

VILLAGE BREEZE

JUNE/JULY 2020



Recreation + Transportation + News + Services + More

We're Here.

Asthma, Back Pain, Bleeding, Broken Bone, Bruising, Chest Pain, Confusion, Dizziness, Extreme Abdominal Pain, Fainting, Fatigue, Fever, Joint Pain, Labor and Delivery, Loss of Balance, Mammogram, Muscle Weakness, Nausea, Prenatal Care, Seizures, Severe Headache, Shortness of Breath, Unexpected Lump, Asthma, Back Pain, Bleeding, Broken Bone, Bruising, Chest Pain, Confusion, Dizziness, Extreme Abdominal Pain, Fainting, Fatigue, Fever, Joint Pain, Labor and Delivery, Loss of Balance, Mammogram, Muscle Weakness, Nausea, Prenatal Care, Seizures, Severe Headache, Shortness of Breath, Unexpected Lump, Asthma, Back Pain, Bleeding, Broken Bone, Bruising, Chest Pain, Confusion, Dizziness, Extreme Abdominal Pain, Fainting, Fatigue, Fever, Joint Pain, Labor and Delivery, Loss of Balance, Mammogram, Muscle Weakness, Nausea, Prenatal Care, Seizures, Severe Headache, Shortness of Breath, Unexpected Lump, Asthma, Back Pain, Bleeding, Broken Bone, Bruising, Chest Pain, Confusion, Dizziness.

We're here. Just like we've always been. For care that's close to home. Especially now, after homes changed overnight into restaurants. Offices. Schools. We're here. With wellness. With every protection and precaution. Because your health won't wait. No matter the symptom or emergency, seek care when you need it—virtually or in-person. Because we've always been, we always are, here.

Learn more.
800.MEMORIAL | memorialcare.org/WereHere





LETTER FROM THE EDITOR

THE NATURE OF THINGS

Like most of you, I'm just about done with COVID-19 and its related havoc. My family and I are avid roadtrippers. We get a three-day weekend, and we're gone. Depending on the time of year, our destination could be almost anywhere in Central or Southern California, including Joshua Tree, Santa Barbara, Big Bear, San Diego, Death Valley ... you name it.

In April, my family had set aside one glorious week to visit some of our favorite places: Yosemite and Sequoia National Park. Then COVID-19 came along, and there went our plans. In the grand scheme, a petty quandary for sure, but I think we're all allowed at least a little disappointment right now.

Starting on page 18, you'll meet a couple who I bet is also missing the open road. Former teachers David and Susan Dearing have halted adventures for now, but coronavirus hasn't kept this dynamic duo from plenty of other Village endeavors.

For others who lament wandering in wide open spaces, "What a Wonderful (Virtual) World" on page 10 opens online doorways that lead to some of our country's most awe-inspiring natural places: the national parks. Enjoy virtual tours of 12 parks, and find opportunities to view theater, music, dance, zoos, aquariums and museums, all from the comfort of your home.

Also in this issue I invite those so inclined to express their appreciation for the outdoors by submitting a nature-themed haiku and/or photo for our newest resident contest. See page 4 for submission and prize details.

This issue covers not-so-inspiring content, too, including an always-current and always-unpleasant yet very important topic: senior scams. In "Handling the Hucksters," we share 20 tips to recognize and avoid cons and swindles—including new ones that criminals have cooked up especially for the coronavirus crisis.

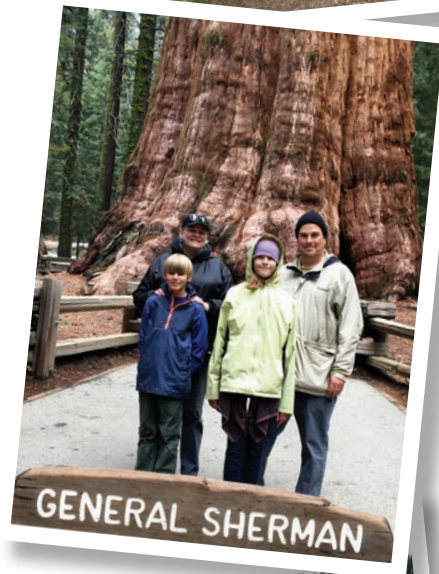
As you read on, you may notice some of our content contains many links that look like this: bit.ly/123XYZ. For those of you unfamiliar with them, bit.ly links are shortened URLs too long for print. To view the referred content, simply type the bit.ly address into your browser search bar, hit Return and you will reach your online destination.

I hope you enjoy all this issue has to offer. And until we meet again, may you and yours be well.

Ellyce

Ellyce Rothrock, Editor

ellyce.rothrock@vmsinc.org



It's been awhile since our family trekked to the Sierras (the teens are now taller than I) but I'm optimistic we—and all of you—will return to our favorite activities soon.



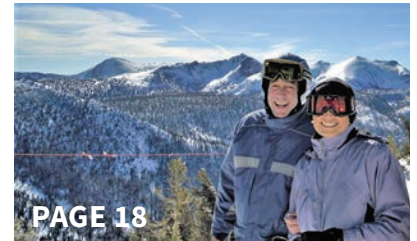
PAGE 10

features

- 10** What a Wonderful (Virtual) World
Technology gives us the gift of experiencing people, places and events from around the globe—all from the comfort of our homes. Discover the benefits of bringing the outside in with your internet browser.
- 14** Handling the Hucksters
20 tips to recognize and avoid scams
- 18** Go Team!
David and Susan Dearing call themselves “cheerleaders for life” in Laguna Woods Village.
- 22** Preparation Is Proaction
Plan now to ensure that you and your household are ready in the event of disaster.



PAGE 14



PAGE 18



PAGE 22

in every issue

KEYS TO THE COMMUNITY

32 Village Map

34 In Your Neighborhood

35 Contact Us



VILLAGE BREEZE

THE OFFICIAL MAGAZINE OF
LAGUNA WOODS VILLAGE

JUNE/JULY 2020

CEO: Jeffrey Parker

PUBLISHER: Eileen Paulin

EDITOR: Ellyce Rothrock

MANAGING EDITOR: Susan Logan-McCracken

CONTRIBUTING EDITOR: Jackie Brown

VICE PRESIDENT, MEDIA SERVICES 55,
SALES & MARKETING: Jon Noell

ADVISORY BOARD: Golden Rain Foundation Media and Communications Committee: Annette Sabol Soule, Chair; Elsie Addington; Pat English; Lynn Jarrett; Annie McCary; Beth Perak; Ryna Rothberg; Juanita Skillman; Tom Nash, Advisor; Carmen Pacella, Advisor; Frank Tybor, Advisor

BOARD PRESIDENTS: Bunny Carpenter, GRF Board of Directors; Steve Parsons, Third Laguna Hills Mutual Board of Directors; Sue Margolis, United Laguna Woods Mutual Board of Directors; Ryna Rothberg, Mutual No. Fifty Board of Directors

VILLAGE BREEZE MAGAZINE: Published six times a year by the Golden Rain Foundation (GRF) of Laguna Woods Village. ©2020 GRF. The diverse opinions expressed in Village Breeze magazine do not necessarily represent the views of the editors, Village Management Services Inc. management or administration, the GRF Board of Directors or the Village Breeze Advisory Board. Village Breeze magazine welcomes comment from its readers to info@lagunawoodsvillage.com or Village Breeze, 24351 El Toro Road, Laguna Woods, CA 92637.

EDITORIAL SUBMISSIONS: Village Breeze content is generated by the GRF Media and Communications Committee, its advisors and the Village Management Services editorial team. The purpose of this publication is to provide important community information in a concise format to the Residents of Laguna Woods Village. A digital edition is available at lagunawoodsvillage.com.

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.

departments

- 4 What's Up in the Village
- 26 Village Television
- 28 Resident Services
- 30 Social Services
- 36 Security
- 38 Your FAQs Answered
- 40 Landscaping
- 42 Recreation
- 48 Transportation
- 64 Then & Now

for mutual benefit

- 53 Golden Rain Foundation of Laguna Woods
- 55 Third Laguna Hills Mutual
- 59 United Laguna Woods Mutual
- 62 Village Management Services
- 63 The Towers

 GOLDEN RAIN FOUNDATION
of LAGUNA WOODS


Village Management Services, Inc.


THIRD LAGUNA HILLS
— MUTUAL —

THE TOWERS
at Laguna Woods Village


UNITED LAGUNA WOODS
— MUTUAL —

About the Cover

Resident Mark Rabinowitch submitted this stunning image of a white-faced ibis for our 2019 photo contest.



WHAT'S UP IN THE VILLAGE

DO YOU HAIKU?

Enter our poetry and photo contest!

Show our community your thoughtfully creative side by submitting a nature-themed haiku or photo—or both!

Share your best short form of Japanese poetry in three phrases (5/7/5 syllables per line, respectively) and/or your visual rendering of Village sights and scenes that stir your soul (no people, please).

Submission deadline via email to ellyce.rothrock@vmsinc.org is Monday, July 6.

Winners and runners up will be featured in the August/September edition of the Village Breeze and online—and the top photo pick may appear on a future Village Breeze cover! First-, second- and third-place prizes will be awarded for each category.

To spark your poetic imagination, enjoy these haiku from Matsuo Basho, considered a master poet:

*An old silent pond...
A frog jumps into the pond,
splash! Silence again.*

*Autumn moonlight—
a worm digs silently
into the chestnut.*



*In the twilight rain
these brilliant-hued hibiscus -
A lovely sunset.*

DUMP AND DRAIN STANDING WATER

Orange County Mosquito and Vector Control District is urging residents to empty all flower pots, saucers and other items full of water to prevent mosquito breeding.

