lyft to send you notifications of your ride.

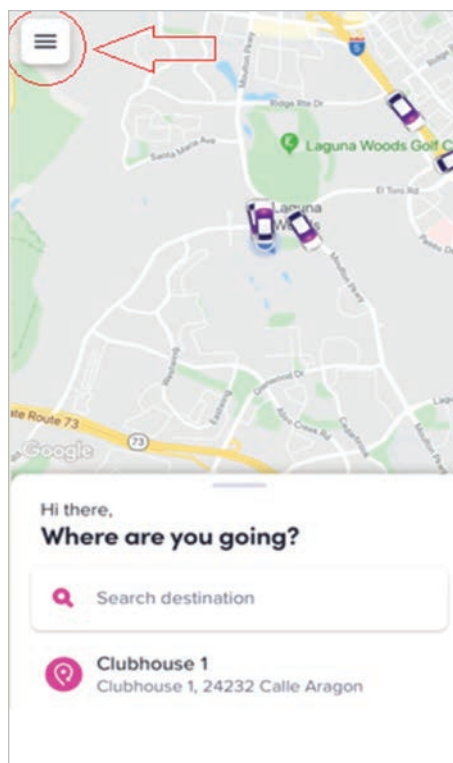


- 11** The local map will appear on screen. Type in your destination to book an immediate ride.

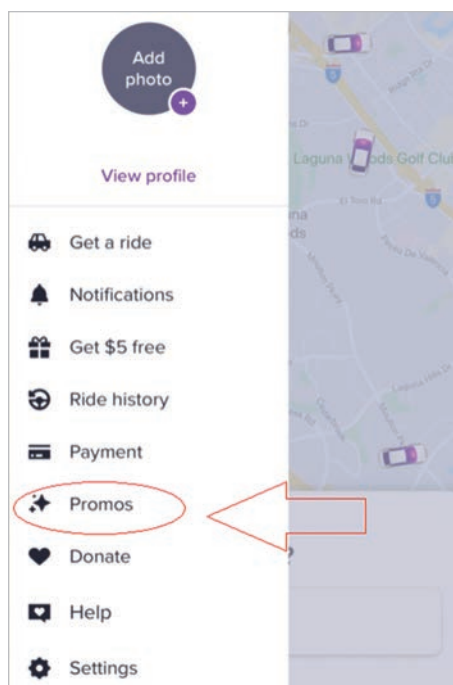


# HOW TO SCHEDULE A BOOST RIDE VIA SMARTPHONE

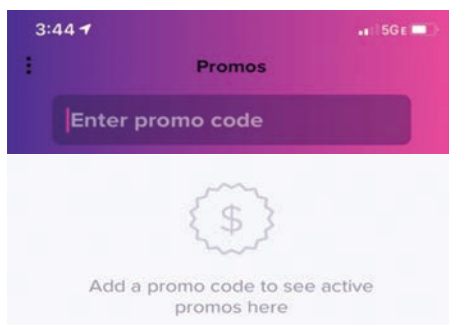
**1** Open the Lyft app. Click the top left menu.



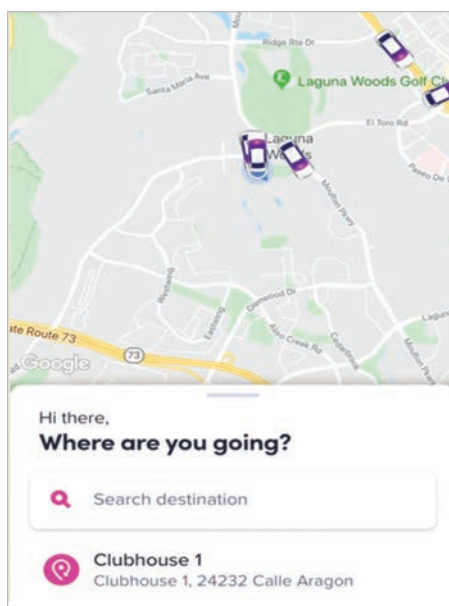
**2** Tap **PROMOS**.



