

THE NEW

VILLAGE BREEZE

FEBRUARY/MARCH 2020



THE OFFICIAL MAGAZINE OF LAGUNA WOODS VILLAGE

IN EVERY ISSUE

Recreation + Transportation + News + Services + More!

The right care, right around the corner.

You would go any distance to take care of your family, but we don't think you should have to go far. At MemorialCare, we continue to expand our services to bring better care closer to you. Having award-winning physicians and programs in your own neighborhood means getting to appointments faster and enjoying a healthier life. We're here with care where you need it.

In 1969, the residents of Laguna Woods Village began collecting donations to build a community hospital. Five years later, in 1974, Saddleback Medical Center opened its doors. Now, as then, we are here for you.

-  MemorialCare Saddleback Medical Center
24451 Health Center Drive, Laguna Hills, CA 92653 | (Paseo De Valencia and Health Center Drive)
800-MEMORIAL (636-6742)
-  MemorialCare Medical Group – Laguna Woods
24268 El Toro Road, Laguna Woods, CA 92637 | (El Toro Road and Moulton Parkway)
877-MYMEMCARE (696-3622)
-  MemorialCare Medical Group – Laguna Hills
26538 Moulton Parkway, Suite 38E, Laguna Hills, CA 92653 | (Moulton Parkway and La Paz Road)
877-MYMEMCARE (696-3622)



welcome to the new

VILLAGE BREEZE

Your comprehensive information resource to Village life



In your hands is something that some modern-day media experts say is antiquated: a magazine, ink to paper, printed, bound and delivered to your home. But as a self-professed contrarian, I say print is not dead, and this publication rounds out our communications program quite nicely when used in tandem with other platforms.

Historically, the Department of Media and Communications used digital communication, flyers, newsletters, your Village Television station and social media to keep you informed. We have digital contact with nearly two-thirds of residents. However, considering our demographics and Broadband and internet statistics, we are not reaching all of our audience through digital and television programming alone. After recognizing that a print publication is an essential community builder, the challenge was how to make it happen without increasing costs to residents.

Enter MemorialCare Saddleback Medical Center and MemorialCare Medical Group—the sole healthcare sponsor of this publication. In the mid-1960s, Ross Cortese developed what was then Leisure World Laguna Hills with a vision of easily accessible medical care for residents. Saddleback Hospital and its inclusive health care service centers were founded through the assistance and financial support of the Golden Rain Foundation in 1969. The hospital and medical centers are now a part of MemorialCare, which encompasses many medical centers, physician groups, urgent care facilities and more. MemorialCare Saddleback Medical Center and the Village have grown and matured together. The Village is a world-class 55+ community; the medical center has been named a Best Regional Hospital by U.S. News & World Report and a Becker's Healthcare Top Hospital. Further, it has received the American Heart Association's highest honor for cardiac and stroke care—Gold Plus.

Through this partnership, the Village Breeze will be mailed to your manor six times a year.

Warm regards,

A handwritten signature in cursive script that reads "Eileen Paulin". The ink is dark and the signature is fluid and legible.

Eileen Paulin

Director, Department of Media and Communications

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VILLAGE BREEZE

THE OFFICIAL MAGAZINE OF
LAGUNA WOODS VILLAGE

FEBRUARY/MARCH 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 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.

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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NEWS



Make your 2020 more about giving! Learn about Village Volunteer Program openings and opportunities, where the gifts of your time and expertise are needed and appreciated. To view open volunteer positions, visit lagunawoodsvillage.com, go to Amenities, click on Recreation and scroll to Volunteer Opportunities.

Download the application from the website or pick one up from the Recreation office on the first floor of the Community Center. Email completed applications to recreation@vmsinc.org or return them to the Recreation office in person. And thank you for considering becoming a Village volunteer!

● **For more information, call 949-597-4273 or email recreation@vmsinc.org.**



RESIDENT IRV PIKEN, 111 THE OLDEST MAN IN U.S.



Irv Piken, a Brooklyn, New York, native and 42-year Village resident, celebrated his 111th birthday in December. Besides adding another year to his supercentenarian status—he is the oldest man in the United States!

To celebrate, Village

Management Services invited residents to the Community Center Board Room to wish Irv a happy birthday and enjoy birthday cake and refreshments. A group of young singers from the All American Boys Choir serenaded Irv with Happy Birthday, America the Beautiful and other songs. Some members of the audience were moved to tears when Irv, who had not yet spoken, began singing with the boys.

Irv was presented with certificates of commendation from the Laguna Woods Village Thrive Task Force, the City of Laguna Woods, the California State Assembly, the Governor of California and the President of the United States.

Irv moved from New York to California in 1977. He has two children, three grandchildren and two great-grandchildren.

EMERGENCY PREPAREDNESS SECURES NEW OFFICE

The Disaster Preparedness Task Force has moved from its previous hallway location in the Community Center and now shares the office occupied by the Laguna Woods Globe, which is located at the rear entrance to the Community Center.



NEW 2020 PRIMARY ELECTION VOTING OPTIONS

New voting procedures in the State of California make it easier than ever before to cast your ballot in the upcoming 2020 Primary Election.

All registered voters will receive a mail-in ballot that can either be returned by mail (no postage necessary), deposited in a ballot box at any Vote Center or dropped off at any Vote Center without a ballot box. Mail-in ballots will be mailed on February 3.

The closest 11-day Vote Center, located at Laguna Woods City Hall at 24264 El Toro Road, is open from February 22 to March 3. The closest four-day Vote Center, located at Clubhouse 7 at 24111 Moulton Parkway, is open from February 29 to March 3. For voters who prefer to vote in person, 188 Vote Centers in Orange County will be open between the same dates. Voters are no longer required to visit an assigned precinct.

Additionally, 24 Vote Centers are within five miles of the Village. For a complete list, of Vote Centers and hours, visit ocvote.com.

DON'T MISS OUT on New Resident Orientation

Now is a great time for residents new to the Village to attend New Resident Orientation. This informational session is a wonderful opportunity to familiarize yourself with the operating rules of your housing mutual and to talk with a board member who represents the mutual. Topics discussed include insurance, maintenance and service requests, the manor alterations process and how to get involved in the community. New Resident Orientation meetings are held every month at the Community Center on Friday mornings or Wednesday evenings by appointment only.

● **To schedule your New Resident Orientation, email Becky Jackson, Public Relations Specialist at becky.jackson@vmsinc.org.**



Third Mutual Director and Second Vice President Annie McCary speaks to mutual members about insurance, maintenance and service requests, and more.

EVERY DROP COUNTS!

Did you know the average Californian uses 196 gallons of water per day? While our state's drought conditions have lessened temporarily, two recent permanent water conservation laws mean that the allotment to each citizen will be reduced substantially over the next two years. Together, Village Residents can reduce water use, ensure water for future generations and save money by adopting simple changes.



- Fix kitchen, bathroom and laundry area leaks to save 110 gallons per month.
- Look for worn toilet flappers, dripping faucets and leaking toilets.
- Install low-flow showerheads.
- Install high-efficiency toilets, which save 19 gallons per person per day.
- Use a car wash that recycles wash water.

- Use energy- and water-efficient dishwashers and washing machines; run them with full loads during off-peak hours.
- While waiting for tap water to heat up, capture the cool water to use for cooking or plant watering to save two or more gallons per minute.
- Turn off taps while brushing teeth or shaving to save 10 gallons per day.
- Take five-minute showers instead of 10-minute showers to save 2.5 gallons per minute.
- Use the garbage disposal sparingly; discard unwanted food in the garbage.
- Do not hose or wash down paved surfaces.
- Use a hose with an automatic nozzle shutoff; only water your plants between 10 a.m. and 5 p.m. Do not water common area landscape.
- Install aerators to save 1.2 gallons per day.

NEWS



WASTE MANAGEMENT OFFERS CART VALET SERVICE

While Waste Management carts are designed to maneuver easily, the company and the City of Laguna Woods have partnered to offer optional cart valet service for Village residents who use carts. WM drivers enter your property, take your carts to the curb and return them after they are emptied. Cart valet service is free for qualifying residents (other residents can pay a small fee).

To qualify for free service, residents must be unable to move their carts to the curb for collection and have no one living with them who can do the same, and:

- Complete an application
- Submit a copy of a current, unexpired disabled DMV-issued placard or license plate/registration
- Submit a physician's letter confirming that the resident is unable to move WM carts to the curb for collection

To obtain an application, contact Alexandria Gonzalez at Waste Management of Orange County at Agonal3@wm.com.

To enroll in the paid service, call WM Customer Service at [949-642-1191](tel:949-642-1191).

Reserve Village Facilities for Your Festive Events!



Laguna Woods Village offers residents seven reservable community facilities for birthdays, anniversaries and gatherings that can accommodate two individuals to dinner parties of up to 400 guests and anywhere in between. To view the calendar, visit the Village website, click Amenities, click Recreation and scroll to Facility Rental for availability and other details.

● **Email reservations@vmsinc.org, call [949-597-4273](tel:949-597-4273) or visit [Recreation in the Community Center](#) for more information.**



If They Poop, You Must Scoop! Why?

- It's the law. Many urban and suburban areas require it.
- Poop can contaminate groundwater.
- It may contain harmful organisms such as *Giardia*, *Salmonella* and *E. coli* that can be transmitted to humans and other animals.
- It may contain roundworms and hookworms (deposited by infected animals) that can live in the soil for long periods and transmit to other animals and humans.
- It can attract rodents.
- Many manufacturers sell cute baggie holders that easily clip on to leashes.
- It's the right thing to do.

BEE SWARMS AND COYOTES?

Here's What to Do

Encounters with nature are a routine part of Village life. To help ensure the safety of Village residents, guests and pets—and keep in mind the welfare of the wild creatures that abound—please report sightings to the proper authorities and/or Village department.

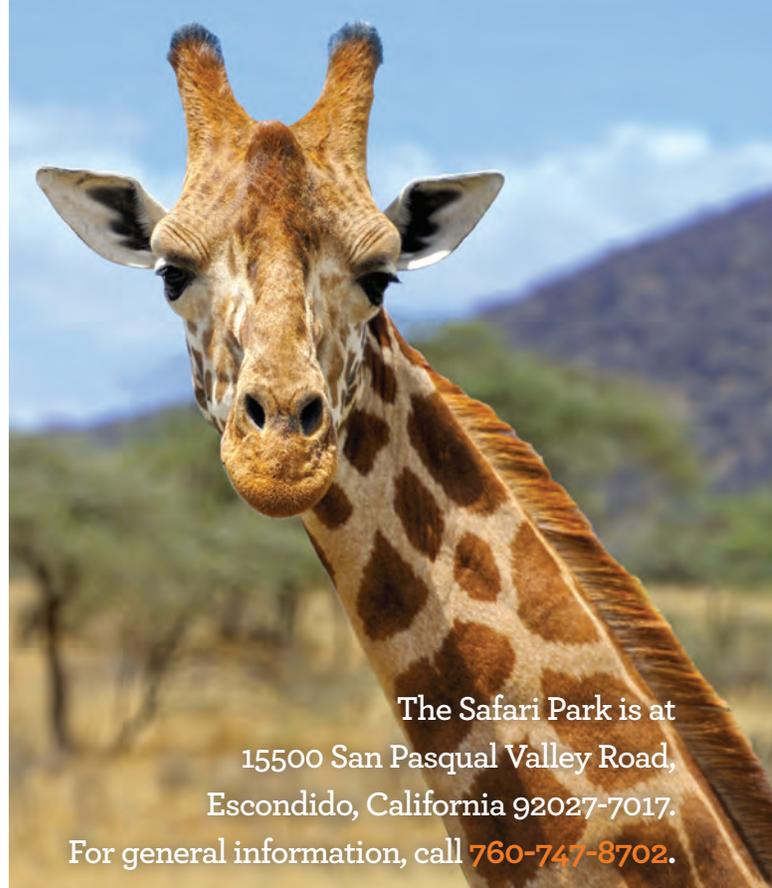
- **Coyotes:** Call the Laguna Beach Animal Services department at [949-497-0701](tel:949-497-0701) or email coyotes@lagunabeachcity.net to report sightings. Visit the City of Laguna Beach website for information.
- **Bee swarms:** Call Resident Services at [949-597-4600](tel:949-597-4600) or email residentservices@vmsinc.org.



**FEBRUARY IS
SENIORS FREE
MONTH AT THE**

SAFARI PARK

Now through February 29, all visitors age 65 and older receive free admission to the San Diego Zoo Safari Park. Enjoy the sights on an Africa Tram, see the platypuses and other Aussie animals at Walkabout Australia, wander through Tiger Trail, take a stroll around Mombasa Lagoon and relax with refreshments on the patio at Kijamii Overlook. There's a world of sights to see—all at the Safari Park.



The Safari Park is at
15500 San Pasqual Valley Road,
Escondido, California 92027-7017.
For general information, call **760-747-8702**.

SOCIAL SERVICES DIVISION EXPANDS TEAM

Residents will see two new faces in the Social Services Division at the Community Center.



Sheri Dixon, LCSW, who joined Village Management Services in December, holds a Master of Social Work from California State University, Long Beach (CSULB), and a Bachelor of Science, Human Services from California State University, Fullerton.

Lourdes Oseguera, MSW, who joined the division in January, is employed by Alzheimer's Orange County and located within Laguna Woods Social Services in order to provide direct services to residents with memory impairment. She holds a Master of Social Work from CSULB and a Bachelor of Arts in psychology from CSULB.



CITY OF LAGUNA WOODS NOW ON CHANNEL 3

As part of Broadband Services' enhancement efforts, the City of Laguna Woods broadcast content has moved from Channel 31 to Channel 3, a standard channel on which U.S. municipalities can share important communication with residents. The move gives the city's channel greater visibility so more Village residents may benefit from viewing the content.

2020 CENSUS UPDATE

For the 2020 Census, most of Laguna Woods will receive an "internet choice" mailing, which includes a paper questionnaire along with information about how to respond online or by phone. The remaining areas of Laguna Woods will receive an "internet first" mailing, which means the first mailing those residents receive will include information about how to respond online only. A paper questionnaire will follow by mid-April if internet-first residents do not respond.



The internet-first areas are located within Third Mutual north of Santa Maria Avenue, west of Avenida Sosiega (between Santa Maria and Calle Corta) and south of Calle Corta, as well as within all of Gate 14.

BEYOND THE GATES

LOCAL DAYTRIPPING



TUCKER wildlife sanctuary

Set out for fun, education and adventure at one of Orange County's most beautiful natural gems: Tucker Wildlife Sanctuary. Purchased in 1916 by Benjamin and Dorothy May Tucker, this property was dedicated as a bird sanctuary in 1939. In 1941 it was deeded to San Fernando Valley Audubon Society and then to California State University Fullerton in 1968 to serve as a research and education center and wildlife sanctuary. Since that time, it has provided research and environmental education opportunities for thousands and helped to preserve local native habitat and wildlife.