Residents should take the following precautions to help reduce the chances of breeding mosquitoes:

- Dump and drain any containers filled with water at least once a week
- Clean and scrub bird baths and pet water bowls weekly
- Dump water from potted plant saucers
- Do not transport or share plant clippings rooted in water
- Drill a hole or puncture containers to eliminate standing water

For more information, visit ocvector.org.

EMERITUS OFFERS ONLINE CLASSES

Registration for Saddleback Emeritus Institute's fall classes, offered online only, begins June 16.

The Emeritus Institute says it is offering a full-array of classes (visit bit.ly/2WtTwhv) that nearly equal the program's in-person courses. Emeritus faculty have reworked curriculums to be at-home friendly and offer a wide variety of interesting learning experiences allowing residents to proceed cautiously while biding by recommended social distancing precautions.

Registration for Spring 2021 begins November 16; Emeritus Institute will decide class format by mid-summer.

For more information, visit saddleback.edu/emmeritus or call 949-582-4835.



KEEP OUR KOI SAFE



The koi pond at Clubhouse 1 is an ecosystem all its own that provides natural beauty and wonder for all who pass by.

However, tossing pennies or other coins and food not intended for koi into their pond habitat is harmful to their health. Predatory birds can pose a challenge, as well.

According to retired state aquatic biologist Mike Yamamoto, "Koi are very sensitive to the copper contained in pennies and quarters. Copper affects the blood cells and

increases mucus production in the gills, both of which make it more difficult for the koi to breathe and absorb oxygen."

Further, according to Koi Organization International, feeding koi items other than what are part of an appropriate diet can lead to oversize fish that become too large for their habitat and must be rehomed. Worse, overfed koi result in increased biological waste in the pond (from both the koi and uneaten food), a decline in water quality, lowered oxygen content,

damage to internal organs, an increased chance for disease onset, fin rot and even death.

To ensure our community's koi remain in good health for all to enjoy, refrain from feeding the fish, throwing in a penny for good luck or placing anything into the pond that doesn't belong.

The Department of Recreation and Special Events has installed additional plants in the pond, which will provide shade for the koi and help them keep cool—and help keep them hidden from large birds.



WHAT'S UP IN THE VILLAGE

VMS STAFF FOLLOW BEST PRACTICES FOR PPE

Due to the COVID-19 pandemic, Village Management Services Inc. has established strict guidelines for the proper use of personal protective equipment (PPE) when interacting with residents and/or entering units for work. These procedures, developed based on

guidance issued by the Centers for Disease Control and Prevention, the Division of Occupational Safety and Health of California, and an industrial hygienist, include, depending on the task, wear and removal of coveralls, shoe covers, gloves and either surgical-style or N95 masks (for those unable to practice distancing due to the nature of their work). Staff



entering manors wear either a half-mask respirator with P100 cartridges or an N95 mask.

However, whether or not outside contractors wear PPE is at their discretion.

Any resident who believes their health and safety are at risk due to the actions of outside contractors may call the Department of Security Services at **949-580-1400**.

A GRACIOUS OUTSIDE DONATION

The Village recently received a generous donation of 10,000 surgical masks, which in and of itself is newsworthy, but the story behind the donation actually came from the news.

CBS News Reporter Stacey Butler covered the evolving story of the Ayres Hotel being designated as a location for Project Roomkey in April. Over five days she had the opportunity to tour the Village and meet a variety of residents. She saw firsthand how many Village residents were in the risk category for COVID-19 and would need to take extra precautions during the emerging pandemic. It brought to mind her friend Dana McElroy, co-founder and partner of Integrated Connections, a company that develops brands within the personal care products industry. Stacey knew Dana and her partner, Jimmy Song, were looking to donate masks to a community in need.

Stacey connected Dana with VMS Media and Communications Director Eileen Paulin. Dana and Jimmy worked tirelessly with their suppliers to obtain masks at a time when they were in peak demand. In addition to the 10,000 donated masks, their company also made more than 600 reusable masks available at cost to the City of Laguna Woods, which plans to use them to help ensure skilled nursing facilities and residents in need are protected in the coming months.



From left: Transportation Coordinators John Sanchez and Gerardo Gutierrez

OCHCA ISSUES UPDATED FACE COVERING ORDER

The Orange County Health Care Agency issued a new order that updates the use of face coverings.

“All Orange County residents and visitors shall wear a cloth face covering when in a public place; visiting a retail, commercial or other place of business; at work; and when the resident or visitor is not able to maintain at least 6 feet of physical distance from another person who is not a family/ household member or lives in the same living unit.

“A cloth face covering ... covers the nose and mouth; it can be secured to the head with ties or straps or simply wrapped around the lower face; it can be made of a variety of materials, as cotton, silk or linen; and ... may be factory made or sewn by hand, or can be improvised from household items. ... ”

Read the order at bit.ly/36yNqQ0.

Follow California's Reopening Plan

These are unprecedented times, and people are understandably eager yet cautious for their lives to regain some sense of normalcy. The State of California is eager, as well, but leans more on the “slow and steady wins the race” philosophy.

As part of its ongoing dedication to safeguarding our community during the ongoing COVID-19 crisis, VMS is taking its lead from the state as well as the Orange County Health Care Agency (OCHCA).

California is currently in Phase 2 of Governor Gavin Newsom's four-phase plan to reopen the state during the COVID-19 pandemic. Most of California's 58 counties have moved into Phase 2 of reopening, but not every county is proceeding at the same pace. To see what's open, closed or restricted in your county, the Los Angeles Times offers a tracking resource that is updated as information becomes available. Visit lat.ms/2X1AQEB for more information.

OCHCA offers a “Resilience Roadmap” (bit.ly/3bD4ipI) as well as guidelines from the Centers for Disease Control and Prevention, the California Department of Public Health and more for businesses, community-based and faith-based organizations, households and families, and travelers. Unfortunately, community centers, including public pools, remain closed in Phase 2. Visit bit.ly/3dQokiz for more information.



OCHCA LAUNCHED COVID-19 TESTING NETWORK

The OC Health Care Agency (OCHCA) launched the OC COVID-19 Testing Network, which began offering testing in mid-April to Orange County residents who meet certain criteria.

The network coordinates testing across Orange County for community members who are experiencing COVID-19 symptoms but are unable to receive testing through a health care provider.

“We have partnered with an initial set of community health centers who are performing FDA-approved PCR testing,” said County of Orange Health Officer Nichole Quick, MD, MPH.

The PCR test identifies if someone is currently infected

from a sample taken with a swab. It is not a blood test, and it does not test for antibodies. Residents with COVID-19 symptoms—fever, cough and shortness of breath—should first contact their medical provider for guidance on testing and care. Individuals unable to be tested by their provider may schedule an appointment at any network test site to receive a medical screening and test. Initial locations include AltaMed Medical Group in Anaheim, AltaMed Medical Group in Santa Ana, Nhan Hoa Comprehensive Health Care Clinic in Garden Grove and UCI Health at multiple locations.

Find a continually updated list of test sites, information on scheduling and the appointment process at ochealthinfo.com/novelcoronavirus (click on COVID-19 Testing and Screening) or call OCHCA's Health Referral Line at **800-564-8448**.



WHATS UP IN THE VILLAGE

WATCH, PARTICIPATE IN BOARD AND COMMITTEE MEETINGS ONLINE

Board and committee meetings have been adjusted to enable social distancing. Below are instructions for watching and participating in a virtual committee meeting. Click the All Governance Boards Calendar at the Village website to view meeting times for all committees.



Watch Board and Committee Meetings

Board meetings are broadcast online via Village Television (TV6) and at lagunawoodsvillage.com/meetings. Expect a 20-second delay when watching the board meeting online or via Village Television (TV6). Committee meetings are broadcast online at lagunawoodsvillage.com/meetings.

Participate During Board and Committee Meetings

Owner members are welcome to participate in board and committee meetings and submit comments or questions using one of two options:

1. Via email to meeting@vmsinc.org any time before the meeting is scheduled to begin or during the meeting. Please use the name of the board or committee in the subject line of the email. Include your name and unit number.
2. By calling [949-268-2020](tel:949-268-2020) beginning one half hour before the meeting begins and throughout the remainder of the meeting. Provide your name and unit number.

The golf courses and driving range, and pickleball and paddle tennis courts are open! See pages 42 and 43 for details.

Stay Safe While Walking

Walking offers great physical, mental and emotional benefits. Most roadways in and around the Village have designated sidewalks, but there are other areas, such as culs-de-sac, driveways and intersections, where pedestrians must remain alert for approaching motorists and/or bicyclists. Further, in an effort to maintain a 6-foot social distance while they exercise outside during the COVID-19 pandemic, residents can pose hazards if they step out into the roadway to circumvent other walkers.

Take the following precautions when venturing out into the community:

- Walk on the sidewalk and not the road. Stepping in front of oncoming cars or bicyclists can cause a serious accident for all involved.
- Dress to be seen. Wear light, bright-colored or reflective clothing, especially if you walk at night. If you do walk when it's dark, carry a flashlight.
- Mind 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.
- Take extra care when walking through parking lots. These locations create unique hazards because drivers may be turning quickly or backing out of a parking space. Be sure to 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.
- Stay attentive to your surroundings. Be a defensive walker who is ready for the unexpected.

Gate 11 construction, which will include installation of new access control gates, security cameras and readers, has officially started. This work will significantly increase the safety of residents at Gate 11.