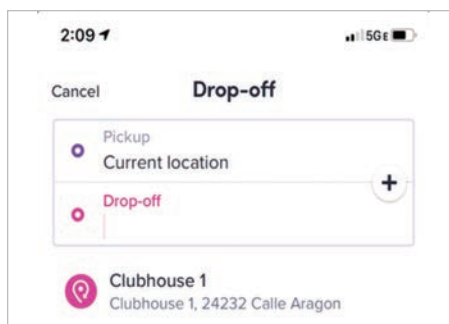
**3** Enter the Laguna Woods Village resident promo code: \_\_\_\_\_



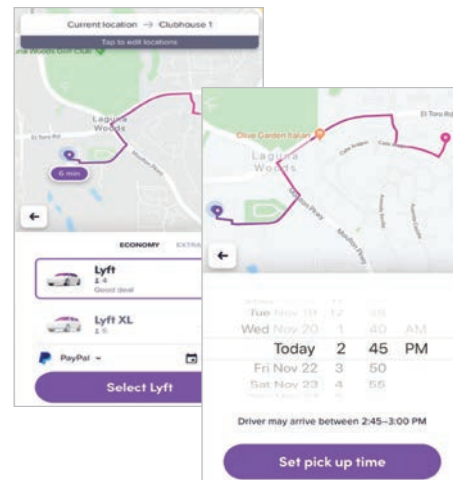
**4** Tap **SEARCH DESTINATION**. Enter the address.



**5** Your current location determines pickup location.

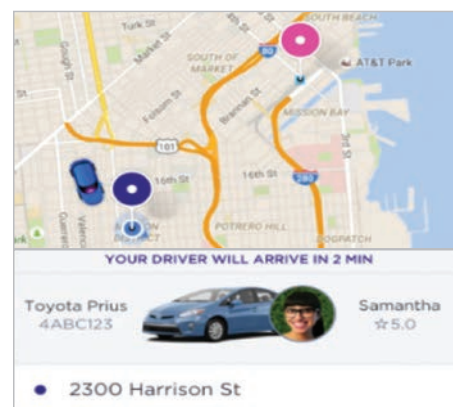


**6** Once your pickup and dropoff locations are routed, select the ride. Schedule a future ride by tapping the **SCHEDULE** icon at the bottom right of the screen.



**7** After selecting your Lyft ride, wait for a driver to accept. Your driver's arrival time, name, type of car and license plate number will display.

Contact your driver or cancel a ride by tapping on the icons at the bottom of the screen.







# SAVE THE DATE

## 2020 BAND LINEUP

**STEVIE NICKS ILLUSION – PATIO CONCERT**  
THURSDAY, JUNE 4 | CLUBHOUSE 1 PATIO

**RADIO – JULY 4 CELEBRATION**  
SATURDAY, JULY 4 | CLUBHOUSE 2

**ORCHESTRA COLLECTIVE OF ORANGE COUNTY**  
SATURDAY, AUGUST 1 | CLUBHOUSE 2

**FOREVER ROD (STEWART) – PATIO CONCERT**  
THURSDAY, AUGUST 6 | CLUBHOUSE 1 PATIO

**YATCHY BY NATURE – SATURDAY NIGHT DANCE**  
SATURDAY, AUGUST 22 | CLUBHOUSE 5

**DALLAS AND DOLL – PATIO CONCERT**  
THURSDAY, SEPTEMBER 3 | CLUBHOUSE 1 PATIO

**STONE SOUL – SATURDAY NIGHT DANCE**  
SATURDAY, SEPTEMBER 26 | CLUBHOUSE 5

**SILVERADO – HOEDOWN EVENT**  
SATURDAY, OCTOBER 24 | EQUESTRIAN CENTER

Call 949-597-4273 or email [recreation@vmsinc.org](mailto:recreation@vmsinc.org) for more information



# table of contents

- FOR MUTUAL BENEFIT



## GRF Board of Directors

The Golden Rain Foundation of Laguna Woods Board of Directors meets the first Tuesday of each month at 9:30 a.m. in the Community Center Board Room.