Tucker offers observation areas, a seasonal creek, picnic areas, hikes, art classes for adults, lectures, guided tours, holiday activities and more. The natural science center features informative exhibits, a gift shop and hands-on activities to inspire youths and adults alike.



PLAN YOUR VISIT

Hours

9 a.m. to 4 p.m.
Closed Mondays, Wednesdays
and major holidays

FREE ADMISSION

Recommended donation is \$3
per person

GETTING THERE

From the Village, take El Toro Road, which becomes East Santiago Canyon Road, for about 10 miles. Turn right onto Modjeska Grade Road. Turn right onto Modjeska Canyon Road. Tucker is on the left, at 29322 Modjeska Canyon Road, Silverado, CA 92676.

● Visit tuckerwildlife.org or call 714-649-2760 or more information.

Bird Porch →



● Benjamin and Dorothy Tucker opened their bird observation porch (voted one of Orange County's best birding sites!) to visitors in 1929.





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YOUR FAQs ANSWERED

PROBLEMS SOLVED



I would like to reach the boards of directors of GRF, United or Third. How can I contact them?

The boards of directors for GRF and both mutuals can be reached various ways:

- Mail a letter addressed to (board you are trying to reach) Board of Directors, 24351 El Toro Road, Laguna Woods, CA 92637.
- Attend a board meeting and address the board during the open forum portion of the agenda; you will have a three-minute time limit to speak to the board or ask a question.
- Pick up the list of directors from the concierge desk in the Laguna Woods Village Community Center. This list will provide you with the phone number and/or email of the directors who have made their contact information public.
- Contact the Office of the CEO office and leave a message for a specific board member, or email generalmanager@vmsinc.org.



A Village Management Services (VMS) employee who came to my home to complete a repair did a wonderful job, and I want to communicate this to VMS. How do I let them know?

Sending an email to generalmanager@vmsinc.org gives you an opportunity to share your observations with the CEO, who will acknowledge these staff members working to make Laguna Woods Village the very best community possible for residents.

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

My insurance company is looking for the mutual's insurance policy.

How do I get a copy?

Insurance policy information for Third and United Mutuals can be found on the Laguna Woods Village Website lagunawoodsvillage.com by selecting Documents/ United or Third. Scroll mid-page to the Sales and Leasing section and look for the pdf document titled "Annual Insurance Disclosure and Policy Summary."





READY TO HELP

YOUR VILLAGE GO-TO

Any time you have a question about the Village or need to make a service request, help is available. No matter what the issue is, always call or visit Resident Services first. Resident Services representatives are trained to identify how to connect you to the proper channel depending on the particular assistance you need. Going directly to Resident Services, rather than trying to figure out who to contact on your own, will result in a faster resolution to your concern.



PAY ASSESSMENTS ONLINE VIA RESIDENT PORTAL OR EZPAY



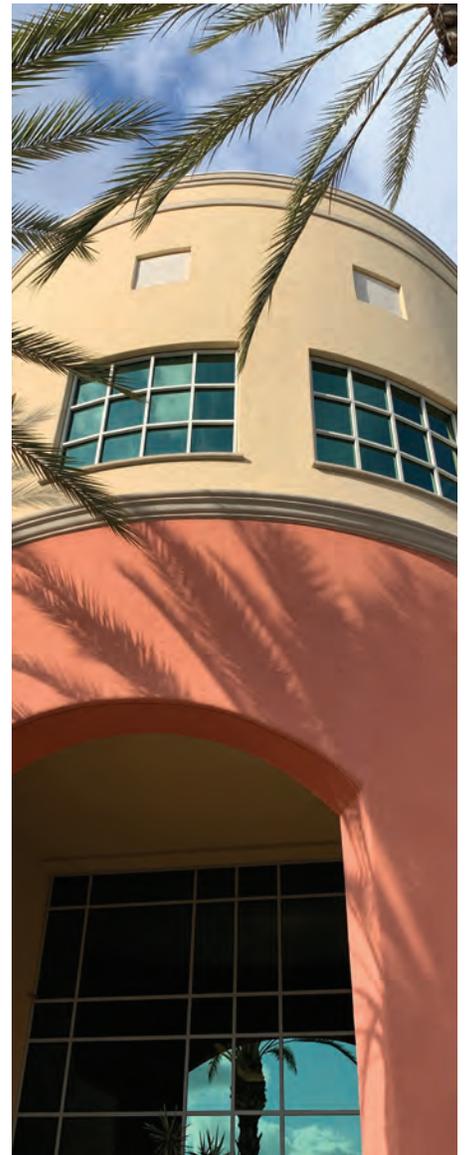
The resident portal on the Laguna Woods Village website allows residents to view account

balances and conveniently pay assessments or chargeable services online via credit card (transaction fees may apply).

GRF and your mutual also offer the opportunity to make automatic monthly homeowner assessment payments through the EZPAY program. Simply provide written authorization via the EZPAY Authorization Agreement to transfer funds from your checking or savings account on the sixth calendar day of each month. Whether you're in the Village or on vacation, payments will be made without having to worry about a potential late fee.

Assessments paid via the resident portal or EZPAY save processing fees for Third and United mutuals and, ultimately, all Village residents.

● **To learn more about EZPay, visit the Financial Services tab at lagunawoodsvillage.com or call Resident Services at 949-597-4600.**



**Resident Services
Laguna Woods Village
Community Center**
24351 El Toro Road

Open 8 a.m. to 5 p.m.,
Monday through Friday

949-597-4600

Visit the Resident
Services tab at
lagunawoodsvillage.com.

DID YOU KNOW

In 2019, Resident Services

- Experienced approximately 80,000 kiosk check-ins
- Answered more than 225,000 phone calls
- Processed 90,000 work orders
- Accepted more than \$200,000 in credit card payments by 500 residents





SECURITY

COMMUNITY & PERSONAL SAFETY



EXPECT THE UNEXPECTED WALKING THE VILLAGE

Walking through the Village can be a treat for the senses and a boon for physical health, but it's always a good idea for residents who enjoy those walks to heed important safety reminders. Enjoy outdoor excursions, but be a defensive walker (like a defensive driver), and remain alert and aware.

Most Village roadways have designated sidewalks, but there are other areas, such as culs-de-sac, driveways and intersections, where pedestrians must watch for approaching motorists.

To ensure your safety as a pedestrian or an active walker, take the following precautions when venturing out into the community:

- Wear light, bright-colored or reflective clothing and carry a flashlight, especially if you walk at night.
- Wear comfortable, sturdy shoes that offer plenty of shock absorption, arch support and cushion.
- Mind the lighting conditions, especially during dawn, dusk and times of high glare or low light. Decreased daylight, shadows and nightfall make it harder for motorists to see pedestrians.
- Walk on sidewalks. If you must walk in the street, walk facing traffic.
- Be aware when walking in parking lots. Drivers may be turning quickly or backing out of a parking space and not watching for pedestrians. Look for backup lights, and listen for engine noise.
- Walk with a friend. An exercise companion can add to the pleasure of your outing—and increase the safety factor. Enjoy your conversation as you walk, but don't let it distract you from monitoring road and traffic hazards.
- Plan walking routes to avoid dangerous intersections or high-traffic areas. Look for safe, alternative routes with adequate sidewalks or footpaths.
- Know your physical limitations and overall health. Use caution if you are recovering from an injury or illness, or if you are taking prescription medication that may cause dizziness. Stay hydrated.



IMPORTANT CROSSING SAFEGUARDS

- Walk within designated crosswalks.
- Allow plenty of time to cross the street. Watch for a “fresh green” when crossing at traffic signals.
- Try to cross the street with other pedestrians—there's safety in numbers.
- Make eye contact with approaching motorists if possible to ensure they see you.
- Never text or look down at your phone when crossing any intersection.
- Watch for motorists making turns at intersections who might not see you. Always look for vehicles making right turns at red lights and for vehicles making left turns.

DRIVE SAFELY

Whether we're behind the wheel of a motor vehicle, electric car or golf cart, we all carry the responsibility to practice safe driving and follow the rules of the road. However, it bears reminding that drivers within an active senior community also must obey traffic laws. According to Department of Security Services personnel, the two offenses that occur most frequently in the Village are driving at unsafe speeds and disobeying traffic signs.



Maintain a Safe Speed

Observe and obey the posted speed limits. The most common speed limit in the Village is 25 mph; however, in some areas the posted speed limit is 10 mph. Speeding gives drivers less time to react and increases the severity of an accident. So please slow down!

Obey All Traffic Signs

Avoid the "rolling stop" by coming to a full stop behind the limit line. Watch for culs-de-sac that allow for only one direction of travel.

More Tips for Safe Driving

- Don't follow another vehicle too closely
- Avoid distractions
- Drive while alert and not drowsy
- Don't drink and drive
- Be cautious and courteous when changing lanes
- Wear your seatbelt
- Keep your vehicle in good running condition
- Know your limitations

PREVENT GOLF CART THEFT

Don't leave your golf cart vulnerable in an open carport. Most golf carts have universal keys. If not secured by other means, an individual possessing a generic key will have access to your golf cart. Residents are reminded to use wheel locks, steering wheel locks or any other locking mechanism to secure golf carts.

How you can protect your golf cart:

- Record the serial number (if applicable)
- Record make, model and color
- Take photos and keep them in a secure place
- Invest in at least one quality golf cart wheel lock or steering wheel lock
- Lock and secure golf cart at all times
- Please contact Security immediately at **949-580-1400** if any suspicious persons or individuals unknown to the area are seen in the community. If you see someone and are unsure as to whether or not to call, we ask that you err on the side of caution and let Security roll out and make contact.

Remember: If you see something, say something!





SOCIAL SERVICES

YOUR MENTAL WELL-BEING



WHEN IN NEED, SOCIAL SERVICES HAS YOUR BACK

The Village Social Services Division connects residents to community programs and services—such as caregiver services, transportation, meal delivery programs, mental health programs, dementia care programs, social engagement programs and much more—to help those residents maintain independence and enhance their quality of life.

The team offers comprehensive in-home assessments administered by a licensed clinical social worker (LCSW), a master of social work (MSW) or a master of social work intern (MSWI).

Short-term, goal-driven counseling services focus on immediate needs within six to eight sessions, and a referral to long-term counseling services is provided if necessary.

A variety of support groups offered throughout the year focus on caregiver support, bereavement, healthy aging, women’s issues, anxiety and mindfulness, as well as workshops and seminars on timely health and wellness topics for successful aging.

The Friendly Visitor volunteer program, which trains active Village residents to become companions to less-active residents, helps prevent social isolation.

The division assists residents in planning for future needs, and it has partnered with the Foundation of Laguna Woods Village to provide temporary emergency financial assistance to qualifying Village residents.

MEET THE VMS team

— **Susan McInerney, LCSW, Manager:** “Providing direct services and creative programming to Village residents has been a passion of mine since I started here in 2009,” said Susan, who holds a Bachelor of Social Work from Northern Arizona University, and a Master of Social Work with a concentration in older adults and aging from California State University, Long Beach (CSULB). “I appreciate working with

residents as they endure change and handle life’s adversity.”

— **Jeanne Chestnut, Intake Coordinator:** “Long ago I realized I had a passion for helping older adults,” she said. “It gives me great joy when I can help someone and put a smile on their face.”

— **Cathy Villafana, Friendly Visitor Program Coordinator:** “I love being able to make a small

difference in the lives of the residents here,” she said.

— **Laura Boucher, LCSW:** “I appreciate meeting and working with people from diverse cultures and backgrounds and learning about their experiences,” said Laura, who holds a Bachelor of Science, Human Services from California State University, Fullerton (CSUF), and a Master of Social Work with a concentration

in mental health from the University of Southern California (USC). “My work provides me with a unique perspective into people’s lives.”

— **Sheri Dixon, LCSW:**
“I feel so fortunate to be part of the staff here; their dedication and commitment to improving and enhancing residents’ lives inspires me,” said Sheri, who holds a Bachelor of Science, Human Services from CSUF and a Master of Social Work from CSULB.

WHAT IS A SOCIAL WORKER?

Social workers are trained for direct practice with individuals, families, groups and the community in an effort to enhance social functioning and overall well-being.

● Call Social Services at **949-597-4267** or click on the Social Services tab under Residents at **lagunawoodsvillage.com**.

MEET THE PARTNERSHIPS team

Dustin Arbuckle, MSW: “Social Services offers a well-detailed, personalized ‘map’ for residents in times of need. I take immense pride in being part of a team that has dedicated their lives to outlining the best supportive resources in the community. And, while individual challenges can be difficult to navigate, I’ve never met such a warm and neighborly group of individuals so dedicated to this calling,” said Dustin, who holds a Master of Social Work with a concentration in adult mental health and wellness from the University of Southern California and a Master of Theological Studies from Vanderbilt. He is employed by MemorialCare Saddleback Medical and is located within Laguna Woods Social Services in order to provide direct services to residents.



Chelsea Marshello, MSW: “I appreciate working with a supportive team that truly cares about the needs of residents,” said Chelsea, who holds a Bachelor of Science, Human Services from CSUF and a Master of Social Work with a concentration in community mental health from CSUF. She is employed by Council on Aging - Southern California and housed in Laguna Woods Social Services in order to provide direct services to residents.



Lourdes Oseguera, MSW:
Lourdes holds a Bachelor of Arts in psychology from CSULB and a Master of Social Work from CSULB. She is employed by Alzheimer’s OC and is located within Laguna Woods Social Services in order to provide direct services to residents.



Front row: Susan McInerney, Cathy Villafana, Sheri Dixon. Back row: Jeanne Chestnut, Dustin Arbuckle, Laura Boucher, Chelsea Marshello.



MAINTENANCE & CONSTRUCTION

2019 SETS THE 2020 STAGE



Pickleball courts!

- Closed more than 53,000 service tickets
- Completed more than 16,000 plumbing tickets in less than 30 days from first report (the Village employs one plumber for every 800 residents)
- Increased the wasteline and copper epoxy lining programs to \$3.3M to help combat the community's greatest challenge: plumbing
- Completed more than 90% of all service tickets in less than 30 days from first report
- Analyzed budgets, provided variance explanations and updated projections to be within 6% of the operating budgets in both mutual (2019 began with the heaviest rains in recent memory and resulted in teams experiencing significant differences between the actuals and expected expenses)
- Obtained a \$180,000 grant to install four new state-of-the-art electric vehicle chargers at the Community Center
- Tasked with three goals to upgrade community infrastructure: Completed Clubhouse 1 assessment; working with a consultant to complete an energy infrastructure audit; and began the initial process to develop an infrastructure improvement plan to address drainage needs in the mutuals, create a budget to obtain the improvements and address the causes of drainage problems
- Implemented new automated security gates throughout the community
- Designed and built new pickle ball and paddle tennis courts

WHERE TO FIND MAINTENANCE PROJECT LOGS



Home / Residents / Maintenance & Landscape

Keeping Your Community Beautiful

The Maintenance Division plans, organizes, directs, implements and controls all facilities located within the Village. Laguna Woods Village's maintenance operations functions in accordance with the policies set by our various boards. Its staff includes the Property Service Department, Projects Department, Building Maintenance, Vehicle Maintenance, and the Transportation Department.