The gate will continue to provide egress and ingress during construction. Work will take approximately 12 weeks to complete.



National Cooperative Bank Your Co-op Banking Expert

Count on NCB to provide the **best loan option** for your purchase or refinance. Our **fast and flexible** approach to banking puts us **above the rest.**

Contact us or apply online today!



RYAN GREER

Vice President

TEL (202) 349-7455

EMAIL rgreer@ncb.coop

NMLS# 507534

Apply Online at www.ncb.coop/rgreer

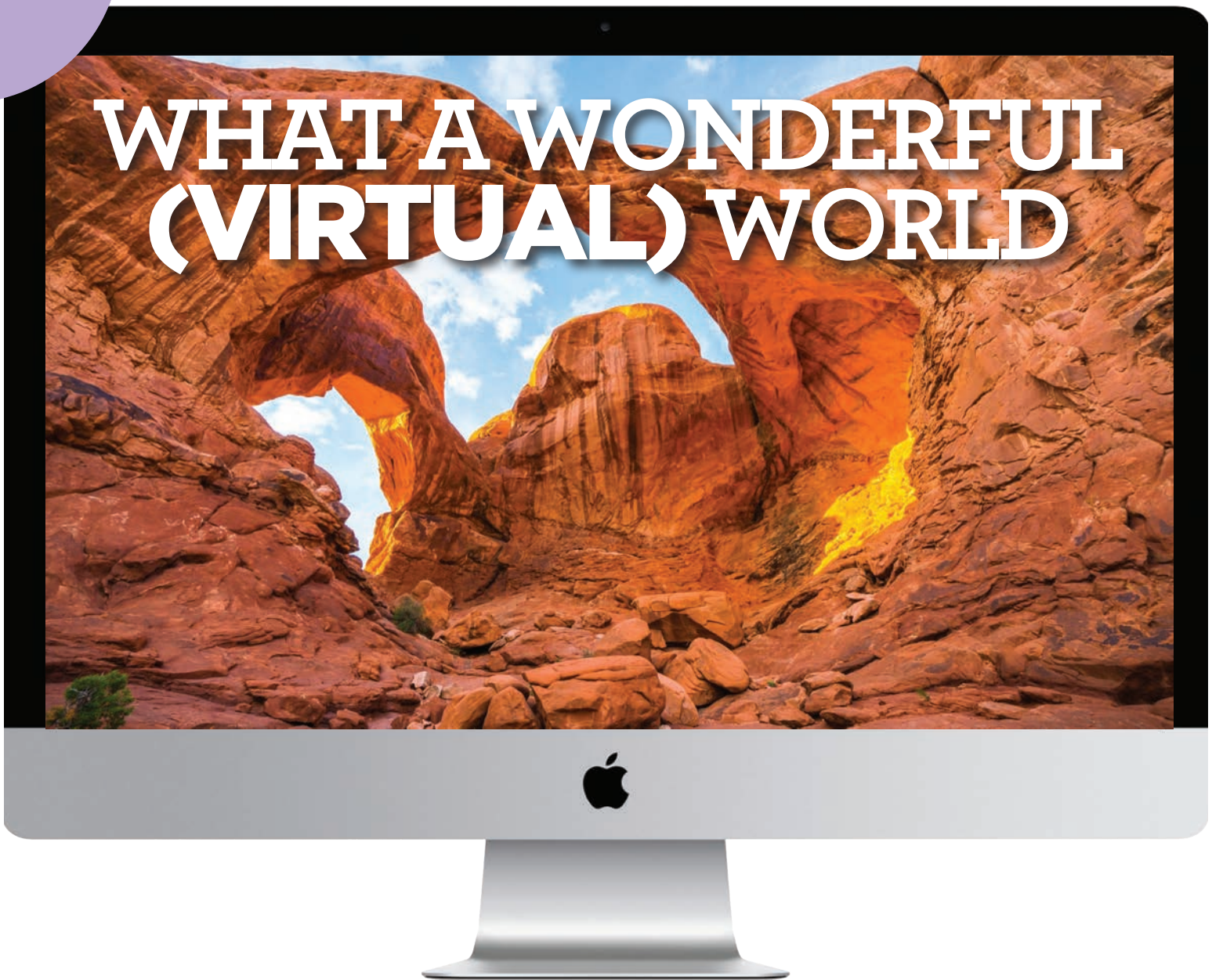


NCB also offers personal deposit rates. Check out our **Impact Banking Accounts** at www.ncb.coop. **Grow your investment while making a difference in your community. You are what you bank.**

NCB NMLS# 422343. Banking products and services provided by National Cooperative Bank, N.A. Member FDIC.



WHAT A WONDERFUL (VIRTUAL) WORLD



Technology gives us the gift of experiencing people, places and events from around the globe—all from the comfort of our homes. Discover the benefits of bringing the outside in with your internet browser.

This article uses Bit.ly links. What are they?

Bit.ly links are URLs shortened for use in a magazine or other paper-driven medium. Simply type the shortened [bit.ly/123XYZ](#) from the text into your browser search bar, hit Return and voila! You will reach your online destination.



NATIONAL PARKS

Enjoy some of the planet's most scenic landscapes—our national parks. Enhance the experience by listening to music that inspires you as you take in the breathtaking views. Visit 12 national parks virtually from your couch at bit.ly/2YX6llZ, including Arches National Park, Badlands National Park, Channel Islands National Park, Denali National Park and Preserve, Glacier National Park, Yosemite National Park, Zion National Park and more.



THEATER, MUSIC & DANCE

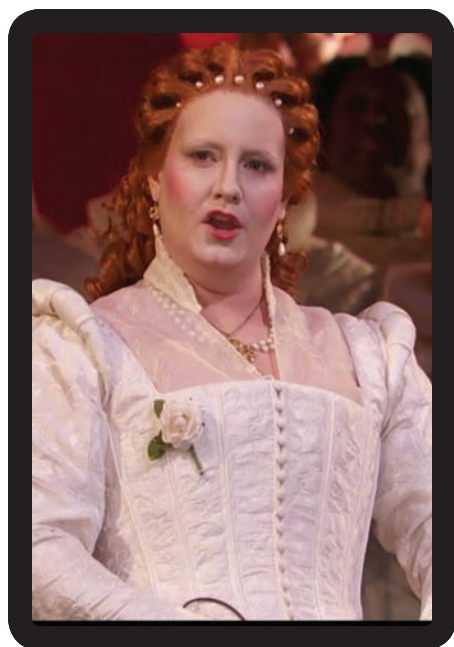
Opera has the power to transport you to another time and place. The Metropolitan Opera (metopera.org) offers a free stream of past shows every night at 7:30 p.m. Eastern time. The featured shows are pulled from the company's Live in HD series and will be available for a period of 23 hours before a new show is posted.

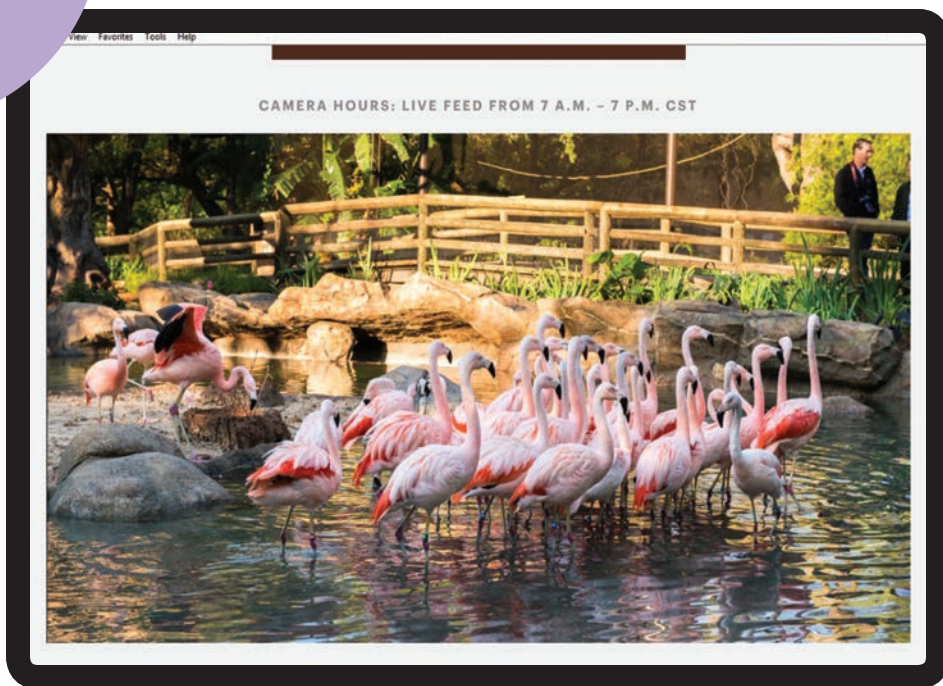
In "Maria Stuarda," the stage was transformed into an Elizabethan theater rich with colors, costumes and hairstyles from the era. Combined with

music and dance to lift the spirits, you may feel as though you had a vacation from the world's problems.

Performances are free to view, but the Met does welcome donations (no login is required to donate).

Updated daily, WhatsOnStage (bit.ly/2AoBu7J) offers free online stage shows, musicals and opera. Find a company of actors with The Show Must Go Online, delivering a reading of Shakespeare's "The Two Gentlemen of Verona" using Zoom technology.





If you love penguins, **Aquarium of the Pacific** (bit.ly/3dC06lr) offers above- and below-water penguin webcams live 24/7, as well as webcams for its shark lagoon, moon jelly, sea nettle, tropical reef and Honda blue cavern exhibits. Also, watch nest boxes of penguins during their breeding season.