Bunny Carpenter  
President, 2019-2022

Judith Troutman  
First Vice President, 2018-2020

Joe Fitzekam  
Second Vice President, 2019-2022

Egon Garthoffner  
Secretary, 2019-2022

Pat English  
Treasurer, 2018-2021

Yvonne Horton  
Director, 2019-2022

James Matson  
Director, 2017-2020

Bert Moldow  
Director, 2017-2020

Beth Perak  
Director, 2018-2021

Annette Sabol Soule  
Director, 2017-2020

Don Tibbetts  
Director, 2018-2021

# EV CHARGING STATIONS



The GRF Board of Directors voted to approve a contract in the amount of \$32,660 to install the infrastructure that will support two Level 2 EV dual-port ChargePoint brand chargers at the Maintenance Service Center. The board also awarded contract to ChargePoint in the amount of \$20,639, for the procurement and installation of the two chargers. Funding for these contracts comes from the 2020 GRF Capital Plan that stipulated \$75,000 to furnish and install Level 2 EV chargers at the Maintenance Service Center.

The Security Department, located at the Maintenance Service Center, has four plug-in hybrid vehicles (PHEV), with approved funding for two additional vehicles. Prior to the award of the contracts, vehicles have been charged using a 120-volt outlet and the charging adaptor. To sufficiently charge the current and future plug-in hybrid vehicle fleet, staff will install two Level 2 electric chargers for a total of four charging stations at the Maintenance Service Center.

***GRF oversees those important services residents count on: the bus system, security, gates, cable system, roads, parking and the maintenance of all common buildings and properties.***

# Agenda Item 13.B Capital Plan Gate 16 Driving Range

*By Annette Sabol Soule, Director*

At the Tuesday, February 4, GRF Board Meeting, Agenda Item 13.b—the Capital Plan Gate 16 Golf Driving Range project—was reviewed and passed with a vote of seven in favor to four against.

The GRF Agenda Item 13.b Staff Report reflects that the Gate 16 driving range is an integral part of the Laguna Woods Village golf program and one of the most utilized community amenities, attracting 90,000 resident and guest users per year.

Community Works Design Group was tasked with the driving range design. The revised maintenance project essentially provides irrigation, drainage, grass and topography to benefit the community and address employee safety.

The major commitment to restore the golf driving range is now ready for bid. Staff Report Page 3 of 6 noted that between 2015 and 2018, the driving range collected an average yearly revenue of \$103,000. Staff report author Golf Operations Manager Tom McCray indicated that this proposed maintenance project would gain an additional



savings of \$4,000 in golf ball replacement and \$2,000 in unscheduled equipment maintenance.

While addressing the board, McCray indicated that he uses the 16-man golf green's crew to manually retrieve golf balls on the driving range two to four times a year. The golf operations manager will eliminate this labor-intensive and extremely costly practice once this improvement is made.

Recreation Director Brian Gruner suggested doubling all bucket fees. Twice during the meeting, GRF Community Activities Chair Joe Fitzekam indicated he was not in favor of raising prices.

Using the staff report facts and figures—the \$103,000 average annual driving range revenue plus the \$6,000 in budget savings mentioned above along with the combined additional total labor cost savings by no longer using the 16-man green's crew—it appears that bucket price increases may not be sought.

Current bucket prices are \$1 for small, \$2 for medium and \$4 for large, allowing novices and pros to practice and improve without further out-of-pocket increases to golf member pocketbooks for this much-needed maintenance improvement.

Members of the golfing community requested consideration be given to ensuring staff safety and allowing the bucket prices to remain unchanged, as this will allow a higher number of members to practice more, increasing revenue based upon volume, e.g., using the Costco hot dog and Coke for \$1.50 for members methodology for this shared-cost community improvement.