[Community Maintenance Schedules](#)

[Landscape Maintenance Schedules](#)

Community Project Updates

Stay up to date on projects around your community. Refer to the project updates below.

Maintenance Project Logs

- [GRF MAINTENANCE & CONSTRUCTION PROJECT LOG-SEPTEMBER 2019](#)
- [THIRD MAINTENANCE & CONSTRUCTION PROJECT LOG-SEPTEMBER 2019](#)
- [UNITED MAINTENANCE & CONSTRUCTION PROJECT LOG-SEPTEMBER 2019](#)



LANDSCAPING

MAKING VILLAGE GREEN SPACES GREATER



- Eliminated the use of Roundup throughout the Village, opting for an effective yet safer weed-control option
- Introduced plant growth regulators to reduce labor hours
- Purchased smaller and more efficient mowers to better address specific turf areas
- Instituted a replacement program for small engine equipment, significantly reducing maintenance costs and inefficiencies
- Created a new customer service process and implemented two ticket crews and a coordinator, resulting in faster response time to resident requests
- Developed a Village-wide, five-year, species-based tree-trimming program
- Refined ongoing management of slope renovation, turf aeration and reduction projects
- Performed fire-risk reduction under the direction of the Orange County Fire Authority
- Worked with VMS Department of Information Services to update the ArborPro program to gather Village tree population data so that care and maintenance is immediately available to view, including number of trees by common name, trees by required maintenance, trees by pruning frequency, trees by condition, trees by street name and more



WHAT EXACTLY IS A GOLDEN RAIN TREE?

The former half of Golden Rain Foundation's name is rooted in beauty. What we know as the golden rain tree, or *Koelreuteria paniculate*, is a species of flowering plant native to eastern Asia, China and Korea. It was introduced to America in 1763 and has become a popular landscape tree worldwide. Other common names include pride of India, China tree and the varnish tree.



LANDSCAPING PICKS UP GARDEN CLIPPINGS ON FRIDAYS

GOOD NEWS FOR RESIDENTS WHO LOVE TO GARDEN.

On Fridays, Landscaping Services staff is out in the community to pick up garden clippings. Please place green waste in a pile near the curb each Friday by 7 a.m. Do not include trash or nongreen waste.

- Call Resident Services prior to 5 p.m. the prior Thursday to ensure pickup
- Place clippings by curb for quick crew pickup
- Do not block the sidewalk with green waste

CELEBRATING A HISTORY OF GIVING



then & **NOW**

How the ongoing success of MemorialCare Saddleback Medical Center is tied to the community's continued investment.

BY KIM CAMPBELL THORNTON

MemorialCare Saddleback Medical Center sits on a foundation of two donations made in 1969. Since then, the community of Laguna Woods has built a hospital of note.

Fifty years ago, when the concept of a healthcare facility for the growing retirement area of Laguna Woods was only a gleam in residents' eyes, the Golden Rain Foundation (GRF) gave \$100 and nine acres to help make it a reality.

"Our understanding is that some of that land was donated

to the foundation for the purpose of giving it to the hospital by the developer that was developing the area," said Cecilia Belew, president of philanthropy for Saddleback Medical Center Foundation.

SADDLEBACK IN STAGES

Now the community is celebrating the anniversary of that gift, which seeded what became an award-winning health facility.

Although it looks as if it sprang into being all at once, Saddleback was built in stages.

The main hospital was first, opening in 1974, followed by the Women's Hospital in 1988 and the Meiklejohn Critical Care Pavilion in 1999. It has treatment centers for cancer, heart disease, stroke, joint replacement and more, as well as an emergency department with geriatric accreditation. The community consists primarily of people 55 and older who appreciate the temperate weather and opportunity for an active lifestyle, but they aren't the only ones served. Saddleback is also

noted for its maternity services (delivering 2,500 to 3,000 babies annually), imaging systems and sophisticated surgical procedures.

“The hospital was started by a community that was aging, and we do provide a lot of care to the elderly,” said Saddleback Medical Center CEO Marcia Manker. “We are doing a lot of things to make sure that we accommodate the needs of the elderly as we care for them. But I think on the healthcare side, it really has positioned us to just really be very good at this niche area because so many of our patients are elderly and have acute illnesses and chronic illnesses that require a higher level of care.”

PARTNERSHIP TO POWER

All of that was made possible by the partnership between the hospital, its own foundation, GRF and community members themselves, many of whom became involved after experiencing care—some lifesaving, some lifestyle-saving—at the hospital.

The funds raised and transferred to Saddleback Medical Center by its foundation—a separate entity under the umbrella of the hospital—to cover the costs of buildings, equipment and programs—adds up so far to approximately \$93 million, Belew said.

In the beginning, residents went door to door soliciting funds for what became the first clinic, before it was developed into a hospital. Today, special events such as galas and golf tournaments are standard.

“We engage the community and our donors in many different ways,” Belew said.

Those efforts range from hospital-provided healthcare or health-related talks—a physician speaking about the connection between hearing and brain health, for instance—to small, in-home parlor-type meetings to discuss philanthropic investments community members can make so community hospitals can be the best that they can be, from having state-of-the-art equipment to top-of-the-line physicians.

DONORS ARE KEY

Donors large and small have made Saddleback Medical Center what it is today. The most significant gift, one that is very large compared to the size of the hospital, came from the late Bill and Louise Meiklejohn, residents of Laguna Woods who began by volunteering at the hospital and later made it a financial beneficiary in a number of ways.

“For more than 10 years before their passing, they gave us funding,” Belew said. “They were instrumental in getting the funding for the Critical Care Pavilion where our ICU and emergency room are, which is why that building is called the



PROGRAMS AND CERTIFICATIONS OF A “BEST HOSPITAL”

To meet the needs of an aging population, MemorialCare Saddleback Medical Center:

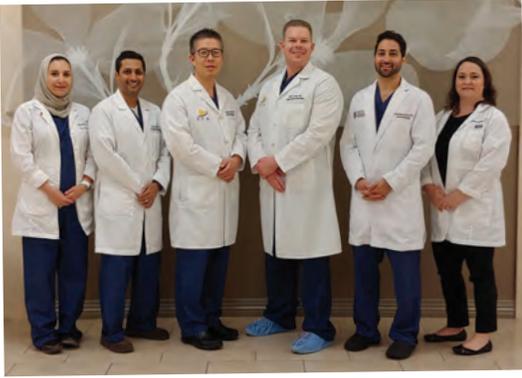
- Supports a dedicated social worker in Laguna Woods Village to help residents connect with the care they need
- Acts as a receiving center for cardiac and stroke victims
- Boasts as a national ranking in orthopedics from U. S. News & World Report, which also named it a “best hospital”
- Offers access to minimally invasive and robotic-assisted surgery for joint replacements and other procedures
- Provides guidance and support throughout diagnosis, treatment, recovery and follow-up care through its Cancer Navigator Program

Meiklejohn Pavilion. Both of them were amazing human beings who funded just about everything here. The gift from that family when it was totaled in a 10-year period accounted to \$109 million.”

Board member and chair Bebe Shaddock has been an ambassador for Saddleback

Medical Center as well as a generous financial donor. Volunteering her time and talents as well

Breaking ground for the Saddleback Medical Center Women’s Hospital in April 1988.



The Watchman team, left to right: Maryam Fathy, DNP, NP-C; Ashish Shah, DO; Cheng-Han Chen, MD, PhD; Paul Drury, MD; John Bahadorani, MD; and Tina Mathis, BSN, RN.

WHAT MAKES MEMORIALCARE SADDLEBACK MEDICAL CENTER UNIQUE

Geriatric emergency department accreditation means the center meets specific guidelines for senior care, including training for every clinical staff member in the 4Ms framework of the age-friendly model: medication, mentation, mobility and what matters. Approaches to care range from preventing, identifying, treating and managing such common conditions in seniors as depression, dementia and delirium to ensuring optimal transitions of care from the emergency department to other care settings.

as monetary contributions make her instrumental to Saddleback's success. Even a decade after an engagement campaign with Channel Six, exclusive to Laguna Woods, people associate Shaddock with the hospital and call her when they have questions about it or need a recommendation for a physician.

Not all donations are for equipment or buildings. Instead, they bring beauty and peace.

Laguna Woods residents Mary and Gary Damsker, who were both patients of the hospitals, donated money for a chapel and funds for the Cancer Institute, which includes the Damsker Family Pavilion and the Garden of Hope.

The O.L. Halsell Atrium is another outdoor area that provides a place of respite for families, patients,

THE TOWERS

at Laguna Woods Village



THE ULTIMATE IN HIGHRISE CAREFREE LIVING

Join active adults enjoying the Southern California independent lifestyle

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physicians and staff. The result of a capital campaign called Designed for Healing, based on research showing that nature aids in patient healing, it had the goal of remodeling every public area in the hospital by bringing the beauty of the outdoors to indoor facilities.

Creating the atrium was an expensive labor of love, because its flooring is also the ceiling of the basement area where the cafeteria and meeting rooms are located. To be able to put any weight on the area required a large investment for structural reinforcement.

Saddleback Medical Center Foundation reached out to the O.L. Halsell Foundation for help. One of the O.L. Halsell Foundation trustees was a patient who was also a donor. "The trustee who was our donor,

NEW FACILITY ON EL TORO

A new medical center serving patients of all ages has opened near the corner of El Toro Road and Moulton Parkway (24268 El Toro Road). MemorialCare Medical Group's Laguna Woods Health Center, a general practice staffed by family medicine and internal medicine physicians, includes one nurse practitioner, one family medicine physician and two internal medicine physicians, said Cheryl Calandrino, executive director of marketing at MemorialCare. More physicians will join the new location this summer.

a resident of Laguna Woods, was absolutely pivotal in us getting the grant," Belew said. Saddleback Medical Center Foundation raised approximately two-thirds of the cost of the \$8 million Designed for Healing hospital enhancement project.

While the people whose names are on buildings are large heroes, the people who give small amounts

are heroes, too. After all, that's how the first \$100 was gathered.

"Every dollar counts," said Belew, expressing her gratitude for the community that has partnered in the hospital's success. "And the continued success of our hospital is going to be tied to investment the community makes into it, as it was from the beginning."

MemorialCare community education classes



Join Us for Our Advances in Joint Replacement Surgery Open House

Thursday, Feb. 20, 2020, 5:30 – 8 p.m.

Saddleback Medical Center (24411 Health Center Drive, Laguna Hills – Basement level, conference room 1)

Saddleback Medical Center is proud to be a leader in joint replacement using today's advanced surgical techniques and

technologies. Join our orthopedic surgeons and clinical staff for complimentary refreshments and to learn what our Joint Replacement Center has to offer, including the Mako® system; hip, knee, ankle and shoulder replacement; pain management and our Rehabilitation Services. Register at memorialcare.org/SBClasses or call 800-MEMORIAL (636-6742).



Join us at these free upcoming classes held at Florence Sylvester Senior Center (23721 Moulton Parkway, Laguna Hills, CA 92653). No registration required. Walk-ins encouraged.

The Mind and Body Connection

Tuesday, Feb. 18, 2020, 1 – 2 p.m.

Come chat with Dung Trinh, M.D., about how your emotional health is linked with your physical health.

Get the Most out of Your Health Plan Benefits

Thursday, Feb. 20, 2020, 10 a.m.

Come learn how to get the most out of your Medicare Advantage health plan benefits. Learn how to maximize the benefits of your plan such as over-the-counter benefits, personal emergency response, and more.

Tai Chi Classes

Fridays, 1:30 – 2:30 p.m.

Tai chi improves overall health, physical fitness, coordination and flexibility.



Going All in

Carmen and Dorothy Pacella are relatively new to the community, but they've jumped head first into its abundant activities and volunteer governance opportunities.

BY JACKIE BROWN

Carmen and Dorothy Pacella moved to Laguna Woods Village in October 2017 specifically for the active lifestyle opportunities offered in this thriving 55+ community. Whether volunteering, socializing

with friends or embarking on new adventures, the Pacellas say they are living the dream here in Laguna Woods Village.

"All of this activity is great for seniors," Dorothy said. "We're learning things, meeting people. That's exactly what they encourage retired folks to do. As a couple, we have just thrived so much. It's hard to imagine that our marriage got better, but it did. We're together all the time and love being together."

Dorothy and Carmen, have been married for 16 years. Prior to moving to the Village, the Pacellas lived in Costa Mesa. Dorothy spent

her professional career in retail corporate management, working for Bullocks Department Stores and the Walt Disney Company, among others. Carmen worked in sales management, commercial printing and photography for Mimaki, MGI, Noritsu, Oriental and Canon.

The Pacellas moved to the Village shortly after they both retired. They wanted to settle somewhere new that would offer them the ability to stay active and finally do the things they never had time for when they were working their high-powered careers.

"Because our energy was already focused on getting involved, it was natural for us to think, what is there for us to do?" Dorothy said. "I encourage residents to just try one thing. Join a club, go to a meeting, do one thing. There is no commitment and you might love it. There's no downside. It's just fun."

Out There and Loving It

Dorothy currently serves as a director on the Village Management Services Board of Directors (2019-2021) as a representative from United Mutual. Prior to joining the VMS Board, Dorothy volunteered as a Village docent, leading property



tours for prospective buyers. She belongs to several Village clubs, including the Chicago Club (serving as board member, publicity chair and travel committee), the Foodies Club (also hospitality chair), the Wine Lovers Club and the Komedya Club. If that wasn't enough, Dorothy is also host of the weekly Thrive television show, broadcast on Village Television (channels 6, 6.1 or 406) Thursdays at 9:30 a.m. and Sundays at 10:30 a.m.

Being involved in activities and volunteer positions makes her feel energized.

"People often say to me, 'How do you do it all? You're in so many things.' I looked at what I'm involved with and I added up my time commitment to the things that are volunteer related, and it equated to 22 hours a month. That isn't close to what I worked in a month in corporate America."

Some of Dorothy's favorite activities are the large events hosted by the clubs to which she belongs. She's also very involved in behind-the-scenes governance through her board position.

"I absolutely love being on the VMS Board," Dorothy said. "I am able to take my experience from my years in the world of work and help contribute in terms of guidance and recommendations and ideas that might make a difference. It's collaborative and it's adapting to what's right for the Village."