Georgia Aquarium provides a beluga whale cam (bit.ly/2YVNJ5J), a jellyfish cam (bit.ly/3btd1e2), an Indo-Pacific Barrier Reef cam (bit.ly/2T0xQHr) and an African penguin cam (bit.ly/3fGWQ09).

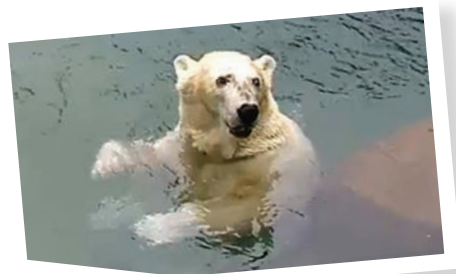
ZOOS AND AQUARIUMS

Bonding with pets has health benefits, and even just watching animals can have calming effects. Zoos and aquariums offer free webcam viewing, and because the animals have to be cared for daily while closed to the public, they welcome donations.

Houston Zoo (bit.ly/2LjTGl8) webcams offer live feeds of elephants, giraffes, rhinos, flamingos, gorillas, chimpanzees and leafcutter ants from 7 a.m. to 7 p.m. Central time.

Zoo Atlanta (bit.ly/2WPSgnJ) panda cam gives viewers a glimpse into the lives of two giant pandas. The webcam is available 24/7, but daylight hours provide the best viewing opportunities.

San Diego Zoo Live Cams (bit.ly/3btAg7X) provide live cams of baboons, penguins, polar bears, apes, koalas, giraffes, elephants, tigers, owls and condors, as well as a panda cam archive (the pandas were repatriated to China, their ancestral homeland). Live cams run from 7:30 a.m. to 7:30 p.m. Pacific time. When it's dark, the zoo rebroadcasts the morning's stream.



The Monterey Bay Aquarium (bit.ly/2SxiweA) offers 10 live webcams. The aviary, kelp forest, moon jelly, open sea, sea otter and shark cams run from 7 a.m. to 7 p.m. Pacific time. The coral reef cam runs from 9:30 a.m. to 5 p.m., the jelly cam from 7 a.m. to 6 p.m. and the penguin cam from 7 a.m. to 5 p.m. Pacific time. The Monterey Bay cam runs for 24 hours. You can also watch live feedings at open sea weekdays at 11 a.m. or live feedings of sea otters weekdays at 1:30 p.m. One of the unique opportunities provided by this aquarium is to watch the open sea cam. While you watch these stunning views, soothing music plays.



VIRTUAL MUSEUM TOURS

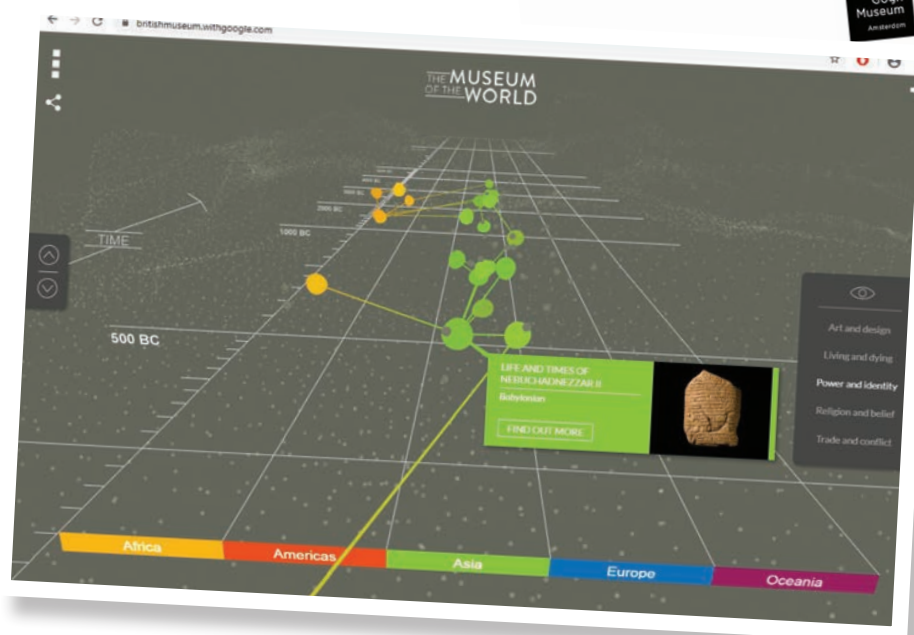
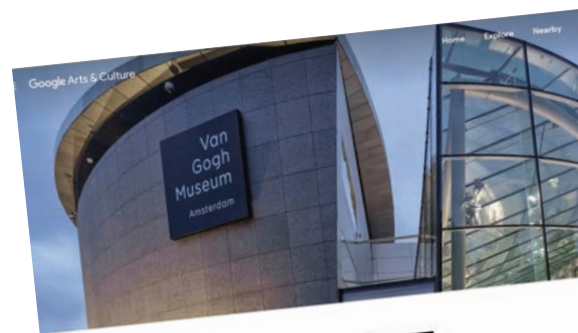
The British Museum (bit.ly/2YX48Hb) in London features a robust, digital archive of artifacts and artwork through the ages from 2000 A.D. to 2,000,000 B.C. With its interactive tool, select the world region, date and category, including art and design, living and dying, power and identity, religion and belief, and trade and conflict. Move back and forth through time by scrolling forward and backward with your mouse.

The world-famous **Louvre** (bit.ly/3dEuDoR) offers a virtual tour of art galleries. Experience virtual tours such as “Egyptian Antiquities, Founding Myths: From Hercules to Darth Vader and The Advent of the Artist.” One highlight is a behind-the-scenes video of the making

of the virtual reality Mona Lisa smartphone app for smartphone, available for free.

Google Arts and Culture (bit.ly/3cs8f1V) features a “museum view” tool to look inside various gallery spaces from world-famous museums across the globe, including Amsterdam’s Van Gogh Museum and the Rijksmuseum, Los Angeles’ J. Paul Getty Museum,

New York’s Guggenheim, Washington’s National Gallery and much more. Explore “Over 2,000 collections, 10,000 artworks, and 10,000 places” with Google.





HANDLING THE HUCKSTERS

20 TIPS TO RECOGNIZE AND AVOID SCAMS

Scammers will try to take advantage of every situation. They are brazen enough to crash a funeral to swindle the bereaved with tales that the departed person owed them money. They pretend to be someone's grandchild over the phone to cheat an unsuspecting grandparent. And they are unscrupulous enough to exploit people during a global pandemic.

Every scam, con and swindle is created in effort to steal your personal and financial information. Don't let them. Be skeptical of every unsolicited phone call and email you receive, and take care when surfing the web.

JUST HANG UP TO AVOID PHONE FRAUD

1. Don't answer calls from phone numbers you don't recognize or calls you're not expecting. If you answer and discover it's a robocall, just hang up. You don't need to say

anything, and you don't owe any explanation.

2. Never give personal information to unknown callers or allow them access to your computer over the internet. Instead, hang up and call the organization directly to find out if the call was legitimate.

3. If someone calls and claims to be with a government agency, no matter how official or serious the situation sounds—hang up. The longer you stay on the line, the more likely you are to become a victim.

4. Don't trust callers just because they know some of your personal information. Due to numerous data breaches, many fraudsters are providing victims with their SSN to build trust.

Contact the agency that supposedly called you. Look up

Be skeptical of every unsolicited phone call and email you receive, and take care when surfing the web.

the number on your own—don't trust your caller ID or the number the caller may have given you.

DON'T GET HOOKED BY EMAIL PHISHING SCHEMES

5. Don't trust the display name. Often, a phishing email will come from an address that appears to be genuine. Hackers aim to trick recipients by including the name of a legitimate company within the structure of the email and web addresses. If you only glance at these details, they can look legitimate. However, if you examine

them, you may find that it's a bogus variation intended to appear authentic—for example, customerservice@mail.macys.work rather than customerservice@macys.com.

6. Look but don't click. Hover your mouse over any links embedded in the body of the email. If the link address looks suspicious, don't click on it.

7. Check for spelling mistakes. Legitimate messages usually do not have major spelling mistakes or poor grammar. Read your emails carefully and report anything that seems suspicious.



Phishing is one of the most popular email scams. Hackers use “bait”—a seemingly legitimate file or link—to “phish” for victims and gain personal information. Email security threats come in many forms.

FIRST-LINE DEFENSES AGAINST GENERAL SCAMS

- **AARP Fraud Watch Network** (aarp.org/money/scams-fraud): Call 877-908-3360 to talk to a trained volunteer on the Fraud Watch Helpline.
- **California Attorney General's Office** (oag.ca.gov/consumers#topics): Learn about common scams and other consumer issues.
- **FBI** (ic3.gov/default.aspx): File a report with the Federal Bureau of Investigations Internet Crime Complaint Center.
- **Federal Trade Commission** (ftc.gov): File a consumer complaint, report identity theft and register for the Do Not Call list. Report suspicious emails to the Federal Trade Commission at spam@uce.gov. If you believe you have been taken advantage of by a spam scam, file a complaint with the FTC online at ftc.gov/complaint.



8. Analyze the salutation. Be wary of any email addressed to a vague “Valued Customer.” Legitimate businesses often use a personal salutation with your first and last name.

9. Don't provide personal information. Legitimate banks and most other companies will never ask for personal credentials via email.