## LED WALKWAY LIGHTING

The GRF Board of Directors voted to approve a contract to Super Green Solutions in the amount of \$71,709 for the replacement of incandescent walkway lighting fixtures with the new LED bollard style lighting fixtures and new concrete bases as needed at Clubhouses 1, 2, 3, 4, and 6. The clubhouses were built between 1964 and 1978, and current walkway lighting levels are inferior. In addition, some fixtures are damaged or dysfunctional, providing less than optimal illumination. The project will be funded from the 2020 Capital Plan - LED Walkway Lighting at Clubhouses 1,2,3,4 and 5, which appropriated \$200,000 from the Facilities Fund.

## Answers to COVID-19, GRF-Related Questions

### Are any facilities open?

All indoor and outdoor GRF facilities are closed, including GVA recreation rooms, the golf courses and sports courts.

### Help me understand the reasons for widespread closures. Why?

During this challenging time, all of us young, old, active or otherwise have to step out of ourselves, as we are all in this together. We understand that there are frustrations that can manifest in anger. The steps that are being taken are upon the directives of the California Department of Public Health, the Centers for Disease Control and state and federal government. Similar actions are being taken in communities throughout Southern California—regardless of age restrictions. There is one big difference here in the Village and that is that 90% of your fellow residents are in the high-risk group. One of the best-selling books of the last decade started with the sentence, “It is not about you.” If ever there were a time that this quote is true, it is now. Please know that there are many areas that staff is being reallocated to that support your health, welfare and emergency communications at this time. That said, it is each of your personal responsibilities to take care of and protect your own health.

## Third Board of Directors

The Third Laguna Hills Board of Directors meets the third Tuesday of each month at 9:30 a.m. in the Community Center Board Room.

Steve Parsons  
President, 2019-2022

Annie McCary  
First Vice President, 2019-2020

Cusrow “Cush” Bhada  
Second Vice President, 2019-2022

Lynn Jarrett  
Secretary, 2018-2021

Jon Pearlstone  
Treasurer, 2018-2021

Ralph Engdahl  
Director, 2019-2022

John Frankel  
Director, 2017-2020

Doug Gibson  
Director, 2020

Reza Karimi  
Director, 2019-2021

Robert Mutchnick  
Director, 2019-2020

Craig Wayne  
Director, 2019-2022



# Resolution Update from January, February Board Meetings

*By Lynn Jarrett, Director*

Third adopted a resolution for the revision of the Internal Dispute Policy at the January Third Board meeting. This resolution revises the Internal Dispute Policy to include a time frame to complete the matter. That revision includes a time frame of two months for a resolution.

***The following resolutions presented at the February meeting were postponed for 28 days for further review:***

1. Resolution for Leasing Cap and Lease Waiting Policy. This resolution would approve the creation of a wait list to fairly and uniformly manage a wait list when the number of approved leases reaches the 30% cap of 1,830 units.
2. Resolution to adopt a Harassment Policy. Violations would include but not be limited to behavior/disturbance, noise, odors and neighbor disputes. The purpose is to set forth guidelines to address alleged violations of harassment that occur in Third Mutual.
3. Resolution to adopt a Nuisance Policy. Violations would include but not be limited to behavior/disturbance, noise, odors and neighbor disputes. The purpose is to set forth guidelines to address alleged violations of nuisance that occur in Third Mutual.
4. Resolution to Adopt a Good Standing Policy that reflects new legislation to comply with California statutes when electing new directors. This resolution in its entirety will provide clear guidance on the term and the implications for members identified as in good standing.
5. Resolution to Adopt Election Rules. These rules are intended to comply with California statutes as well as the Third Mutual bylaws and are to enhance the fairness and professionalism of mutual membership voting.