Two of Carmen Pacella's guitars, crafted in the woodshop at Clubhouse 4.



Carmen also participates in the governance aspect of the Village, volunteering as an advisor for the GRF Media and Communications Committee. He belongs to the same clubs as his wife (he volunteers as hospitality co-chair with Dorothy for the Foodies Club), makes use of the photo lab, is a volunteer supervisor in the woodshop—and, a talented woodworker, crafts guitars in the woodshop.

"The woodshop is a super group," Carmen said. "I like volunteering in the woodshop

... [Laguna Woods Village is] truly the best-kept secret in Orange County, if not the country."—Dorothy Pacella

because I get to work with everybody who walks in the door. It's only a half day a week, but it's great having access to all of the equipment. It's a great facility and nobody knows about it."

He also enjoys the many sports and activities available to residents of the Village.

"There's golf and billiards," he said. "There's a huge social aspect in addition to the fun stuff.

We meet people of all different walks, and with those people we end up in different circles with other people. The number of contacts that we've made in two years is more than I made in 50 years in business. It's absolutely amazing." Carmen recommends

checking out the list of official Village clubs, which is available as a printout from the Recreation office in the Community Center or on the Village website at lagunawoodsvillage.com/amenities/clubs.

The Gift of Time

"When I was working 60 hours a week, in the back of my mind I was thinking, 'Oh I wish I had time to do this,'" Dorothy said. "Well, now we have that gift of time. And the gift of Laguna

Woods Village. We are blessed and it's truly the best-kept secret in Orange County, if not the country."

Dorothy, who spent many years working for the Walt Disney Company, said she sees parallels between Ross Cortese, who developed Laguna Woods Village in 1964, and Walt Disney, who built Disneyland just up the road in Anaheim in 1955.

"The genius of these two men ... they were both doing the same thing," Dorothy said. "It was about entertainment, it was about activity, it was about guest experience. When Ross built this place, there was nothing. There were no streets. Walt looked at a piece of dirt in Anaheim and look what he built. Laguna Woods Village is our Disneyland. This is our E-ticket."



A VILLAGE OF KINDNESS

An open invitation to show what compassion looks like in a 55+ community.

BY JOAN MILLIMAN

You would be hard pressed to find anyone who would call Academy Award-winning director Martin Scorsese a philosopher. However, this quote attributed to him indicates otherwise: *“As I’ve gotten older, I’ve had more of a tendency to look for people who live by kindness, tolerance, compassion, a gentler way of looking at things.”*

Like Scorsese, those of us who have seen the sun rise and set on more than 20,000 days have experienced what researchers refer to as the “science of kindness.” True acts of kindness tend to generate a happier outlook and a greater sense of well-being in addition to improving the lives of those on the receiving end of said acts. Studies show that people who respond with kindness experience lower blood pressure and cholesterol and tend to be happier and less prone to depression and anxiety. Top universities, including UCLA and Stanford, are formally

studying the effects of kindness and the positive outcomes in communities that actively promote a culture of kindness.

Our Time to Thrive!

The community’s Thrive Task Force, an offshoot of the GRF Media and Communications Committee, is committed to embracing kindness as well as positive and invigorating aspects of Village life. The group’s first major undertaking was the highly successful Centenarian

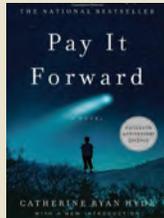
The Thrive Task Force is challenging our 55+ community to show others what kindness looks like in a senior community.

INSPIRING READS ABOUT KINDNESS



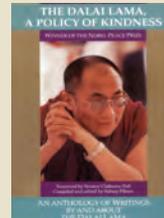
“Welcoming the Unwelcome” by Pema Choedroen

Wholehearted living in a brokenhearted world



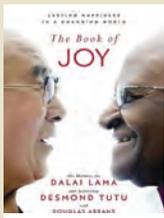
“Pay It Forward” by Catherine Ryan Hyde

The book that inspired the movie and captured hearts all over the world



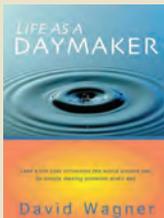
“A Policy of Kindness” by the Dalai Lama

An anthology of writings of kindness



“The Book of Joy” by the Dalai Lama and Bishop Desmond Tutu

World-acclaimed “authors hope to spark more joy and happiness



“Life as a Daymaker” by David Wagner

How to change the world simply by making someone’s day

Project art display and video project that showcased some of the more than 175 Laguna Woods Village residents who are more than 100 years old.

In 2020, the group is organizing a Village kindness initiative. By promoting and sharing inspiration for increased kindness among residents and staff, the Thrive Task Force is challenging our 55+ community to show others what kindness looks like in a senior

community. Over the coming months, the task force will be sharing inspirational stories like that of Tom Tait, a former mayor of the City of Anaheim humbled at the global recognition his City of Kindness has received and how it led to his friendship with the Dalai Lama and, somewhat surprisingly, Lady Gaga. The group will encourage residents to gather by building or cul de sac to come together, making it easier

to care for one another. The task force’s grand plan is to weave the threads of kindness throughout our community.

Continue acts of kindness and watch the trend grow. A simple smile and a hello can make the day for someone you don’t know. Some people do just what’s needed if they can and, by doing this, elevate the collective conscience to lightness and optimism.

KINDNESS BEGINS AT HOME

Nearly 100 attendees of the annual Volunteer Recognition Luncheon shared acts of kindness they have experienced. Here are just a few:

“For years one of my neighbors has given a holiday luncheon for the gals in nearby manors. It has been the best way for me to know my neighbors.”

“My neighbor brings my trash bins back up to my garage door. Another keeps an eye on our newspaper if we are away.”

“Every season my neighbor delivers home-grown figs to all the neighbors who like them.”

“My neighbors took care of me like they were my son and daughter.”

“After I moved to Laguna Woods Village, my neighbor told me all about where to shop, Emeritus classes, volunteer opportunities and concerts and different clubs. She made me feel welcome.”

“I love to put new flowering plants on my patio but can’t lift the new bags of soil. A caregiver who lives in a connecting unit always helps me and all of us in our area.”

“A very close friend fell and passed out. Her neighbor was bringing home-cooked goodies and the door was open. She called the medics and the whole street helped the lady for weeks until she recovered.”

KEYS TO THE COMMUNITY



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

ADMINISTRATIVE OFFICES

General Information
(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
Foundation 949-380-0155
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

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!

In Your Neighborhood

TELL US HOW TO REACH YOU, HOW WE CAN HELP

Receive current messaging digitally to know what's happening in your community

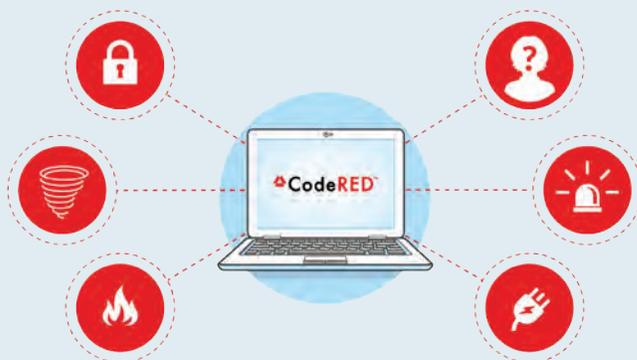
- **What's Up in the Village:** Weekly e-blast highlights the most current news, events, schedules and more.
- **Department of Recreation Services and Special Events:** Monthly e-blast shares everything going on at our clubhouses, special monthly events and more.
- **Targeted news, alerts and information:** Real-time alerts concerning closures, openings, schedule adjustments and more.
- **Tell us which digital Village communications you wish to receive by emailing your name, manor number and phone number to info@lagunawoods.com.**

CodeRED If We Can't Find You, How Can We Tell You?

Your safety is of paramount importance, which is why Laguna Woods Village utilizes **CodeRED** a community-wide emergency notification system. **CodeRED** transmits brief, urgent messages to the community as quickly as possible via a phone call, text message or email. The system requires you to opt in by providing current contact information. A **CodeRED** contact information form is included in the annual budget packet that was mailed to your residence. Please take the time to complete and return one form per person in your household.

You have several choices for returning the form:

1. Drop it off at the Community Center concierge desk.
2. Mail it to the attention of the Department of Media and Communications at 24351 El Toro Road, Laguna Woods, CA 92637.
3. Visit lagunawoodsvillage.com and click on the **CodeRED** tab on the top of the home page. It will take you to a form that can be filled in online (*scroll down, fill in all the fields, then click the blue Submit button*).



DwellingLive

Welcome Your Guests Easily with Simplified Gate Access

Simplify guest access for you and your visitors. Register your guests online and print passes 24 hours a day, seven days a week using a computer, tablet or smartphone. Simply visit the **Laguna Woods Village website**, click on Guest Passes in the top right-hand corner, and click on the **DwellingLive** link to register or log in. Residents who have an email address on file should have received an email with login instructions. If you do not know what email address you have on file, please contact Resident Services at **949-597-4600** or residentservices@vmsinc.org. Check out the Laguna Woods Village's YouTube channel for a video tutorial on using online guest registration. Download the DwellingLive app for iPhone and iPad at the **App Store**, and for Android devices at **Google Play**.

Resident Portal

Pay Assessments, View Work Orders and More

The **Laguna Woods Village website** resident 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, and will incorporate additional features in the future, such as vehicle and emergency contact information. For more information, call Resident Services at **949-597-4600**.

In Your Neighborhood

To find out what’s going on in and around your neighborhood, visit 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

GRF and VMS Facilities Hours

COMMUNITY CENTER	
Resident Services	8 a.m. - 5 p.m.
Call Center	7 a.m. - 6 p.m.
Recreation Department Office	8 a.m. - 5 p.m.
Community Fitness Center	M-F 5:30 a.m. - 9 p.m., weekends 8 a.m. - 2 p.m.
Table Tennis Room	M-F 7:30 a.m. - 9 p.m., weekends 7:30 a.m. - 6 p.m.
PC Learning Center	Open during classes only
PC Workshop	M-F 10 a.m. - 4 p.m., Sat 10 a.m. - 2 p.m.
Mac Learning Center	M-F 9 a.m. - 3 p.m.
CLUBHOUSE RESERVATIONS	M-F 8 a.m. - 5 p.m.
LIBRARY	M-F 10 a.m. - 4 p.m., W 10 a.m. - 7 p.m., Sat 10 a.m. - 1 p.m.
CLUBHOUSES	
Clubhouse 1	8 a.m. - 10 p.m.
Clubhouse 2	9 a.m. - 5 p.m.; later as required to accommodate reservations
Performing Arts Center/ Clubhouse 3	9 a.m. - 5 p.m.; later as required to accommodate reservations
Clubhouse 4	8 a.m. - 4 p.m., Thu. 8 a.m. - 8 p.m. Tue. 8 a.m. - 8 p.m. during Emeritus semester Rooms open only if a volunteer supervisor is present
Clubhouse 5	9 a.m. - 5 p.m.; later as required to accommodate reservations
Clubhouse 6	Open for scheduled reservations only
Clubhouse 7	9 a.m. - 5 p.m.; later as required to accommodate reservations
GARDEN CENTERS	Sunrise - Sunset
STABLES (cleaning and feeding only)	Wed. - Sun. 7 a.m. to 4 p.m.
AQUATICS	Email recreation@vmsinc.org to receive pool schedules and updates via email.
CLUBHOUSE 1 FITNESS CENTER	M-F 5:30 a.m. - 9 p.m., weekends 8 a.m. - 2 p.m.
27 HOLE GOLF COURSE	7 a.m. - 5 p.m. (6 p.m. during daylight saving time)
19 RESTAURANT & LOUNGE	7 a.m. - 8 p.m.
PAR THREE COURSE	7 a.m. - 5 p.m. (5:30 p.m. during daylight saving time)

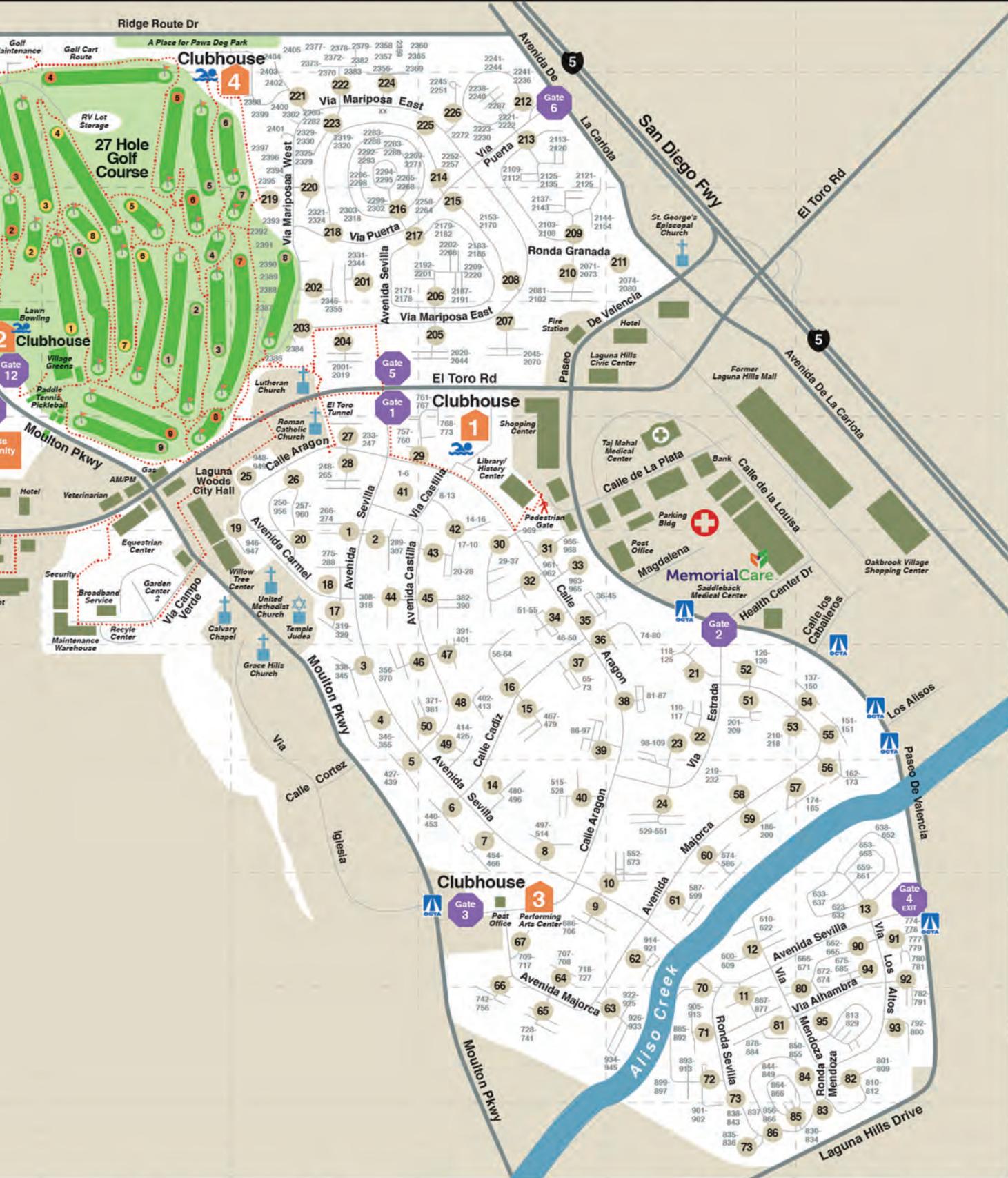
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THE VILLAGE BY THE NUMBERS