10. Beware of urgency and drama. Invoking a sense of urgency or fear is a common phishing tactic. Beware of subject lines that claim your “account has been suspended” or your account had an “unauthorized login attempt.”

11. Review the signature. Lack of details about the signer or how you can contact

a company strongly suggests a phish. Legitimate businesses always provide contact details.

12. Don't click on attachments. Hackers commonly include attachments that contain viruses and malware, which can damage files on your computer, steal your passwords or spy on you without your knowledge. Don't open any email attachments you weren't expecting.

13. Don't believe everything you see. Phishers are extremely good at what they do. Just because an email has convincing brand logos, language and a seemingly valid email address does not mean that it's legitimate. If it looks even remotely suspicious, don't open it.

14. Don't be fooled by scammers running fraudulent fundraisers.

GoFundMe.com offers detailed advice about how to distinguish a genuine GoFundMe campaign from a fake one.

STAY SECURE WHEN WEB SURFING

15. Only visit secure websites with domain names you recognize.

A secure website begins with **https://** rather than **http://** and has a padlock symbol in the top left corner. That "s" stands for secure and means that your data is encrypted as it passes from your internet browser to the website's server. That "s" does not mean the site is legitimate, however, so make sure you recognize the organization and domain name. Bookmark trusted websites for future use.

16. Choose strong passwords.

Use uppercase letters mixed with lowercase letters, numbers and, if the system allows, special

characters. Do not include any personal information in your password that hackers can guess from other personal information they obtain. Do not use the same password across multiple websites, because that increases the chance of having the password compromised. Do not use a single word spelled correctly in any language. This is the time to intentionally misspell a word or use numbers and symbols in the place of letters.

17. Choosing a strong password is easier said than done, right?

And how do you remember all those strong passwords? Invest in a good password manager (bit.ly/2yUlz0i) that has other security features.

18. Install antivirus software on your computer and keep it up to date.

19. Invest in identity theft protection

(bit.ly/2Z1H75V).

20. Monitor your credit for free

(bit.ly/2Wsk3LO).

CORONAVIRUS SCAM ALERT

SAFEGUARD AGAINST THESE COVID-19 SCAMS

- Scammers are approaching residents of senior housing and assisted living facilities about "opportunities" for COVID-19 testing
- Beneficiaries are receiving robocalls about "special virus kits" and being asked for their Medicare number to send a "free" test
- Health care agencies are receiving scam emails offering COVID-19 testing services that can be ordered through a telehealth provider
- Online services offer a free vaccine in exchange for their Medicare number
- Fraudulent emails claim to be from the Centers for Disease Control and Prevention or other experts offering information on the virus
- Cybersecurity scammers send a link that implants PC ransomware

CORONAVIRUS SCAM RESOURCES

- California Health Advocates (cahealthadvocates.org) is a Medicare advocacy and education nonprofit in California.
- The Federal Communications Commission (fcc.gov/covid-scams) has issued consumer warnings and safety tips regarding COVID-19.
- The Federal Trade Commission (bit.ly/2SZr30K) provides information about and support against scammers taking advantage of fears surrounding COVID-19.
- The Orange County District Attorney's Office has established a coronavirus scam hotline at **714-834-3482**.



David and Susan Dearing call themselves “cheerleaders for life” in Laguna Woods Village.

BY KIM CAMPBELL THORNTON

David and Susan Dearing are former teachers who moved to the Village 14 years ago from upstate New York to be closer to Susan’s mother, a Village resident who had Parkinson’s disease. They had planned to move on eventually, but by the time Susan’s mother died in 2012, the California weather had worked its magic. The Dearings decided to stay.

A large part of that decision was based on their active involvement in the community.

“Susan and I were traveling cross-country in a U-Haul towing the car, and we had a discussion about what we’d like to do when we arrived



here,” David says. “Susan said she would like to become involved with the Democrats, which she has beyond her wildest dreams. And I was an English teacher and did theater with my students in school, and I said, ‘I’d like to get involved in some theater.’”

He recently cast “Tempest: A Musical” for a late-summer opening, COVID-19 permitting. Zoom rehearsals will allow the players to get their act together.

“We’re willing to do it any time that it’s safe for everybody,” he says.

While theater has kept him busy—he directed Shakespeare on the Patio in 2008 and acted in later performances of it—he also indulged a love of music, performing in the Village’s first rock band, the Village Idiots—a

David Dearing, a member of the camera club, teaches beginning to intermediate photography and digital photography—and enjoys presenting travel photos to members.



“The best way to get to know people is to volunteer in a club. Yes, it takes work and many people feel that they’re now retired and therefore they shouldn’t have to ‘work’ anymore. But I think it gives you a reason to get up every day, it makes you feel productive, and you still have lots of time to do the things you want to do.”—*Sue Dearing*

riff on a digital music tool (Musical Instrument Digital Interface) the band used for the almost 10 years they were together, disbanding just recently.

He’s a member of the camera club as well. He teaches two classes—beginning to intermediate photography and digital photography tips—and enjoys presenting travel photos to members.

Staying at home hasn’t affected Susan’s political activism, which also relies on Zoom for board meetings as well as monthly speakers, who are broadcast on Village Television. The shutdown isn’t limiting the group’s activities. They’re doing phone banking, wellness checks on seniors and making meal and care kits for people who are homeless. The kits are delivered to South County Outreach in Irvine for distribution.

“We’ve also been tuned into some of the mask-making activities that Kathy Wolin is organizing,” Susan says. “We try to tell our

members about everything that’s going on in the Village and ways they can help and ask if there are ways we can help them.”

Going After What They Want

Living in the Village also allows them to be physically active, even if they can’t currently go to the fitness center or participate in events such as Village Games and Battle of the Fitness Centers as in years past. The friendly competition of the Village Games had David participating in bicycling and golf and Susan in basketball and swimming. Those are individual competitions, but the team aspect and camaraderie of the Battle of the Fitness Centers also appealed to them.

Susan, who was the blue team’s coordinator one year, values the opportunity it brings to meet people she might not otherwise know—and cheer them on—over the course of the two-week competition. Even if they didn’t become best friends, she still enjoys running into

teammates in the Village and catching up with them.

“There are so many people in this Village and so many interesting stories and standing around waiting, you have a chance to find out people’s stories,” Susan says.

The competitions were also opportunities for clubs to get out their messages and provide services to residents. The Democratic Club had a voter registration table, Susan says. With new people always moving into the Village, it was a chance to help them get registered with the party of their choice. Besides participating in the events, David documented them for the camera club and made movies of the closing ceremonies for two years.

“The nice thing about Battle of the Fitness Centers,” David says, “is that although there’s a red team and a blue team, there was a lot of cross communication, there were a lot of friends made, friendly rivalries. It was a nice event.”

Since Zumba and other fitness classes are on hiatus for now, the Dearings get their exercise through workouts at home and walks outdoors. They especially appreciate the landscaping, both for its beauty and for the ability to wave to other walkers without getting too close to them.

“Because we don’t live that close to each other, you get to go outside and walk and still keep a safe distance,” Susan says. “It’s green and there are flowers and it’s beautiful.”

The Dearings don’t have to trek far to indulge their love of travel. The skiers have been known to head to the mountains in the morning to go skiing, drive back, and then go to the beach. If they want to spend a few more hours on the road, they can drive to Lake Tahoe.



The clubs and clubhouses also help to make the Village a special place to live. The clubs frequently organize events of all kinds, from classes to parties to dances. Clubhouses offer reasonably priced venues for private birthday and anniversary parties and are the sites for concerts and holiday gatherings.

“So many of the events we go to are organized by clubs, by the people who live here and who know what people want, and that’s why it’s great,” Susan says.

Traveling Derring-Do

As much as they love living in the Village, the Dearings also enjoy foreign and domestic travel, which they’ve done throughout their lives. A teaching opportunity for David took their family to Great Britain for eight months, and they took the chance to

show their children other parts of Europe as well, including Scotland, France and Austria.

In her younger years, Susan lived in Paris and Vienna for a year each, using them as bases for travels elsewhere on the continent. They’ve roadtripped across the U.S., taken cruises with friends and make frequent visits to see their kids and grandkids. David is an avid motorcyclist—he’s been riding since 1959—and has made motorcycle tours of Morocco, Peru, South Africa and Mexico. He’s hoping to ride in Greece next year. And, of course, they enjoy traveling closer to home: to Lake Tahoe, San Diego, Arizona and Las Vegas, where shows, not gambling, are the attraction for them.

But for sheer beauty and ease of accessibility to things to do,

they don't have to go far from home. The ocean is only a few miles away. David, a long-time skier, has been known to head to the mountains in the morning to go skiing, drive back, and then go to the beach. If he wants to spend a few more hours on the road, he can drive to Mammoth or Lake Tahoe for skiing.

"Not only do we have everything here in the Village, but there also are lots of wonderful places to travel as day trips," he says. "It's summer camp year-round in a place with wonderful weather."

Family Gets in the Act

When they are at home, there can be almost too much to do, they say with a laugh. It's easy to get involved in many different activities.

It's not just David and Susan who enjoy the amenities of living in the Village. When their children and grandchildren come to visit, they get to play, too. Swimming, horseback riding, tennis and golf are just a few of the activities that all the family members can enjoy.

"It just helps you stay active and healthy longer and be able to lead more productive lives," David says. "That's why we like living here."