# Gate 14 Water-Saving Pilot Successful

By Lynn Jarrett, Director



**Before**



**After**

In July, the architectural rendering of the first landscape modernization project planned on an attractive plot was displayed in the Community Center so that all interested Gate 14 residents could see the plans first hand. In the August edition of the Village Breeze we announced our implementation of that landscape program to all Third residents. The project, undertaken as a pilot to replace grass with drought-tolerant plants in an effort to help keep assessments down, is the first to be completed in a multiyear program in Third Mutual. This was another step in trying to help lower our very high water bills while also reducing maintenance costs.

In late fall, the grass was removed and replaced with attractive drought-tolerant and native plants and decomposed granite walkways with strategically placed park benches. Most of the trees remain. A ribbon-cutting ceremony took place March 25 to show off the newly completed

minipark that residents are now enjoying. Some very good news came just this past week on the project: We were awarded a grant of 100% of the possible rebate from the project, which paid for 60% of the entire project cost, thanks to the work of the contractor under the guidance of our Director of Landscaping Services.

California is now in a near-drought situation during an abnormally dry season. Snow pack in February was 46% of the average. This doesn't bode well for our water situation. Even though there is water in the reservoirs at the moment, if we don't get a great deal of rain in California and snow in Northern California soon to increase the water level, we'll definitely be in a very real drought situation. So why are we creating drought-tolerant parks such as these? Simply because we don't need to use very expensive and scarce potable water supply to water grass as well as pay more in assessments for that water.



# Third's 2020 Tree Species Contract Work in Full Swing

*By Lynn Jarrett, Director*

Third Mutual awarded a large contract to trim our inventory of 13,960 trees by species, the first such type of contract ever. This gives all of us hope that the contractor, with guidance by staff, will trim our trees properly and by species. It's known that all trees do not need trimming annually. There are 4,000 trees, including many palms, that must be trimmed annually to properly maintain the health and aesthetics of the trees. Staff tree trimmers have only been able to consistently trim 2,600 trees annually, which has caused overgrowth, many resident complaints and damage to mutual and private property.

The trimming shall provide a symmetrical shape and aesthetically pleasing appearance typical of the species. Trees will be trimmed to provide a minimum clearance of 14 feet over the roadway and nine feet over walkways. The techniques employed shall be consistent with industry practice for the size and species of tree being trimmed.

The tree inventory is aging and the trees need to be trimmed more often than in the past due to their size and age. By using the species-based program, we must outsource the work to manage it properly, as we don't have enough tree trimmers on staff. We will utilize the tree trimmers on staff in other areas of Landscaping to help us maintain our service levels in shrubs and turf maintenance.



Trees that need service prior to their scheduled annual trim shall be trimmed according to a timeline submitted to the contractor from VMS, and those requests will be completed within the first two weeks of the following month by request.

Many details are outlined in the contract—too numerous to mention here. In any case, look for a lot of cutting and trimming to be done soon.



# Recreation Room Renovations and Replacements

Garden Villa three-story buildings all have recreation rooms in their underground parking areas. Unit owners pay an additional \$5.75 per month in association fees for the maintenance of these rooms.

All recreation rooms feature original furnishings, including:

- Four card tables and 24 card table chairs
- Billiard table, billiard balls, bridge, chalk, billiard cue sticks and wall-mounted cue stick rack
- Sink, stove top and counter
- Wall-mounted cabinet with serving dishes, glasses, cups, etc.
- Flatware
- Refrigerator
- Oven (now microwave)

Some buildings' rec rooms also feature televisions, serving tables, coffee machines, kettles and more.

The Rec Room Sub-Committee, chaired by Third Mutual Board Member Lynn Jarrett, is responsible for setting annual budgets and determining the schedule of improvements and maintenance work. Committee members include Third Board Directors Jon Pearlstone and Cush Bhada; advisors are Randy Scott, Sharon Molineri and Stuart Hack.

Every year the committee is presented a report by VMS staff regarding the condition of the rooms and their original equipment in order to agree on a budget for improvements and replacements.