TREES

18,803

DWELLING UNITS

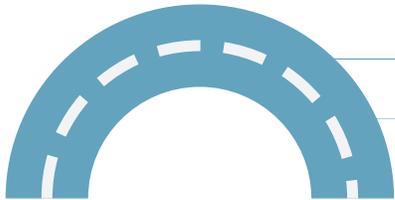
2,531

CARPORT STRUCTURES

402

MAINTENANCE VEHICLES & TRAILERS

250+



CULS DE SAC

86

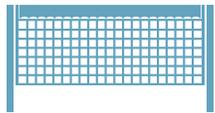


SECURITY VEHICLES

16

RESIDENT TRANSPORT BUSES & VANS

8



PICKLEBALL COURTS

30,000+

RESIDENTS

12,736



RESIDENTIAL BUILDINGS

1,218

COMMUNAL LAUNDRY FACILITIES

334

CLUBS

199



ELEVATORS

18

SECURITY GATES

16

TENNIS COURTS

7



6

- Clubhouses
- 5 pools and 4 spas



4

- Two golf courses totaling 36 holes and 153.3 acres



3

- Lawn bowling greens
- Bocce courts



2

- Fully equipped Fitness Centers
- Garden Centers with 933 cultivation plots
- Recreation vehicle storage areas with 413 spaces
- Computer labs (1 PC and 1 Mac)

1

- Arts and crafts facility
- Performing Arts Center with 834 seats
- Library
- History Center
- Equestrian Center with 40 stalls and 1.4 miles of trails
- Community-owned television station with original programming

SOCIAL SERVICES DIVISION

- 1 intern
- 1 Friendly Visitor program coordinator

- 3 full-time VMS social workers
- 3 full-time social workers provided in partnerships with MemorialCare Saddleback Medical Center, Council on Aging - Southern California and Alzheimer's Orange County



For Mutual Benefit

News and updates from the Laguna Woods Village Boards of Directors

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- 47** The Towers



THE TOWERS
at Laguna Woods Village



Village Management Services, Inc.



Meet the 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

By Committee

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.

 **Business Plan:
Meets as needed**

The directors of GRF review the preliminary business plan for the upcoming year.

 **Community Activities
Committee: Meets 2nd Thursday,
odd months, 1:30 p.m.,
Community Center Board Room**

Ensures residents safely remain fit, engaged and entertained. Pertains to recreation events and facilities.

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.



RECYCLE

回收
재활용



PLASTIC BOTTLES & CONTAINERS 1-7



ALUMINUM CANS & FOIL



DAIRY & JUICE CARTONS



GLASS BOTTLES & JARS



CARDBOARD



PAPERBOARD



PAPER BAGS



PHONE BOOKS



TIN & STEEL CANS



MAGAZINES & NEWSPAPERS



OFFICE PAPER & JUNK MAIL

IN THE VILLAGE, IT'S OK TO USE PLASTIC BAGS TO DISPOSE OF RECYCLING AND TRASH



DO NOT INCLUDE

不包括
포함하지 마십시오



HAZARDOUS & ELECTRONIC WASTE



CONSTRUCTION WASTE



MEDICINE & SHARPS



FOOD-SOILED PAPER & CARDBOARD



GREEN WASTE



POLYSTYRENE



PLASTIC & METAL HANGERS



USED NAPKINS & PAPER TOWELS



CLOTHING

VISIT LAGUNAWOODSVILLAGE.COM/TRASH FOR MORE DETAILS

BULKY-ITEM PICKUP

EASY AS 1 - 2 - 3!



FREE COLLECTION THIRD SATURDAY OF EVERY MONTH

1. Call Resident Services at **949-597-4600** prior to setting out bulky items.
2. Place items near your trash enclosure or the same location you place your trash carts on Friday night or before 7 a.m. on Saturday.

FREE IN-HOME COLLECTION TWICE YEARLY

1. Up to two times a year; up to five items each collection. Available Wednesdays from noon to 5 p.m.
2. Call Resident Services at **949-597-4600** to schedule a bulky-item collection.

INCIDENTAL COLLECTION

1. Place items in or next to a trash enclosure the day following their regular trash pickup day. (To find your pickup day, visit lagunawoodsvillage.com/trash.)
2. Residents **MUST** call Resident Services at **949-597-4600** to make a collection reservation.

MONTHLY COLLECTION DATES

JANUARY 18, 2020	JULY 18, 2020
FEBRUARY 15, 2020	AUGUST 15, 2020
MARCH 21, 2020	SEPTEMBER 19, 2020
APRIL 18, 2020	OCTOBER 17, 2020
MAY 16, 2020	NOVEMBER 21, 2020
JUNE 20, 2020	DECEMBER 19, 2020

ACCEPTED MATERIALS

- Appliances
- Clothing
- Electronic waste
- Furniture
- Certain residential waste

UNACCEPTED MATERIALS

- Construction waste
- Demolition waste
- Hazardous waste
- Car bodies
- Items that cannot reasonably and safely be loaded/unloaded into a vehicle by two people

TALK TRASH AND FIND
ANSWERS BY CALLING
RESIDENT SERVICES
949-597-4600

— **Finance Committee: Meets 3rd Wednesday, even months, 1:30 p.m., Community Center Board Room**

Review capital requirements, service levels and projected revenues related to the Department of Financial Services and recommend appropriate action to the GRF Business Planning Committee.

— **Mobility & Vehicles Committee: Meets 1st Wednesday, even months, 1:30 p.m., Community Center Board Room**

Liaison between the GRF Board of Directors and VMS for all transportation issues and to ensure that transportation services meet the needs of the community.

— **Landscape Committee: Meets 2nd Wednesday, quarterly, 1:30 p.m., Community Center Board Room**

Keeps our 21 acres of property beautiful, healthy and ecologically responsible.

— **Maintenance & Construction Committee: Meets 2nd Wednesday, even months, 9:30 a.m., Community Center Board Room**

Oversees responsibilities for buildings and facilities belonging to GRF that need constant upkeep to remain pleasing and safe.

— **Media & Communication Committee: Meets 3rd Monday monthly, 1:30 p.m., Community Center Board Room**

Ensures residents and employees remain aware and informed on

all important issues and concerns while partnering with internal media services and external media sources to ensure that all communications are conveyed accurately and in a proper manner.

— **Security & Community Access Committee: Meets 4th Monday, even months, 1:30 p.m., Community Center Board Room**

Ensures all residents remain safe and sound.

— **Laguna Woods Traffic Hearings: Meets 3rd Wednesday monthly, 9:30 a.m. and 1 p.m., Community Center Board Room and Sycamore Room**

Held to ensure that the community remains safe and that traffic violations are considered and judged fairly.

— **Laguna Woods Disaster Preparedness Task Force: Meets 1st Wednesday, odd months, 1:30 p.m., Community Center Board Room**

Consists of volunteers who function under GRF and in cooperation with the Department of Security Services. Its purpose is to keep residents aware, informed and prepared for major disasters.

— **GRF, Third and United (Combined) Village Energy Task Force: Meets 1st Wednesday, odd months, 1:30 p.m., Community Center Board Room**

Ensures the Village remains environmentally conscientious, explores all energy options and is economically responsible in the process.



VIEW REAL-TIME, PAST BOARD MEETINGS, AGENDAS

Did you know that a three-year archive of board meeting videos and agendas is at your fingertips?

At lagunawoodsvillage.com, hover over the Residents tab and select Board Meeting Videos under Governance or click the Residents Home tab and scroll down to Granicus e-Government Transparency/Watch Board Meetings to view upcoming events, board meetings in progress or, under Archived Events, past board meetings for GRF, Third and United. All meetings are indexed to the accompanying agenda documents and backup materials.

Meetings are arranged by date, with the most recent at the top of the list. Click Video to watch the meetings and view agenda documents, or Agenda to see the documents and backup materials.

Meet the 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.



**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

RESOLUTIONS UPDATE FROM DECEMBER BOARD MEETING

By Lynn Jarrett, Director

The Third Board adopted several resolutions at its December meeting:

1. Revise the alterations fee schedule to provide for increased fees for manor alteration requests to offset the costs incurred for such requests.
2. Revise the alteration standard for soft water units to ensure that all installations required approval by Permits and Inspections prior to commencing work.
3. Revision of alteration standard for ramps.
4. Approval of staff recommendations to replace flooring in the Garden Villa mailrooms with glazed ceramic as mailroom are renovated.
5. Change the Resident Policy and Compliance Task Force into a committee by which the charter outlines its roles and responsibilities. This committee was established as a standing committee of the corporation for the purpose of reviewing the governing documents for clarity, legality and current applicability.

By Committee

Meeting schedule and descriptions of Third Mutual's committees, subcommittees and task forces

Business Plan

Meets as needed
Third board reviews the preliminary business plan for the upcoming year.

Finance

Meets 1st Tuesday monthly, 1:30 p.m.
Community Center Board Room
Oversees the finances and fees related to Third.

Landscape

Meets 1st Thursday monthly, 9:30 a.m.
Community Center Board Room
Oversees all landscaping matters related to the mutual.

Maintenance & Construction

Meets 1st Monday, odd months, 1 p.m.
Community Center Board Room
Oversees the upkeep of all buildings located in Third.

Architectural Control & Standards

Meets 4th Monday monthly, 9:30 a.m.
Community Center Board Room
Recommends approval or denial of all requests for nonstandard alterations and modifications or alterations that have generated neighbor objection.

Executive Committee Hearings

Meets 2nd Thursday monthly, 8:30 a.m.
Community Center Sycamore Room
Addresses member disciplinary



hearings, delinquent accounts, common-area damage and other issues. Closed to the public.

New Resident Orientation

Meets 3rd Friday, odd months, 9 a.m.; 3rd Wednesday, even months, 4:30 p.m.
Community Center Board Room
These informational sessions are great opportunities to become familiar with the mutual's operating rules, who to contact for specific needs and how to stay connected.

Resident Policy & Compliance

Meets as needed
Recommends general and specific actions related to the governing documents for the board's approval and implementation. This includes

The following resolutions were postponed for 28 days for further review:

1. Resolution to approve a species-based trimming program that dictates inspection and/or trimming on a 34-month cycle for 12,000 trees representing 224 species, each having different growth rates.
2. Revision of the alterations fee schedule, which will provide increased fees in association with manor alterations to partially offset costs incurred for services.
3. Set a timeline of two months for a resolution for internal dispute resolutions to meet the civil code.

For the most recent information on board resolutions and other actions, visit lagunawoodsvillage.com/ThirdLagunaHillsMutual/Documents.



assuring that the governing documents are consistent with the bylaws, the CC&Rs and other governing documents, as well as current federal, state and local laws.

Governing Documents Task Force

Meets as needed
Reviews Third’s governing documents for clarity, legality and current applicability.

Parking & Golf Cart Task Force

Meets as needed
Reviews and makes recommendations regarding vehicle and golf cart parking spaces.

Garden Villa Breezeway Task Force

Meets as needed
Reviews and makes recommendations concerning maintenance, repairs and upgrades to the Garden Villa Breezeways.

Garden Villa Recreation Room Subcommittee

Meets as needed
Reviews and makes recommendations concerning maintenance, repairs and upgrades to the Garden Villa Recreation Rooms.



STREETLIGHT CONVERSION TO LED TECH UPDATE

By Lynn Jarrett, Director

In early 2019, the Department of Maintenance and Construction Department, with the assistance of Siemens Industry Inc., acquired the mutual’s streetlight infrastructure from Southern California Edison. The mutual is converting the newly acquired streetlight fixtures from high-power sodium bulbs to energy-efficient LED technology.

Through a series of pilot programs, the mutual tested a number of fixture types under multiple conditions and at various locations to arrive at the best possible light fixtures to replace the aging, inefficient fixtures atop the existing streetlight poles. The mutual selected new LED fixtures that will improve nighttime safety and roadway lighting while producing cost savings through reduced energy usage throughout the mutual.

Residents were invited to provide their feedback on the various fixture options considered through the pilot programs.

The board’s selected new fixtures, which have been ordered from the manufacturer, will be installed starting in April this year.

Third Laguna Hills Mutual, a nonprofit mutual benefit housing corporation that manages, operates and maintains all common area property within the original 38 mutuels, has 6,102 memberships.

A Great Year Ahead

*By Stuart Hack, President,
Garden Villa Association*

Along with New Year resolutions come many new projects for the Garden Villa Association (GVA). At this time, the GVA board wishes success for you personally as well as success jointly, as we work toward accomplishing GVA goals during 2020.

Below are some highlights of what your GVA representatives accomplished in 2019 for the benefit of all residents of three-story buildings in Laguna Woods Village:

- New industrial-size dryers were installed in all GVA laundry rooms. Residents now pay per drying cycle, and GVA is working to increase drying time per cycle.
- GVA's request for installation of new directory boxes for the 18 LH21 buildings was approved last month by Third Mutual. Residents of LH21 buildings can look forward to improved appearance of their exterior building with larger display boxes for directories and GVA notices.
- Rules for recreation rooms and laundry rooms are now enforceable through the Department of Security Services. Please be a good neighbor by following all rules, which are in place to provide for better quality of life for your neighbors.
- All buildings now have new trash chutes with shiny new hydraulically closing doors. Help keep the chutes clean by bagging all trash to keep foodstuffs and other debris off chute surfaces.



- Building Captains attended three training workshops hosted by the GVA board. The topics presented and question-and-answer session provided for lively discussion. Captains who attend GVA meetings every other month received resource manuals.
- Building Captains regularly communicate to building residents by posting meeting notices, meeting minutes and other GVA messages. Receive email notification of such postings by providing your email addresses to your Building Captain. If your building lacks a Building Captain, please consider volunteering. Contact GVA President Stuart Hack at **949-770-7322** or **gvalwv@gmail.com**.
- New this year, GVA published "The Best Way to Resolve Building Problems," a document that describes how to obtain needed resident services for those neighbors who are unsure of how to get a problem resolved. Contact your Building Captain to obtain a copy.