It's a big change from their previous life in New York, where they lived in a log cabin in the mountains. The move was a big change, but one they quickly came to appreciate, not only

David Dearing, a former English teacher who did theater with his students, wanted to get involved in theater. It has indeed kept him busy—he directed Shakespeare on the Patio in 2008 and acted in later performances of it, and he recently cast "Tempest: A Musical" for a late-summer opening, COVID-19 permitting.

for the weather but also for the diversity of culture and activities and the support provided by clubhouse supervisors, the people who serve on housing mutuals, the recreation managers and the landscapers.

They all contribute to the pleasures of living in the Village, the Dearings say. It's not unusual for them to take people on personal tours of the area, many of whom end up deciding to move here.

The concept of sharing is part of what helps the community to survive and thrive. Taking advantage of the amenities and activities is the cherry on top of the sundae. They might not have time to make it to all the events, but they like knowing they have access to them.

For newcomers, the Dearings have one important piece of

advice: Take your time deciding what you want to do.

"You don't have to jump in and do everything at once," David says. "Don't eat everything at once off the buffet. Just take it easy and look around."

Susan adds one more suggestion. Once you've decided how you want to spend your time, decide as well what you might like to volunteer for.

"The best way to get to know people is to volunteer in a club," she says. "Yes, it takes work and many people feel that they're now retired and therefore they shouldn't have to 'work' anymore. But I think it gives you a reason to get up every day, it makes you feel productive, and you still have lots of time to do the things you want to do."





PREPARED IS PRO

DISASTER PREP

CHECKLIST

- ☐ FIRST AID KIT
- ☐ FLASHLIGHT, RADIO AND
- ☐ BLANKETS, CLOTHES

PREPAREDNESS ACTION



Plan now to ensure that you and your household are ready in the event of disaster.

Perhaps the most important thing you can do to survive and recover from a disaster is to prepare for one. From Laguna Woods Village to the City of Laguna Woods to Orange County to the California Governor's Office of Emergency Services, rest assured there are detailed plans in place to assess and mitigate diverse manmade and natural disasters, which are managed initially by local officials who seek assistance from higher levels of government when necessary.

Prepare Yourself and Your Home

Disaster preparedness begins at home. Start now to ensure that you and your household are ready.

1 **Communicate with loved ones to formulate a plan.** This plan must accommodate your needs for an extended time period without electricity, water, grocery stores and local services. This plan should include all individuals in your household, including pets. [ReadyOC.org](https://www.readyoc.org) offers templates for disaster plans.

2 **Prepare a kit.** You'll need enough supplies for you and your household (including pets) for at least three days. [ReadyOC.org](https://www.readyoc.org)



lists the items and important documents to prepare. A basic kit should contain:

- Water (a gallon per person per day)
- Nonperishable food (items that don't require heating or cooking)
- Pet food and supplies
- Manual can opener
- Cooler
- Prescription medications
- First-aid supplies
- Flashlights
- Extra batteries
- Battery-powered radio
- External rechargeable battery pack for smartphones and devices
- Whistle to call for help
- Face masks
- Wipes and trash bags for personal sanitation
- List of important phone numbers
- Important documents

3 Register to receive emergency alerts from local officials. Sign up for Village emergency alerts, CodeRED (at the Village website or resident portal) and city and county emergency notifications.

4 Gather important phone numbers and program them into your smartphone.

Keep a list in your kit in case you lose cell phone service.

Phone numbers to keep handy include:

- Fire department
- Paramedics
- Police
- Hospital
- Doctor
- Relatives
- An out-of-town contact who will serve as the point person for communication

5 Place flashlights in easily accessible locations that you can find in the dark, such as a drawer next to your bed.

6 Install surge protectors to protect electronic equipment.

7 Keep a backup of important documents and computer files.

8 Make sure you can manually open your automatic garage doors or gates.

9 Maintain a half-full gas tank in at least one car at all times.

The Village Is Ready

As a private community, Laguna Woods Village is prepared for manmade and natural disasters. "The Village trains both staff and residents for disasters," said Carlos Rojas, director of the Department of Security Services. "The Disaster Preparedness Task Force (DPTF) is the volunteer corps that is critical to our disaster preparedness."

Their training includes:

- Emergency Operations Plan protocols
- Emergency radio operations
- Disaster preparedness outreach
- Radio drills
- Training meetings
- Participation in exercises

"The Village has an established Emergency Operations Plan that is aligned with local, state and federal government entities," Chief Rojas said. "This plan provides guidance to staff when implementing the Incident Command System in the event of a disaster. The Emergency Operations Guide is available to all residents in Laguna Woods Village." Visit bit.ly/2zmRk2v to view the guide.

Village programs like the DPTF and the Good Neighbor Captain Program (bit.ly/2zmcGwN) are designed to protect residents in an emergency. The Village also uses its own emergency notification system, CodeRED, to keep residents notified in the event of a large-scale emergency. In addition, the DPTF office on the first floor of the Community Center offers kits available for sale to all residents. Learn more about these programs at the Village website.

County & City Have Our Backs

County and city governments work closely together to prepare for and during an emergency. They provide the initial emergency response, activate the Emergency Operations Center and the Emergency

Operations Plan, coordinate the response with public and private organizations, notify state emergency management of the scope of the situation, activate mutual aid, proclaim a local state of emergency and request assistance from the state when needed.

The City of Laguna Woods published a Local Hazard Mitigation Plan (bit.ly/36oRoLk) that addresses 14 hazards: wildfires, earthquakes, floods and storms, landslides, extreme heat, airplane accidents, natural gas pipeline accidents, energy shortages, water shortages, public health crises, radiological accidents, hazardous materials accidents, terrorism and civil disturbances.

Orange County, in cooperation with Laguna Woods and other cities, offers AlertOC to keep residents and local businesses informed during emergencies via voice/text messages, emails and alerts to hearing-impaired devices. Register at bit.ly/3e9sySg or call **949-639-0500**.

The OC and its cities funded resources to help residents prepare for disasters. Find basic and expanded lists of what to keep in an emergency kit, important documents you will need and more at ReadyOC.org. Find a template to fill in important information, a checklist from the American Red Cross, a FEMA Financial First Aid Kit and more.

Now Offering Virtual Seminars

Let us come to you! Attend our free online education seminars from the comfort of your home.

Medicare 101

Not sure which Medicare plans and options are the best fit for you or a loved one? MemorialCare is here to help you. We will connect you to resources that provide education on all you need to know about Medicare. Register today for one of our free webinars that will provide an educational overview of the different parts of Medicare (A, B, C and D). You'll find information that can help you make decisions about the coverage options that best meet your needs.

Choose the webinar date and time that fits best with your schedule at: memorialcare.org/MCEvents



Wellness Seminars

For the safety of our community, we are offering virtual wellness seminars taught by our physician specialists at Saddleback Medical Center.

Register for an upcoming class at: memorialcare.org/SBEvents





VILLAGE TELEVISION

MAKING BROADCAST HISTORY

A few of TV6's many highlights throughout its 55 years

Monday, October 11, 1965:

Channel 6's first live broadcast took place in the Clubhouse 1 Main Lounge "studio"—a program hosted by Harry Babbitt, a public relations professional who promoted the new Leisure World community. Babbitt had been a big-band singer best known for his work with Kay Kaiser and his College of Musical Knowledge on the radio.

1968: Tony Accone, one of the first sports broadcasters at Channel 6, went on to become president of the Speed Channel, now known as Fox Sports 1.



1979: Regis Philip visited the community and produced a piece (bit.ly/3fL28YH) for Los Angeles KABC prime-time news with Jerry Dunphy and Christine Lund. A majority of the news story featured Channel 6 and the uniqueness of community programming.

March 1989: The community's six-month-long 25th anniversary celebration kicked off in March with an 85-participant parade. Channel 6 broadcast the parade live as it made its way down Calle Aragon.



NEW SPORTSCASTER — Tony Accone, 24, has been added to the staff of Channel 6 closed circuit television, and presents a daily 30-minute commentary and sports program from 3 to 3:30

p.m. Monday through Friday. The young sports announcer has combined a career as student, athlete, actor and cameraman in the past few years. — NEWS Photo



September 10, 1989: A time capsule was buried at Clubhouse 1 with a copy of the 25th anniversary logo, a copy of "Leisure World News," a Channel 6 TV guide and 1973 financial data. Channel 6 covered the event live on television from the grounds of Clubhouse 1.

October 27, 1993: Channel 6 is the first television station on the ground to cover the Laguna Beach fire. Camera operator Paul Ortiz is the first to videotape the fire as it morphs from a brush fire to a raging inferno when embers jump a firebreak into Laguna Beach and Emerald Bay. The top half of Emerald Canyon burned at a rate of 100 acres per minute. Fire flashed across Laguna Canyon Road in six places, leaping up the slope with 200-foot flames. Fire burned 1.25 miles of brush in 17 minutes to reach Canyon Acres. Archive video from that day is at the Nix Nature Center on Laguna Canyon Road.

● Visit the Village TV on the community website to find programming and contact information, how to use the Community Message Board and more. Visit our YouTube channel at lagunawoodsvillage.com/youtube to view previous "This Day" broadcasts, Village news, governance meetings and dozens of other videos.