There is always the tension between needed expenditures and available funds. To aid in this, in the 2019 fiscal year, a supplemental amount was expended to bring all Rec Rooms up to "standard" condition; roughly defined as everything in the rooms are in working order and the rooms look like they are cared for.

For 2020, the rec room budget includes:

- Painting kitchen and doors for three rec rooms
- Painting an accent wall in five rec rooms
- Painting rest rooms and replacing mirrors in 10 rec rooms
- New billiard ball set for 13 rec rooms
- Billiard cues and re-tipping of cues for 10 rec rooms
- New carpet for five rec rooms
- Ladies rest room countertop resurfacing for five rec rooms
- New microwave ovens for three rec rooms
- New refrigerators for five rec rooms
- Re-felt the billiard tables for five rec rooms
- New window coverings for six rec rooms
- Kitchen renovation for three rec rooms
- New card table chairs for two rec rooms
- Epoxy flooring for four rec rooms
- Ceiling painting for 25 rec rooms
- New water heaters for nine rec rooms
- New heat pump for two rec rooms

## CORONAVIRUS RULES AND REC ROOMS

*Our community is most at risk for coronavirus. Everything we can do to stop the spread of the virus in our community benefits every one of us. Even if Third Mutual had not ordered rec rooms closed, we should refrain from meeting in groups anyway. So, for everyone's health, please cooperate and do not use the rec rooms until further notice.*

## United Board of Directors

Sue Margolis  
President, 2018-2021

Carl Randazzo  
First Vice President, 2018-2021

Andre Torng  
Second Vice President, 2019-2022

Juanita Skillman  
Secretary, 2017-2020

Brian Gilmore  
Treasurer, 2019-2022

Prakash "Cash" Achrekar  
Director, 2017-2020

Elsie Addington  
Director, 2018-2021

Neda Ardani  
Director, 2019-2022

Manuel Armendariz  
Director, 2017-2020

Reza Bastani  
Director, 2017-2020

Anthony Liberatore  
Director, 2018-2021



## President's Message

*By Sue Margolis, President of United Laguna Woods Mutual*

I am very concerned about the cost of compliance. A compliance issue costs us approximately \$270 when a phone call is made to the department and over \$300 when staff has to write a report. I would like to see us being kinder and gentler, and talking to our neighbors instead of calling the Compliance Division. I know it is wonderful to have somebody else take care of all the problems, but it is costing us a great deal of money. We are a cooperative; we should be cooperative with each other. Speak to each other nicely and softly, and try to take care of the problems with a neighbor instead of calling Compliance. If you have a grudge or whatever, please speak to your neighbor in a kind way and maybe we can solve these problems. We want to make this paradise.

Also, in the next months we are going to be working on the 2021 budget. I want to be sure everyone knows where their fees are going. We are going to put together different illustrations to show where your money is being spent and compare what it would cost you to live outside the Village in a neighboring area. We want you to understand where your assessments and reserve funds go so that if we do have to raise assessments you will know why.

### APPROVED RESOLUTIONS

*The following resolutions were approved by the United Board at its February 11 meeting.*

01-20-12: United Laguna Woods Mutual Committee Appointments

01-20-13: Golden Rain Foundation Committee Appointments

01-20-14: Species-Based Tree Trimming Policy



# SB323, OPERATING RULES AND LENDING

*By Andre Torng, Second Vice President*

## Senate Bill 323 and Election Candidates

Recent Senate Bill SB 323 has made several modifications to board member election rules. Candidates must:

- Be a member of the association
- Live in the association for at least one year
- Have no outstanding delinquency
- Have no criminal conviction that will prevent the board from purchasing fidelity bond
- Hold one board member per membership

## Operating Rules Guide

Recognizing it is difficult for members, residents and buyers to fully understand which operating rule is related to their particular issue, United Board is preparing a Guide to Operating Rules for ease of reference. We hope this guide will make it easier for our residents to find related resolutions.