GVA represents the three-story buildings in Third Mutual. For general membership meeting details, email GVA President Stuart Hack at **gvalwv@gmail.com** or call him at **949-770-7322**.



UNITED LAGUNA WOODS
MUTUAL

Meet the United Board of Directors

The United Laguna Woods Mutual Board of Directors meets the second Tuesday of each month at 9:30 a.m. in the Community Center Board Room.



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

RESOLUTIONS UPDATE FROM JANUARY BOARD MEETING

By Juanita Skillman, Director

1. A resolution introducing a new species-based tree trimming policy was discussed and put on 28-day postponement to allow for resident comment. It will be voted on at the February 11 board meeting.
2. A motion was passed changing the existing yellow stake program. Residents must fill out a landscape request form with Resident Services before doing any individual plantings around their units.
3. Brian Gilmore was elected Treasurer, replacing Elsie Addington, who resigned from the office but will remain a director on the board. President Margolis thanked Director Addington for her exemplary service as Treasurer.

By Committee

Meeting schedule and descriptions of GRF's committees, subcommittees and task forces

Architectural Controls & Standards Committee

Meets 3rd Thursday monthly, 9:30 a.m.

Community Center Board Room

Recommend approval or denial of all requests for nonstandard alterations and modifications, or alterations that have generated neighbor objection. Final recommendations will be brought before the United Mutual monthly board meeting for approval.

Business Plan

Meets as Needed

The directors of United review the preliminary business plan for the upcoming year.

Executive Committee Hearings

Meets 4th Thursday monthly, at 9 a.m.

Community Center Sycamore Room

Closed to the public. Addresses member disciplinary hearings, delinquent accounts, common area damage and other issues.

Finance Committee

Meets Last Tuesday, odd months, 2 p.m.

Community Center Board Room

Oversees the finances and fees related to United Laguna Woods Mutual.

Governing Documents Review Committee

Meets 3rd Thursday monthly, 1:30 p.m.

Community Center Sycamore Room

Reviews United Mutual governing documents for clarity, legality and current applicability through meetings open to the United members.

Landscape Committee

Meets 2nd Thursday, even months, 9 a.m.

Community Center Board Room

Oversees all landscaping matters related to the United Laguna Woods Mutual community.

Maintenance & Construction Committee

Meets 4th Wednesday, even months, 9 a.m.

Community Center Board Room

Oversees the upkeep of all buildings located in the United Laguna Woods Mutual community.

New Resident Orientation

Meets 2nd Wednesday, odd months, 4:30 p.m., or 1st

Friday, even months, 9 a.m.,

Community Center Board Room

These informational sessions are great opportunities to become familiar with the mutual's operating rules, who to contact for specific needs and how to stay connected. Talk to one of your board members!

Resident Advisory Committee

Meets 2nd Thursday monthly, 4 p.m.

Community Center Sycamore Room

Liaison between the United Laguna Woods Mutual ("United") Board and the Members of United. Answers questions and promotes communications of board-approved policies and information to United Members.

RES. 01-20-10 LATE CHARGE – CHARGEABLE SERVICES

This resolution recommends an increase to the late charges applied on overdue Chargeable Services. This resolution does not apply to overdue assessments. The recommended increase, already approved by GRF as well as the United Finance Committee, is \$10 to \$35.

The moneys collected from late charges directly offset the cost of the time expended by Finance, Compliance and Legal, plus supplies and postage incurred in the collection of overdue fines, fees and chargeable services. This offset is a more equitable approach to collecting overdue amounts than having residents underwrite these costs.

2020 Census Is Coming Soon

To the 50 states, District of Columbia, five U.S. territories—and Laguna Woods Village.

The 2020 Census counts the population in all 50 states, the District of Columbia, and five U.S. territories (Puerto Rico, American Samoa, the Commonwealth of the Northern Mariana Islands, Guam and the U.S. Virgin Islands). Each home will receive an invitation to respond online, by phone or by mail.



Why Count?

The census provides critical data that lawmakers, business owners and many others use to provide daily services, products and support for you and your community. Every year, billions of dollars in federal funding go to hospitals, fire departments, roads and other resources based on census data.

Census results also determine the number of seats each state will have in the U.S. House of Representatives, and they are used to draw congressional and state legislative districts. Further, the Constitution mandates that the country conduct a count of its population once every 10 years. The 2020 Census will mark the 24th time that the country has counted its population since 1790.

Counting Everyone

Participating in the census is required by law. A complete and accurate count is critical, because the results of the 2020 Census will affect community funding, congressional representation and more. Most of Laguna Woods will receive an “internet choice” mailing, which includes a paper questionnaire along with information about how to respond online or by phone. Other areas will receive an “internet first” mailing, which means those residents will receive information about how to respond online only. A paper questionnaire will follow by mid-April if internet-first residents do not respond.

Handyman Alternative

Light tasking service company performs certain aspects of the discontinued Handyman Program By Cash Achrekar, Director

In 2018, a handyman pilot program was introduced to assist United Mutual members with household tasks they were unable to do themselves. Members were invited to join the program by paying a \$200 membership fee in exchange for two two-hour service calls per month.

Unfortunately, after one year, the pilot program's bottom line was more than \$74,200 in the red, and it was discontinued.

United members spoke up to express they wanted a replacement program, so the

United Board created a task force to tackle the issue.

After research and debate, the task force recommends a plan that addresses light household chores that require no professional skills, such as mattress flipping, gardening, closet organization, food preparation, IT/computer assistance, cleaning, light bulb changing, etc.

The task force has discovered an outside company that meets all those needs. NeighborING Inc. has been serving customers in local municipalities for some

time, and our own Village Social Services Division refers seniors to this organization. The company employs college students—all of whom have undergone background checks.

Please note: Students employed by NeighborING will perform light chores



only; they will not be allowed to perform plumbing, electrical, painting or carpentry work.

This service is a mutual understanding between United residents and NeighborING. There is no contract fee for United members who sign a waiver indemnifying United Laguna Woods Mutual against accidental injury to students or damage done to resident or United property. NeighborING provides optional insurance at \$5/hour for accidental student injury or resident/United property damage. Most HO6/condominium insurance policies also contain this coverage.





Schedule Help Today!
www.Startneighbor.com
 949 - 322 - 4923

The Help of a Neighbor
When You Need It!

How it Works... Easy as 1,2,3

Step 1

Create Your CHORE

Tell us **WHAT, WHERE, WHEN** You Need Help & **HOW MANY STUDENTS**

StartNeighbor.com or **949-322-4923**

Step 2

Your CHORE Connection

NeighborING will connect you to the student(s)!
We will contact you within 24hrs to discuss your chore.

Step 3

Your CHORE is Completed

The student(s) complete your chore. Once finished, we will call to check-in and process the payment using the card on file.

Schedule Help Today!

Get started by calling NeighborING at **949-322-4923**. Be sure to inform the company you are a member of United Mutual in Laguna Woods Village for the no-contract-fee rate.

For general information, visit startneighbor.com.



Village Management Services, Inc.

Meet the VMS Board Members

Village Management Services is governed by a nine-member volunteer board of directors, appointed equally by its members: United Mutual, Third Mutual and GRF.



Rosemarie DiLorenzo
Third,
2019-2022



Dorothy Pacella
United,
2019-2021



Wei-Ming Tao
President,
2018-2021



Diane Phelps
GRF,
2019-2020



Richard Rader
United,
2017-2020



Cynthia Rupert
United,
2019-2022



Raquel Unger
Third,
2018-2020

Positivity and Unity in 2020

By Wei-Ming Tao, President, Village Management Services Board of Directors

The Village Management Services Inc. (VMS) organization was formed to manage and operate Laguna Woods Village on behalf of three members/owners: Third Laguna Hills Mutual, United Laguna Woods Mutual and the Golden Rain Foundation. VMS, a not-for-profit incorporated in 2015, is a self-governing organization that starts with each board appointing representatives from their respective organizations to serve on the VMS Board of Directors.

VMS is owned by you, the members of Laguna Woods

Village, and is managed through the VMS Board of Directors. Using the respective management agreements with GRF, Third and United, the VMS Board provides oversight to the CEO to ensure that he or she effectively and efficiently implements the policies established by GRF, Third and United.

The primary responsibilities of the VMS Board of Directors are to:

- Recruit, retain, support, advise, evaluate and compensate the CEO
- Assess the overall direction and strategy of VMS Inc.

- Monitor and manage VMS performance and VMS management performance
- Govern the organization and the relationship with the CEO
- Review and approve a succession plan for the CEO and other key senior executives

A successful organization embraces a strong culture supported by strategy and structure. However, as the saying goes, “culture can eat strategy for lunch.” A negative company culture can lead to unhappy workers, low productivity and the revolving door of high employee turnover. In 2020, the VMS Board of Directors will focus **POSITIVITY, CONTINUED ON 47**

THE TOWERS

at Laguna Woods Village

In December, Mutual No. Fifty held its annual membership meeting and elected Inesa Nord-Leth and Ryna Rothberg to fill two board vacancies. Assessments for 2020, which include all utilities (except telephone), nightly dinners, weekly housekeeping, 24-hour maintenance, reception desk, weekly movies, bingo, exercise classes, live entertainment and free washer/dryers on each floor increased 3%.

Slate of Board Officers

Ryna Rothberg, President
John Dalis, Vice President
Al Amado, Treasurer
John Carter, Secretary

Also in December, the board of directors approved the creation of a building Maintenance Committee and a Landscape Committee. Their charters were approved in January. The board also approved revised bylaw sand CC&Rs at the January meeting.



A Towers Kind of NEW YEAR

At the magical stroke of 6:30 p.m. on New Year's Eve, the first floor of Tower One once again transformed into "Towers Casino." Armed with \$500 in play money and a coveted ticket to enter, 125 residents eagerly waited in line to play their game of choice: blackjack, roulette and craps. The evening featured cheese, crackers and petit fours as well as coffee, punch and an open bar. At midnight Eastern Standard time, and with the descent of the glass ball in Times Square, champagne and sparkling cider were passed and the New Year was welcomed by all!

POSITIVITY, CONTINUED FROM 46

on finding ways to transform the atmosphere and cohesion of the workplace and achieve a positive culture for VMS Inc., the boards and our community at large, resulting in a positive and unified operation. In order to improve our community as a whole, we must have the trust of our members. Increasing transparency, improving community cooperation and performing individual acts of kind-

ness, among other strategies, will help us gain that needed trust.

As president of the 2020 VMS Board of Directors, my focus will be on positivity and unity. We are always open to constructive input; however, unbridled and uninformed criticism will not be allowed to harm the positive culture we are determined to create and maintain.

During 2019, during collaborations among all boards and

the VMS Inc. management team, we set the strategic direction and created an action plan and measurements for the organization. In addition, the VMS Board of Directors has adopted five Key Performance Indicators (KPIs) for 2020. You can view both documents at lagunawoodsvillage.com. Go to Residents, click Village Management Services, and look under Documents.



TRANSPORTATION
GET TO WHERE YOU WANT TO GO

BUS SYSTEM GUIDE

Get to local shopping destinations, important appointments, exciting Village events and more!



SIX NEIGHBORHOOD-BASED FIXED ROUTES

- Wellness route to local medical facilities
- Boost on-demand ride service
- Commercial route to popular shopping destinations
- Journey scheduled service for preapproved riders with medical needs

BUS RIDER INFORMATION

Easy Rider/Fixed Route

- Schedule times are approximate
- Be at bus stop 5 minutes before schedule time
- Always carry resident ID:
No ID = No Ride

Hours of service

Monday - Saturday
 9 a.m. - 5 p.m.*

BOOST

Boost (with Lyft rideshare) kicks in when the fixed-route system is not in service. Download the Lyft app on your smartphone or call Transportation to make a reservation. **This service covers the basic ride option only.**

Hours of service

Monday - Saturday
 8 - 9 a.m. and 5 - 10 p.m.
 Sunday 8 a.m. - 5 p.m.*

JOURNEY

Journey scheduled ride service is for preapproved riders with medical needs.

Hours of service

Daily 8 a.m. - 5 p.m.*

Call **949-597-4659** to find out more about the Journey approval and ride reservation process.

*Except major holidays

Visit us at lagunawoodsvillage.com/amenities/transportation.
 Call us with questions or make ride reservations at **949-597-4659**.

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.



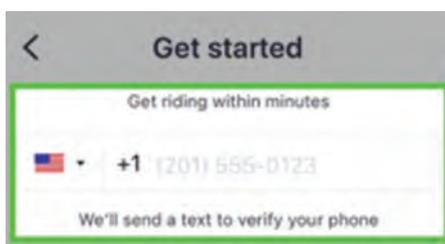
- 2 Open the Lyft app on your smartphone.



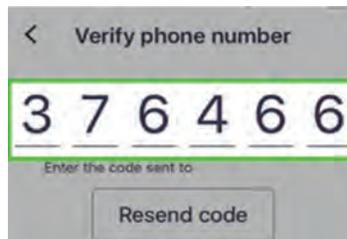
- 3 Click **GET STARTED**.

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

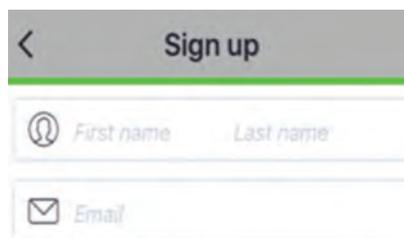
- 5 Type in your smartphone number. Lyft will text a verification code.



- 6 Type in the verification code.
EXAMPLE:

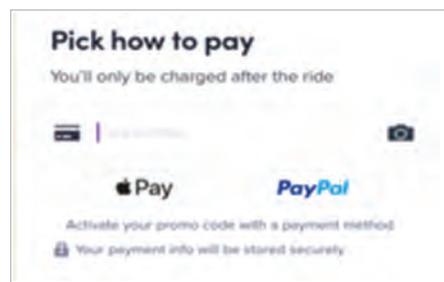


- 7 Type in your name and email.

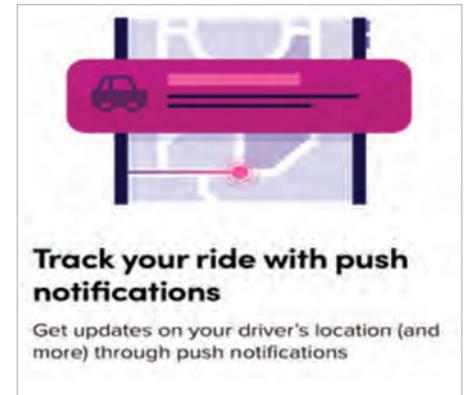


- 8 Read and review Lyft's Terms of Service and click **AGREE**.