DON'T MISS OUR POPULAR PROGRAMMING

- **This Day:** Lisa Hart and Ken Goldenberg interview board members, guests from Village clubs and others with interesting information to share with Village residents and the general public. Broadcast Monday through Saturday at 9 a.m. during the ongoing COVID-19 crisis.
- **Discovering Laguna Woods:** Take an adventure around Laguna Woods with Cindee Whitney. Broadcast Wednesdays at 9:30 a.m. and Sundays at 9:30 a.m.
- **Wellness in the Woods:** Learn about upcoming events and get information that can benefit your health and wellness. Broadcast Wednesdays at 10 a.m. and Sundays at 8:30 a.m.
- **Espanol in Laguna Woods:** Join Rebeca Gilad in learning Spanish in creative and delicious ways. Broadcast Wednesdays at 3:30 p.m. and Saturdays at 1 p.m.
- **Tales from the Woods:** An entertaining daytime drama about the lives of Laguna Woods women and the people they encounter. Broadcast Mondays at noon and Fridays at 6 p.m.
- **Your Health with Lisa Hart:** Join host Lisa Hart for in-depth discussions with doctors, nurses and executive staff regarding modern medicine, latest technologies, advanced treatment options and all things health related. Broadcast Wednesdays at 4 p.m. and Saturdays at 2 p.m.
- **Welcome to My Home:** Take a journey into the home of Laguna Woods residents to learn about their history and culture. Broadcast Mondays at 9:30 a.m. and Thursdays at 10 a.m.
- **Esther's Laguna Woods Show:** Esther Grossfield interviews new and interesting guests each month to discuss topics that interest you most. Broadcast Thursdays and Saturdays at noon.
- **Good Day OC:** Enjoy a variety of helpful and informative topics with Amy Osmond Cook and Lauren Solomon. Broadcast Fridays at 11:30 a.m. and Sundays at 1:30 p.m.
- **Beyond the Red Carpet:** Francine Brokaw takes you on a fun and new adventure each month. Broadcast Fridays at 6:30 p.m. and Saturdays 8:30 a.m.



RESIDENT SERVICES

SERVICES DURING SHUTDOWN

How we continue to come through for you during a crisis

While many things may be postponed, canceled or otherwise a no-go for the foreseeable future, the Department of Resident Services offers plenty. Here's a rundown of what's ongoing, what's suspended and what you can do online.



Ongoing services:

- Entry door repairs
- Sliding glass door repairs
- Entry door lock repairs/replacements
- Mailbox lock repair/replacements
- Window repairs
- Drywall repairs
- Plumbing emergencies
- Electrical emergencies

Suspended services:

- Appliance replacements
- Nonessential maintenance appointments
- Reimbursement items
- Program work

Online services:

- Visit the resident portal for viewing billing statements, checking account balances, making payments via credit card, monitoring work order status, entering or updating emergency contacts, reviewing vehicle information and submitting a request.
- Use DwellingLive to register guests, print passes, email passes and receive text message alerts.

For information on *how to access the resident portal and DwellingLive*, please review pages 22 and 23 of the April/May 2020 issue of the Village Breeze.





RESIDENT SERVICES Q&A

I called Resident Services to report a bee hive forming on the awning of our building, but when I looked in my resident portal account there was no work order listed. Why?

Only work orders specifically associated with your unit will show on your resident portal account. Requests for work in the community's common areas, for the building or on behalf of a neighbor will not show up on your portal account. To track reported common-area work orders, contact Resident Services with the date the issue was reported as well as location of the problem.



- Call **949-597-4600** 8 a.m. to 5 p.m., Monday through Friday
- Call **949-580-1400** after hours for Security Dispatch
- **lagunawoodsvillage.com/residents/resident-services**

Registrations, RFIDs in 1, 2, 3

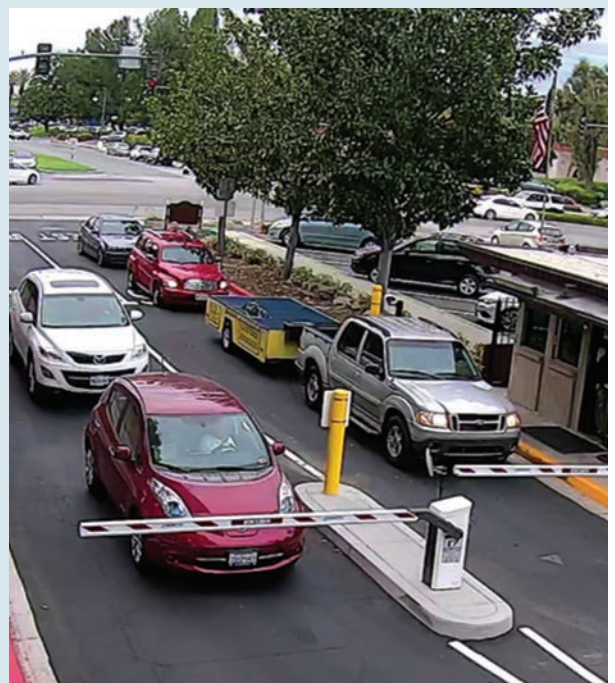
By appointment only during the COVID-19 pandemic

Follow these three simple steps:

- 1 Take a photo of your registration with your smartphone and email **community.access@vmsinc.org** to make an appointment.
- 2 A customer service agent will call to verify your occupancy and set an appointment date and time.
- 3 Security staff will go to your vehicle per your instructions and apply the registration decal or RFID.

In order to protect our residents and maintain social distancing, there is no need to meet Security staff at your vehicle. Once the vehicle has been registered, you will receive a confirmation email with instructions on how to verify your vehicle information at **portal.lagunawoodsvillage.com**.

Purchasing an RFID tag for \$25 per vehicle is the most secure and convenient way to access your community.





KEEP FIRM FOOTING

How Social Services and Saddleback Medical Center help maintain equilibrium.

In 2018, the Social Services Division and Saddleback Medical Center formed a partnership in which Saddleback employs a social worker within the division, offering a cost-effective way to provide direct services to residents.

One of the greatest areas of need that was quickly identified was fall prevention. The partnership expanded when the Foundation of Laguna Woods Village agreed to fund and underwrite a balance and fall prevention program, “A Balancing Act.”

The program features an exercise class led by MemorialCare Physical Therapy and a physician lecture series on topics that relate to balance and fall prevention. To date, nearly 60 residents have graduated from the eight-session exercise course and almost 300 residents have attended the lecture series. Both the classes and the lectures provide residents the opportunity to directly address their concerns for safe mobility, either with a physical therapist or a physician. This opportunity is one of the greatest values of the program—a convenient medium for residents to speak with experts about the health issues most important to them, all at no cost.



What Residents Say About the Exercise Class

“Susan Yokum, our instructor, was excellent! She was knowledgeable, kind, professional, sincere, caring and presented a wonderful style of teaching. Very devoted to her students.”

“The class helped me tremendously with my walking.”

“[The] exercises were easy and completely explained. Susan explained the many ways to improve flexibility. The class was inclusive and the exercise handouts allow us to practice at home.”

“Excellent class ... it really helped me. I’ll probably repeat it in the future.”

Balance Exercise Program

These exercises from Saddleback Medical Center* can help improve and maintain stability.

Single leg balance

Shift weight on one leg and keep torso tall and upright. Lift the opposite leg and hold your balance. Hold on to a chair or the kitchen counter, and then progress to balancing without any support.

- Hold for 10 seconds.
- Repeat for five to eight repetitions.
- Perform this exercise once a day.

Partial tandem stance

Bring one leg forward, stepping 1 to 2 feet forward. Soften both knees and keep hips squared.

To advance this exercise, close your eyes while maintaining equal weight on both legs.

- Hold for 10 seconds.
- Repeat for five to eight repetitions.
- Perform this exercise once a day.

Feet together eyes closed

Stand near a wall or your kitchen counter. Bring your feet together as close as possible and hold your balance. When you are solid in your stance, close your eyes and keep your balance on your feet.

- Hold for 10 seconds.
- Repeat for five to eight repetitions.
- Perform this exercise once a day.