## Looking to Lessen Lending Restrictions

To attract more financial institutions for property purchase loans in United Mutual, the board wants to lessen unnecessary restrictions. Currently there is only one loan company, National Corporate Bank (NCB), that actively participates in this program. The board will modify the Recognition Agreement to allow more financial institutions to compete for your loans. However, approved loan organizations must give United Mutual the first right of refusal, agree to pay all delinquent amounts upon sale, remove capital requirements like FDIC and be a state or federally chartered bank or credit union.

The United Governing Document Review Committee is responsible for establishing and modifying operating rules and proposing Governing Document changes. Anyone who believes a new rule is necessary or an existing rule requires change is encouraged to attend the committee meeting and share your thoughts. We will listen!

# YELLOW STAKE PROGRAM

**Change in procedure for administering resident requests for landscaping in common area**

*By Manuel Armendariz, Director*

The yellow stake program concept is alive and well in United Mutual, although it goes by a new name: landscape variance request.

This program allows members to maintain planting areas in the common area immediately adjacent to their unit, either personally or through an outside service. Throughout the community you will see many examples of the additional landscaping beauty that members have provided through this program. Please recognize this privilege is granted to members through this program and with it comes certain responsibilities.

In the past, in many cases, a member obtained yellow-painted stakes from Resident Services and used them to delineate an area around their manor, without obtaining prior approval from the Department of Landscaping Services or United Landscape Committee.

Although the Landscaping

Department had the right, as it still does, to revoke a member's use of the yellow stake program, members did not always conform to the program requirements, such as when the level of care fell or a dispute arose between members.

Due to these and similar issues arising from the unmanaged expansion of yellow-staked areas with little or no oversight or documentation by the responsible party, United's directors discontinued the yellow stake program and changed the procedure for obtaining approval as of January 14, 2020.

Any United Mutual member who wishes to participate in the revised program is now required to fill out a landscape request form obtained from Resident Services, get signed consent from adjacent neighbors, and submit it to the Landscaping Department for review. The department will work with the member in identifying approved plants and planting area, and any other required procedures to provide formalized documentation. Once the request is approved by Landscaping, it will be submitted to the Landscape Committee and board of directors for approval.

The Department of Landscaping, as well as United's Landscape Committee and board have approved this change to promote an improvement in the overall standard of the mutual's landscape appearance.

## Asbestos Awareness:

# KNOWLEDGE IS POWER

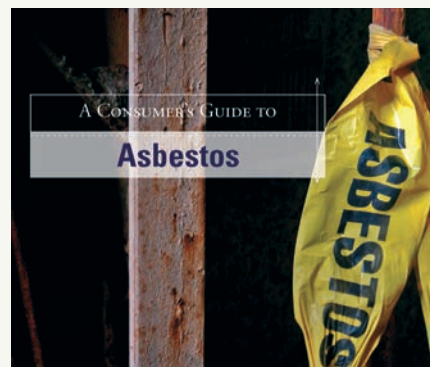
By Elsie Addington, Director

Most people know asbestos is dangerous. Continued exposure to friable, or unencapsulated, asbestos has been shown to contribute to lung cancer, mesothelioma and asbestosis, all very deadly diseases. Houses built in California before 1978 (which includes most, if not all, of the manors in the Village) contained asbestos, most famously in acoustic "popcorn" ceilings. Asbestos is also prominent in flooring mastic, joint tape, textured paint and walls.

The Occupational Health and Safety Administration (OSHA) has developed laws and guidelines to protect consumers and workers from the bad effects of asbestos, which may not emerge for 20 to 30 years. California OSHA has followed suit in compliance with national requirements. How does that affect us here in United Mutual?