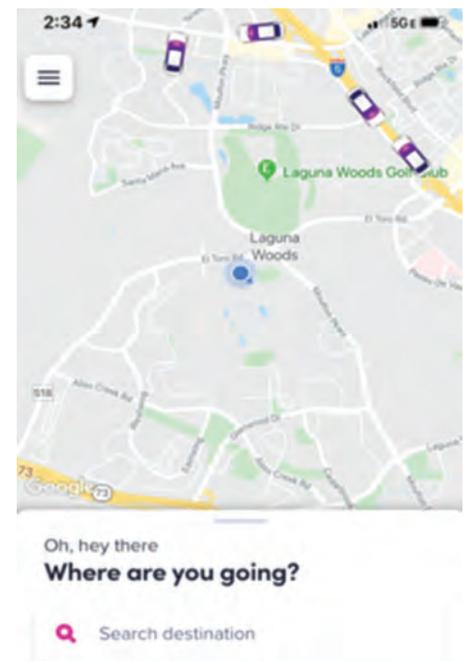
- 9 Enter a default method of payment. However, residents will not be charged for trips within the Village parameters (must enter code when scheduling a trip).



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

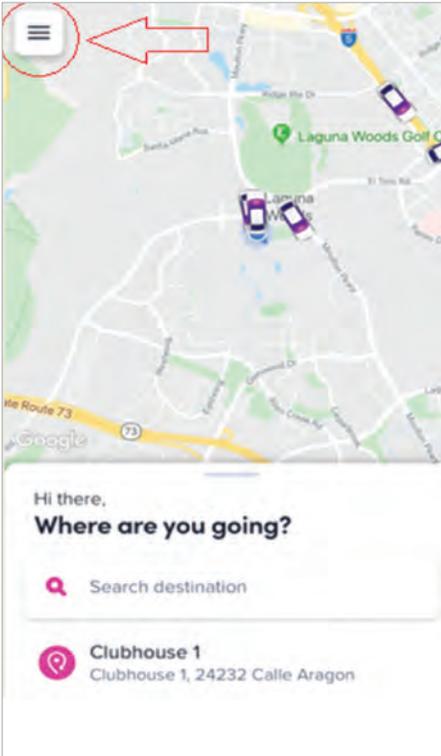


- 11 The local map will appear on screen. Type in your destination to book an immediate ride.

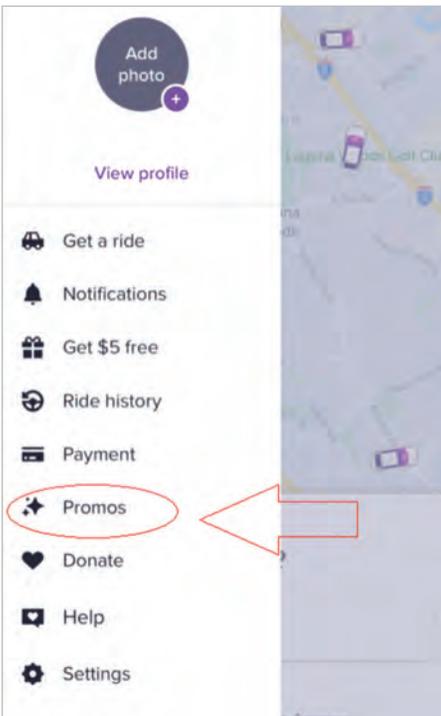


HOW TO SCHEDULE A BOOST RIDE VIA SMARTPHONE

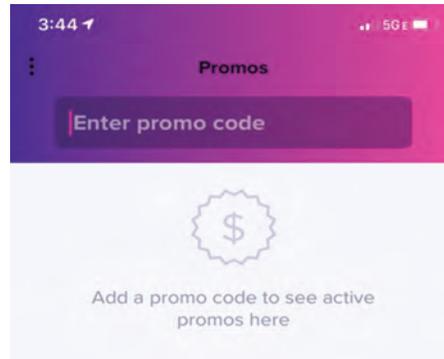
1 Open the Lyft app. Click the top left menu.



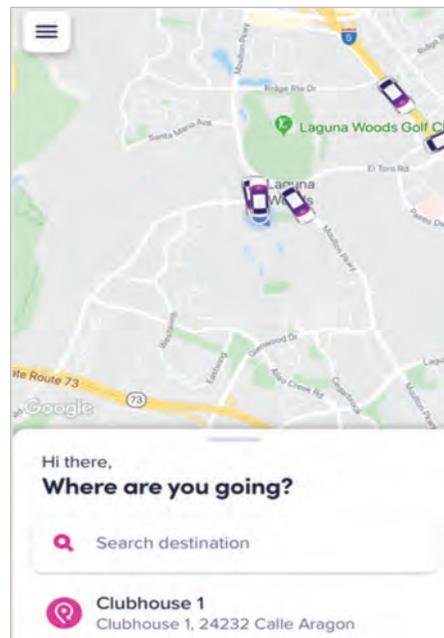
2 Tap **PROMOS**.



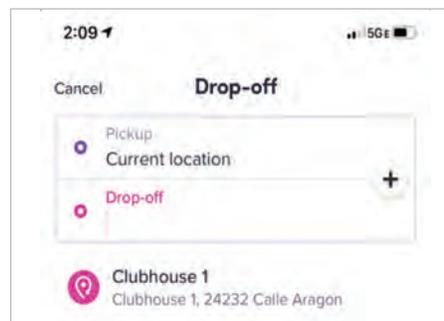
3 Enter the Laguna Woods Village resident promo code: _____



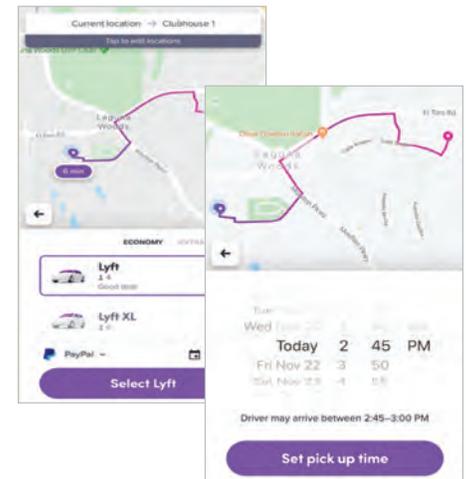
4 Tap **SEARCH DESTINATION**. Enter the address.



5 Your current location determines pickup location.

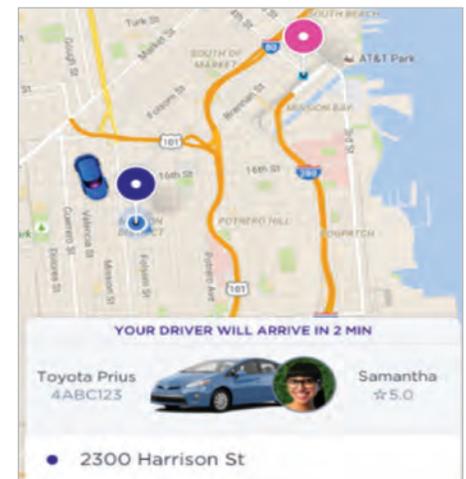


6 Once your pickup and dropoff locations are routed, select the ride. Schedule a future ride by tapping the **SCHEDULE** icon at the bottom right of the screen.

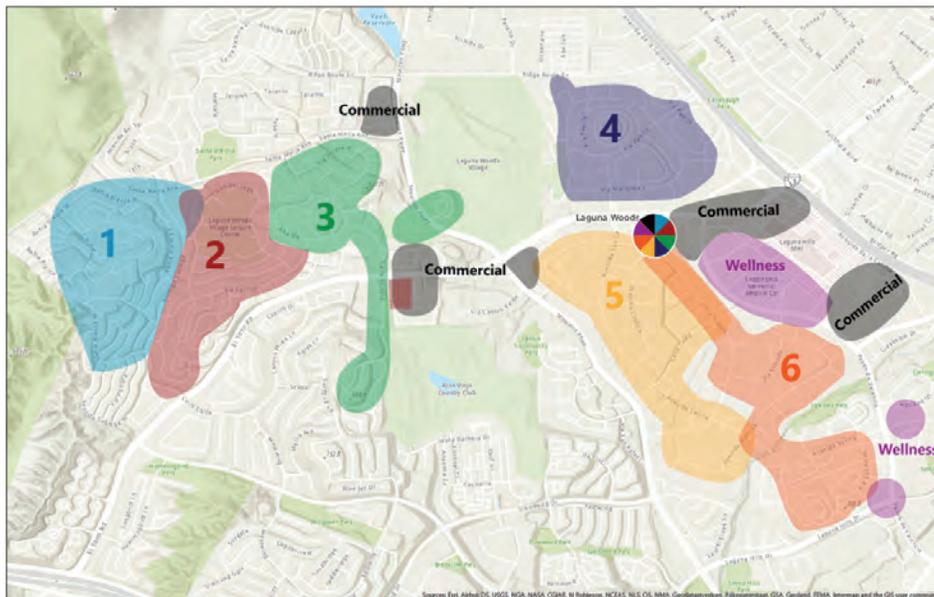


7 After selecting your Lyft ride, wait for a driver to accept. Your driver's arrival time, name, type of car and license plate number will display.

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



LAGUNA WOODS VILLAGE FIXED-ROUTE SCHEDULES



EASY RIDER FIXED BUS ROUTE C1

CVS, RUBY'S, MALL, TRADER JOE'S, BIG LOTS, ADMIN BLDG., STATER BROS., ALDI	
Clubhouse 1 (Starting Point)	0:30
Avenida Sevilla	0:31
CVS Drugstore	0:33
Calle de la Plata	0:35
Ruby's/"Mall" (R)	0:37
Trader Joe's	0:42
Oakbrook Village	0:43
Marshall's	0:44
Caballeros	0:45
OCTA Transit Center	0:47
Paseo de Valencia	0:49
El Toro Rd	0:50
Clubhouse 1 (Transfer Point)	0:52
Clubhouse 1 Departure	0:00
Avenida Sevilla	0:01
El Toro Rd Lutheran	0:02
Moulton Pkwy	0:03
Braille Institute (R)	0:04
Santa Maria	0:06
Moulton Plaza	0:08
Big Lots	0:10
Santa Maria	0:10
Town Center	0:15
Community Center (Admin Bldg)	0:16
Stater Bros.	0:20
Willow Tree Center (Aldi)	0:26
Clubhouse 1 (Transfer Point)	0:30

EASY RIDER FIXED WELLNESS ROUTE 7

MEDICAL AND HEALTH CENTERS			
Clubhouse 1 (Starting Point)	0:00	Clubhouse 1 (Starting Point)	0:30
Calle Aragon (CDS 29)	0:01	Calle Aragon (CDS 29)	0:31
Avenida Sevilla (CDS 1 - 13)	0:05	Avenida Sevilla (CDS 1 - 13)	0:35
Gate 4	0:07	Gate 4	0:37
Dental Plaza (R)	0:09	Dental Plaza (R)	0:39
Medical Arts Center (R)	0:09	Medical Arts Center (R)	0:39
Paseo de Valencia	0:10	Paseo de Valencia	0:40
Calle de La Plata	0:14	Calle de La Plata	0:44
Taj Mahal (R)	0:15	Taj Mahal (R)	0:45
Calle de la Louisa	0:17	Calle de la Louisa	0:47
Health Center Dr	0:21	Health Center Dr	0:51
Gate 2	0:23	Gate 2	0:53
Via Estrada (CDS 21 - 24)	0:23	Via Estrada (CDS 21 - 24)	0:53
Calle Aragon (CDS 39 - 30)	0:24	Calle Aragon (CDS 39 - 30)	0:54
Clubhouse 1 (Transfer Point)	0:26	Clubhouse 1 (Transfer Point)	0:56

EASY RIDER FIXED BUS ROUTE C2

BIG LOTS, ADMIN BLDG., STATER BROS., ALDI, CVS, RUBY'S, MALL, TRADER JOE'S	
Clubhouse 1 (Starting Point)	0:30
Avenida Sevilla	0:31
El Toro Road Lutheran	0:32
Moulton Pkwy	0:33
Braille Institute (R)	0:34
Santa Maria	0:36
Moulton Plaza	0:38
Big Lots	0:40
Santa Maria	0:40
Town Center	0:45
Community Center (Admin Bldg)	0:46
Stater Bros.	0:50
Willow Tree Center (Aldi)	0:56
Clubhouse 1 (Transfer Point)	0:00
Clubhouse 1 Departure	0:00
Avenida Sevilla	0:01
CVS Drugstore	0:03
Calle de la Plata	0:05
Ruby's/Mall (R)	0:07
Trader Joe's	0:12
Oakbrook Village	0:13
Marshall's	0:14
Caballeros	0:15
OCTA Transit Center	0:17
Paseo de Valencia	0:19
El Toro Rd	0:20
Clubhouse 1 (Transfer Point)	0:30

For more information about Easy Rider fixed bus routes, call Transportation at 949-597-4659

RECREATION

YOUR GUIDE TO EVENTS, FITNESS AND FUN

SATURDAY, FEBRUARY 22

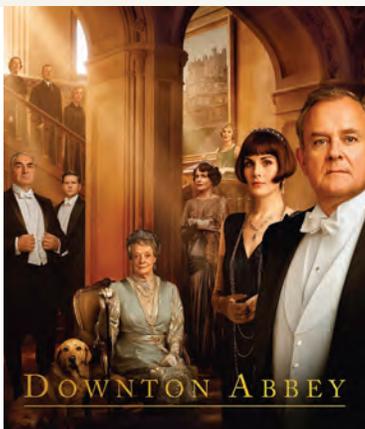
Saturday Night Dance

Dance the night away to the high-energy hits of the '80s played by 80Z Enough. Clubhouse 5 Ballroom. Doors open at 6 p.m.; band plays at 6:30 p.m. Tickets are \$10 at the door. GRF no-host bar from 6 to 8:30 p.m. For more information, call **949-597-4382**.



MONDAY NIGHT MOVIES

Downton Abbey MONDAY, FEBRUARY 17



The beloved Crawleys and their intrepid staff prepare for the most important moment of their lives. A royal visit from the king and queen of England soon unleashes scandal, romance and intrigue—leaving the future of Downton hanging in the balance. Performing Arts Center/Clubhouse 3 at 7:30 p.m. Free movie and popcorn. For more information, call **949-597-4289**.

LAGUNA WOODS VILLAGE COMMUNITY CENTER

24351 El Toro Road,
Laguna Woods, CA 92637
949-597-4273

recreation@vmsinc.org
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.



MARCH SPECIAL EVENTS

Mardi Gras Dinner

Wednesday, March 4

Clubhouse 1; doors open at 5 p.m., dinner begins at 5:30 p.m.; \$19

Frankie Avalon

Saturday, March 7

Performing Arts Center/Clubhouse 3; 7 p.m.; \$40 reserved balcony seating, \$50 reserved orchestra and select balcony seating, \$15 meet and greet with orchestra seating ticket purchase (limited to 50 guests)

St. Patrick's Dinner

Tuesday, March 17

Clubhouse 1; 5:30 p.m.; \$19

Monday Night Movies: Yesterday

March 16

Performing Arts Center/Clubhouse 3; 7:30 p.m.; free

2020 Health and Wellness Expo

Saturday, March 28

Clubhouse 5; 10 a.m. to 3 p.m.; free



APRIL SPECIAL EVENTS

Hawaiian Dinner

Wednesday, April 1

Clubhouse 1; doors open at 5 p.m.; buffet starts at 5:30 p.m.; \$19

Village Bazaar

Saturday, April 4

Clubhouse 5; free to attend, \$10 space rental

Village Games

April 6 through April 27

Various clubhouses; \$10 to \$15

Easter at the Equestrian Center

Saturday, April 11

10 a.m. to 1 p.m.; free



Easter Buffet

Sunday, April 12

Clubhouse 5; 1 p.m.; \$26

Spring Afternoon Tea

Wednesday, April 15

Clubhouse 7; \$20; 1 p.m.



Monday Night Movies: Rocket Man

April 20

Performing Arts Center/Clubhouse 3; 7:30 p.m.; free

Saturday Night Dance

Disco Night with Funky Hippeez

April 25

Clubhouse 5; 6:30 p.m.; \$10

TIMELESS MELODIES
Clubhouse 2
1:30 p.m.

TUESDAYS
MARCH 3: BROADWAY IN THE 1940S
APRIL 7: THE GREATEST UNKNOWN SONGWRITER
HARRY WARREN

BRISKET DINNER

CLUBHOUSE 5 BALLROOM
AT 5:30 P.M.



MONDAYS | FEBRUARY 24 | MARCH 23 | APRIL 27

Jolanda's menu includes vegetable soup, green garden salad, sliced brisket of beef, mashed potatoes and dessert (sugar-free ice cream on request). Tickets are on sale at Clubhouse 5 for \$17. The deadline to purchase tickets is noon the day before the dinner. Please pay by check or credit/debit card. For more information, call **949-597-4382**.

MEXICAN BUFFET

CLUBHOUSE 7
AT 5:30 P.M.



MONDAYS | FEBRUARY 10 | MARCH 9 | APRIL 13

Martinez's menu includes garden salad, shredded beef tacos, grilled chicken tacos, cheese enchiladas, refried beans, rice, corn and flour tortillas, salsa verde, pico de gallo, guacamole and more. Tickets are on sale at Clubhouse 7 for \$15. The deadline to purchase tickets is noon the day before. Pay by check or credit/debit card. For more information, call **949-268-2417**.

ITALIAN BUFFET

CLUBHOUSE 1 BALLROOM
AT 5:30 P.M.



WEDNESDAYS | FEBRUARY 12 | MARCH 11 | APRIL 8

Martinez's menu features chicken parmesan, lasagna with Italian meat sauce, fresh green salad, hot garlic bread and spumoni ice cream. Tickets are on sale at Clubhouse 1 for \$13. The deadline to purchase tickets is noon the day before the dinner. Please pay by check or credit/debit card. For more information, call **949-597-4281**.

RECREATION

ONGOING CLASSES

Recreation-coordinated classes are offered at no charge unless otherwise noted. No registration is required unless indicated. See last page for registration and payment instructions. Classes are for residents only.

MONDAY

Mindful Movement Yoga with Jerry Bloch

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

No class February 17

Chi Kung with TuKung Lee

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

Yoga with Kim Min

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

No class February 17

Laughter Yoga with Cheryl Russell

Clubhouse 1 Ballroom, 9 to 10 a.m.

Ballroom Dance with Candi Davis

Clubhouse 1 Ballroom, 11 a.m. to noon

\$25 for five group lessons

This month's dance: Cha Cha

PRIVATE LESSONS AVAILABLE

No class February 17

Mindfulness Meditation with Dr. Lois Rubin

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

No class February 17

Cardio & 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 with Patsy Moore

Clubhouse 5 Fitness Room, 2 to 3 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

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 February 17

Sacred Fire Meditation with Zahir Movius

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

FIRST CLASS FREE FOR NEW STUDENTS

No class February 17

Hula Dance with 'Aulani

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

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

No class February 17

TUESDAY

Tai Chi with Lawrence Leang

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

No class February 17, March 3

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.

Schedules subject to change without notice

Chair Yoga with Kristine deYoung

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

No class March 3

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.

No class April 29

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 March 19

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.

No class March 20

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
No class February 14

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.
No class February 14

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 March 20

Pop Culture Line Dancing with Rebeca Gilad

Clubhouse 1 Ballroom, 1:30 to 2:30 p.m.
No class February 14

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
February: Cha Cha, March: Waltz, April: Rumba, May: Night Club 2 Step, June: West Coast Swing
PRIVATE LESSONS AVAILABLE
No class March 28



ARTS & CRAFTS

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

Art Studio

Photo Studio

Ceramics

Sewing Room

Jewelry

Slipcasting

Lapidary

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 9 p.m.
Saturdays and Sundays from 8 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 a.m. 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 from 12 p.m. to 2 p.m.
 Tuesday from 12 p.m. to 2 p.m. and 6 to 8 p.m.
 Wednesday from 12 p.m. to 2 p.m.
 Thursday: 12 p.m. to 2 p.m. and 6 to 8 p.m.
 Friday 12 p.m. to 2 p.m.
 Saturday 11 a.m. to 1 p.m.
 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

Contact Us

LAGUNA WOODS VILLAGE COMMUNITY CENTER

24351 El Toro Road, Laguna Woods, CA 92637
 949-597-4273 • recreation@vmsinc.org
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.

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

BRING YOUR PASSIONS TO LIFE

RECREATION OFFICE

Laguna Woods Village
Community Center

24351 El Toro Road

949-597-4273

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

At Laguna Woods Village, you'll be amazed at the endless recreation possibilities awaiting you.

At Laguna Woods Village, one of the most recreational-focused communities in the country, residents enjoy resort-style amenities that are the envy of the nation—at only a fraction of the cost. We strive to provide our residents with the best services, programs and amenities possible, including two professional golf courses, a 10-court tennis facility, an equestrian center and more than 250 clubs and organizations—providing a bevy of opportunities to socialize and make new friends. These are just some of the reasons why Laguna Woods Village was named the “Best Senior Living Community” by the Orange County Register.

FACILITY RENTAL

Laguna Woods Village offers seven different reservable facilities for events such as resident birthday parties, anniversaries and gatherings. Our facilities are able to accommodate groups as small as two people in a conference room and dinner parties of up to 400 guests in our largest clubhouse.

Reservations for use of clubhouse facilities are available to residents upon request. A reservation coordinator who can explain procedures and policies, is located in the Recreation office at the Community Center Building, Monday through Friday, 8 a.m. to 5 p.m., ready to assist.

To view facility details, including locations, contact information, hours of operation and reservation availability, scroll to Facility Rental at lagunawoodsvillage.com/amenities/recreation.

Request reservations by emailing reservations@vmsinc.org, calling 949-597-4227 or by visiting the Recreation office located in the Laguna Woods Village Community Center.

The facilities calendar is open through December 31.



LEGENDARY **FRANKIE AVALON**

ONE PERFORMANCE ONLY!

SATURDAY MARCH 7

PERFORMING ARTS CENTER

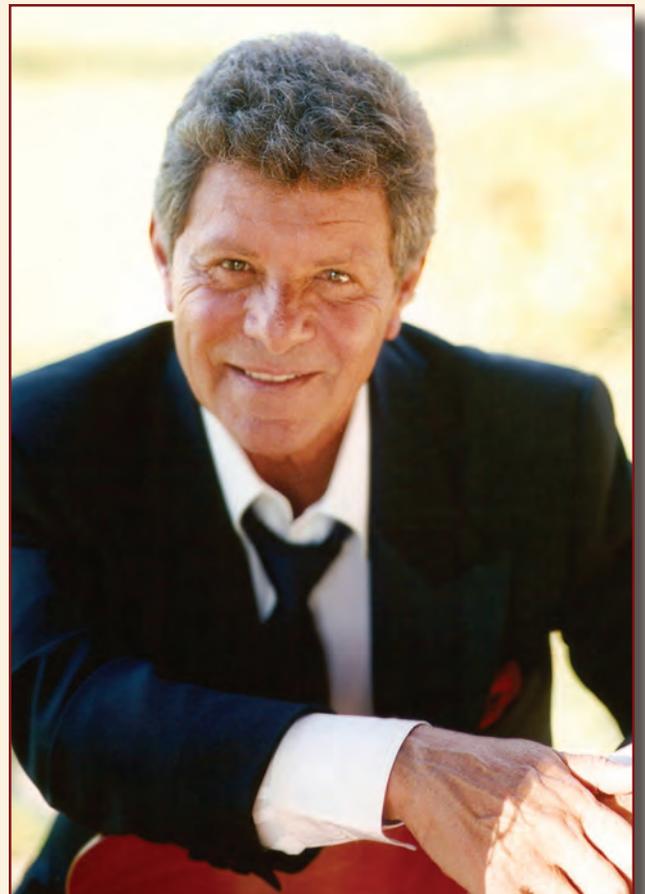
7 P.M.

From teen idol to one of today's most beloved nightclub performers, award-winning Rock and Roll Hall of Fame inductee Frankie Avalon's career spans three generations of music, television and motion pictures.

Come see live the man whose Top 40 hits became a defining sound of pre-Beatles rock and roll and whose many movie credits include roles in the iconic "Beach Party" film series.

Purchase tickets now at the PAC box office!

- \$40 RESERVED BALCONY SEATING
- \$50 RESERVED ORCHESTRA AND SELECT BALCONY SEATING



MONTHLY BUS EXCURSIONS

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

Wednesday, April 8: South Coast Plaza

Lottery date is Monday, March 23

South Coast Plaza is a global shopping destination with more than 250 extraordinary boutiques, critically acclaimed restaurants and the celebrated Segerstrom Center for the Arts.



Wednesday, May 20: Casa Romantica

Lottery date is Monday, April 20

Casa Romantica Cultural Center and Gardens, an award-winning center for the arts and a historic landmark that occupies two-and-a-half acres of lush coastal gardens, offers a rich selection of performances, exhibitions, lectures, workshops and tours year-round to people of all ages. The destination's bluff-top campus is the former home of Ole Hanson, the founder of San Clemente.



\$10 service fee for all excursions

Excursion dates and/or locations are subject to change.

LOTTERY RULES

Lottery entries for monthly bus excursions may be done for up to four excursions at a time (most current four excursions only). One entry may hold up to two seats only. Attendees may enter in person at the Recreation office in the Community Center, via email at recreation@vmsinc.org or by calling the Recreation office at 949-597-4273. Requests received by email will receive an email confirmation that the request was received. The information will be entered into a spreadsheet for randomization. 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 as wait-listed and will be called in order as cancellations are received.





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)

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.



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 \$234 per month, horse trailer storage is \$160 per month and per-feeding per-month fees range from \$32 to \$91, 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 Resident Services at 949-597-4600.

THEN AND NOW

History of the Land

By Ross Cortese, April 16, 1981, *Leisure World News*

When so-called modern civilization discovered Southern California in the 18th Century, the area was almost uninhabited because it was an arid semi-desert.

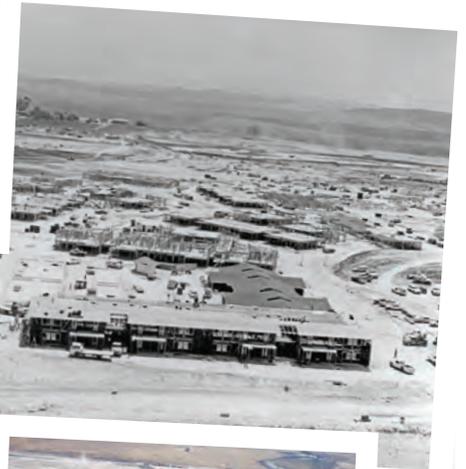
Early SoCal settlers realized that the only proper use for the land was grazing. But ... the economics of ranching for the purpose of raising cattle and/or sheep diminished in importance and value. Time and technology made it more profitable to use the land in a different way.

Things changed for Southern California almost as traumatically as if there had been an earthquake or tidal wave. It was as if a dam burst. People wanted to move to this area. Modern transportation technology, the automobile and the freeways opened up the gateway, and there was demand for housing where only a year or so before there had been demand for oranges.

“Hit-and-run” operators were quick to grab a fast buck. They built “crackerbox” houses. Everybody profited. The farmer who could barely make it with his “used up” orange grove made a profit. The builder with a fast



Construction Moves Ahead



and easy hammer made a profit, and the home buyer got what he wanted at the time—a place in sunny Southern California.

We did it differently here at Leisure World. We wanted something that would last longer and serve better.

● *Adapted from Laguna Woods Village at 50 Years, 1964-2014, by Bob Ring, Myra Neben and Patricia Wilkinson.*





Live with all your heart.

We're here with comprehensive cardiovascular care.

When you put your heart into everything you do, it's going to need some maintenance. At the MemorialCare Heart & Vascular Institute, our team of expert physicians provides comprehensive, quality care from diagnostics and treatment to rehabilitation. We reduce discomfort, scarring and recovery time by utilizing minimally-invasive-first approaches, including groundbreaking valve disease treatment, Trans Carotid Artery Revascularization (TCAR) to deliver stents into blocked carotid arteries and the WATCHMAN® procedure as an alternative treatment for patients with AFib. We're continuously finding new ways to create the best experience possible, so you can get back to living life sooner, fuller and with all your heart.

Minimally Invasive Approaches to Cardiac Diseases

Thursday, Feb. 27, 2020

Screenings: 4:30 – 6:30 p.m.

Program: 6:30 – 8 p.m.

Meet our cardiac specialists to learn about minimally invasive approaches to cardiac diseases offered at Saddleback Medical Center. Free cardiovascular screenings will be offered by appointment from 4:30 – 6:30 p.m. to the first 50 people who register. Dinner will be provided. Please visit memorialcare.org/SBClasses or call 800-MEMORIAL (636-6742) for more information.

Find a specialist.

800-MEMORIAL | memorialcare.org/HeartVascular



MemorialCare[™]
Heart & Vascular Institute



We're here, Laguna Woods.

Premier Health & Wellness Provider to Laguna Woods Village

MemorialCare Saddleback Medical Center
24451 Health Center Drive, Laguna Hills, CA 92653 | (Paseo De Valencia and Health Center Drive)

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)