United's Architectural Controls and Standards Committee has been receiving complaints from residents planning to remodel their units. Some members don't realize that any alteration of one's unit that involves disturbing existing asbestos requires testing and, if necessary, remediation or encapsulation or both. The process can be a lengthy and expensive (not to mention unbudgeted) surprise to the resident, who is responsible for all costs of alterations. The details are spelled out in Resolution 01-12-134 (with attachment). Both can be accessed at the Village website. Click on Documents > United > Resolutions > 2012 > find 01-12-134. The attachment follows the resolution and several others in the same document, but it is clearly labeled.

Your committee, along with Permits, Inspections & Restoration, is working to spread the word. Residents seeking to obtain permits for alterations can be given (and should ask for) details about this vital aspect to remodeling before their plans are set in stone. Check out an informative pamphlet on this topic from the California Contractors State License Board at [bit.ly/2VQmVLX](http://bit.ly/2VQmVLX) or visit the Alterations Division in the Community Center for a hard copy.







## VMS Board of Directors

Wei-Ming Tao  
Chair  
Third, 2018-2021

Rosemarie diLorenzo  
First Vice Chair  
Third, 2019-2022

Dorothy Pacella  
Second Vice Chair  
United, 2019-2021

Stefanie Brown  
GRF, 2020-2021

Diane Phelps  
GRF, 2019-2020

Richard Rader  
United, 2017-2020

Cynthia Rupert  
United, 2019-2022

James Tung  
GRF, 2020

Raquel Unger  
Third, 2018-2020

# GRF Appoints Two Members to VMS Board

Recent resignations left two of the Golden Rain Foundation (GRF) representative positions vacant. During a special meeting in late February, James Tung and Stefanie Brown were appointed to serve on behalf of GRF. Director Tung's term expires November 2020; Director Brown's term expires November 2021. Board member terms are staggered to ensure continuity in leadership.

### Recent Staff Updates

- The VMS Board of Directors extended CEO Jeff Parker's contract for two more years.
- Carlos Rojas joined VMS in February as Security Director following the retirement of Chief Tim Moy.
- VMS continues to face challenges finding qualified union landscape employees, as there is a shortage of landscapers throughout Southern California. Tree trimming and slope maintenance are being contracted to outside vendors.

### Measuring Success

The VMS Board of Directors, working closely with the CEO, the COO and other senior staff, has identified a number of key performance indicators put in place to measure success.

#### *These include:*

- Ensure financial stability and longevity
- Improve customer service to meet resident needs and concerns
- Attract, develop and retain high-quality staff
- Implement technology advances
- Upgrade infrastructure; finalize five-year and 30-year studies of major repairs and replacement

Village Management Services (VMS) is a not-for-profit company formed to manage Laguna Woods Village. VMS is overseen by a board of directors comprised of three representatives from Third and United housing mutuals and the Golden Rain Foundation.

# THE TOWERS

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THEN AND NOW

# The End of a Symbol

An impressive unisphere, modeled after the one displayed at the 1939 New York World's Fair, once acted as a longtime symbol of our 55+ community, which was not always known as Laguna Woods Village. On May 17, 2007, it was ordered to be removed after a lawsuit against the community over trademark rights. Crews with safety harnesses, hacksaws and cutting torches cut along the center of the 40-foot-high steel and fiberglass globe in front of Clubhouse 7 on Mouton Parkway near El Toro Road. Security personnel guarded the dismantled globe to protect it from souvenir hunters. After the globe was split in half, it was separated by a crane and turned into scrap.



The Laguna Woods History Center is a 501(c)(3) nonprofit and does not receive money from assessments. We are located next to the Library; our hours are weekdays from 10 a.m. to 1 p.m. and by appointment. Check out our website at [lagunawoodshistory.org](http://lagunawoodshistory.org).





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MemorialCare Medical Group – Laguna Woods

**24268 El Toro Road, Laguna Woods, CA 92637 | (El Toro Road and Moulton Parkway)**

MemorialCare Medical Group – Laguna Hills

**26538 Moulton Parkway, Suite 38E, Laguna Hills, CA 92653 | (Moulton Parkway and La Paz Road)**