**Perform exercises at your own risk.*



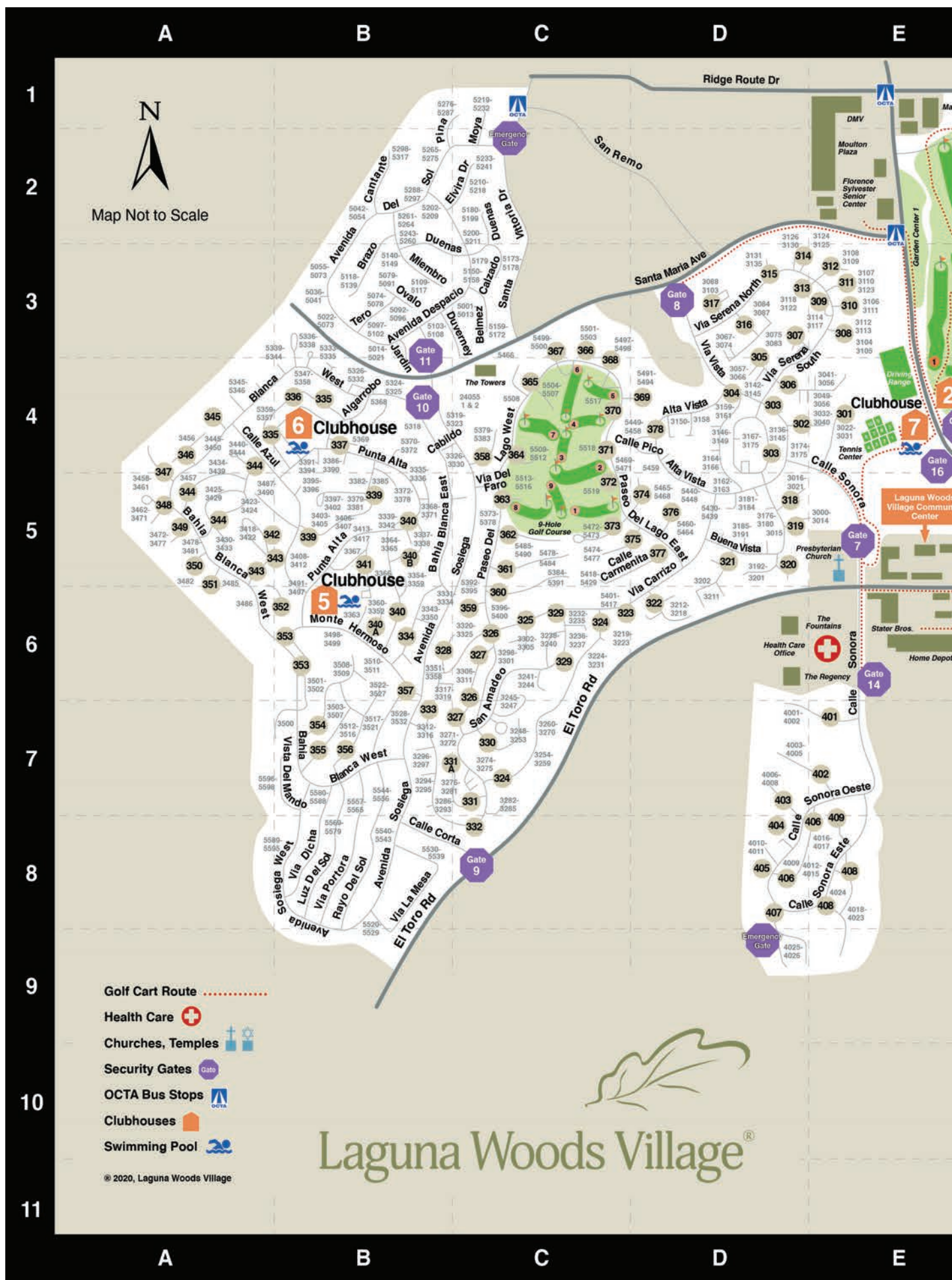
SOCIAL SERVICES IS HERE FOR YOU

Call at **949-597-4267** from 8 a.m. to 5 p.m. Monday through Friday for support:

- Comprehensive in-home assessments by social work professionals
- Support groups on caregiver support, bereavement, healthy aging, anxiety and more
- Workshops and seminars on timely topics of health and wellness for successful aging
- Short- and long-term care planning
- Short-term counseling services
- Connecting residents to caregiver services, transportation, and programs for meal delivery, mental health, dementia care, social engagement and more

All services are confidential.

LAGUNA WOODS VILLAGE COMMUNITY STREET MAP







KEYS TO THE COMMUNITY

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

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 949-380-0155

Foundation of Laguna Woods Village 949-268-2246

Laguna Woods Globe 949-837-5200

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

Laguna Woods History Center 949-206-0150

Lost and Found 949-597-4435

RV Storage Inquiries 949-268-2284

Saddleback College Emeritus Institute 949-770-9669

The Towers 949-597-4278

RECREATION AND AMENITIES

19 Restaurant and Lounge 949-206-1525

Clubhouse 1 Office/Pool 1 949-597-4281

Clubhouse 1 Fitness Center 949-597-4284

Clubhouse 2 Office/Pool 2 949-597-4286

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

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

Clubhouse 5 Office/Pool 5 949-597-4382

Clubhouse 6 Office/Pool 6 949-597-4436

Clubhouse 7 Office 949-268-2417

Clubhouse Reservations 949-597-4227

Community Fitness Center 949-268-2275

Equestrian Center 949-597-4275

Golf and Village Greens 949-597-4336

Golf (Par 3 Course) 949-597-4334

Monthly Excursions 949-597-4273

Performing Arts Center 949-597-4289

Performing Arts Center Box Office 949-597-4288

Recreation Office 949-597-4273

Village Library 949-597-4274

Village Television 949-597-4295

RESIDENT SERVICES

Manor Alterations Division 949-597-4616

Resident Services 949-597-4600

Social Services 949-597-4267

SECURITY

Compliance Hotline (anonymous) 949-268-2255

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

Disaster Preparedness Task Force 949-597-4237

TRANSPORTATION

Village Bus System 949-597-4659

UTILITIES

Broadband (Cable) 949-837-2670

El Toro Water District 949-837-0660

Southern California Gas Company 877-238-0092

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

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

West Coast Internet Customer Service 949-487-3302

DON'T FORGET TO JOIN US ON FACEBOOK!



SECURITY SERVICES

KEEP COOKING SAFELY

Kitchen safety, fire extinguishers and smoke alarms

Because more folks are cooking meals

at home these days, there is an increased danger of kitchen fires or kitchen-related smoke incidents in the Village, requiring a response by the Orange County Fire Authority (OCFA). OCFA provides outstanding service and emergency response to our community, but it might take firefighters several minutes to arrive on scene, and significant damage can occur during that time.

OCFA offers a brief video on kitchen safety and the use of a fire extinguisher at (bit.ly/2WWt1Am). All residents are encouraged to keep at least one fire extinguisher in their unit. If you have only one extinguisher, keep it somewhere close to the kitchen. In the event of a small stove fire, an extinguisher can quickly stop the flare-up. For safety reasons, always call 911 immediately. Quickly exit the unit if you feel unsafe.

Remember the PASS technique when using an extinguisher: Pull, aim, squeeze and sweep.



It's best to have a multipurpose fire extinguisher, such as one for Class A-B-C fires. Here's a quick guide to what those letters mean:

- **Class A:** Ordinary combustibles like cloth, wood and paper
- **Class B:** Flammable liquids like grease, gasoline and oil
- **Class C:** Electrical appliances and tools

Smoke Detectors

All units also should have working smoke detectors that will alert residents in the event of a fire. OCFA offers the following tips about smoke detector installation and inspection:

- Install smoke alarms on every level of the home and both inside and outside each bedroom and sleeping areas
- Install smoke alarms on the ceiling or high up on the wall
- Use interconnected smoke alarms: When one alarm



sounds, they all sound

- Consider special alarms with strobe lights or bed shakers if household residents are hearing impaired
- Replace all smoke alarms every 10 years
- Test all smoke alarms at least once a month by pressing the test button
- Change 9-volt smoke alarm batteries twice a year; smoke alarms with long-life batteries work for up to 10 years, so they never need changing (just replace every 10 years)
- Change the battery immediately if the alarm chirps a low-battery warning

SECURE VEHICLES AND POSSESSIONS

Lock car doors, close car windows and keep valuables out of sight.

While Laguna Woods Village takes pride in being one of the safest communities in Orange County, it is important for residents to remain vigilant, as the Village is not immune to theft. There has been an uptick in auto break-ins and theft, as well as items stolen from carports, open patios and some of the garden plots.

The Orange County Sheriff's Department and Village Security Chief Carlos Rojas want to remind all car owners:

- Keep your car locked when parked
- Never leave a window open—even a crack
- Never leave your keys inside your vehicle
- Keep valuable possessions, especially bicycles, golf accessories and garden tools, secured and out of sight.

OC Sheriff, VMS Security Increase Watch

The COVID-19 pandemic has changed some aspects of local law enforcement and detention. For example, some Orange County jail inmates are being released to help stop the spread of COVID-19 after Central Jail inmates tested positive.

During an interview with the Orange County Register, Sheriff Don Barnes said nonviolent offenders and those medically vulnerable were eligible for early release as a way to stop the spread of the virus and preserve medical resources.

“During this unprecedented moment, with substantial pressure on our health system, we are taking action to protect those in our custody, reduce the risk to our correctional personnel and ultimately preserve our mission to keep the public safe,” he said.

To that, Orange County Sheriffs have increased Village patrols, the VMS Department of Security Services has increased foot and vehicle patrols, and Security also is evaluating nighttime surveillance and vision equipment.



Remember: If you see something, say something. The Department of Security Services is on alert, but you can assist Security staff by reporting anything that looks suspicious. Reach Security at 949-580-1400.



YOUR FAQs ANSWERED

PROBLEMS SOLVED

I pay a great deal every month in HOA assessments. Where can I find a breakdown on where that money goes?

The greenbook, a.k.a. the business plan, mailed to member owners every year in November, contains a personalized letter about your assessments. Find four years' worth of assessments data on the Village website under Residents > Financial Services.



Find more about where your assessments go in the annual business plan.

Why is my internet speed so slow? I checked the speeds and have confirmed it is slow. What is going on with this service?

Slow internet speed is caused by many issues, most commonly old modems and wireless routers. The first step toward faster internet speed is calling West Coast Internet (WCI) and describing your problem. WCI will troubleshoot your issue by reviewing a checklist of possible causes and helping you find a solution.

I love the beautiful trees in the Village, but a large tree in front of my manor is causing part of the sidewalk to lift up. Is there anything that can be done?

Laguna Woods Village encompasses more than 640 acres of maintained landscape, which includes an urban forest featuring nearly 33,000 trees. Sometimes, issues arise that need extra investigation by the landscape department. Submit a Mutual Landscape Request Form for unique situations that occur with the landscape. The form can be found on the website under the landscape services section.

When landscaping issues arise, submit a Mutual Landscape Request Form, found on the Village website.



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

I know board meetings are shown on Village Television (TV6), but I have a satellite dish and don't get that channel. How can I watch the board meetings?

You can view a board meeting live, in real time, or view a past meeting on the Laguna Woods Village website. Find board meeting videos at Residents > Governance > Board Meeting Videos.

There are so many board and committee meetings in the community. How can I find out when the meetings are held and view the agenda?

The Village's detailed calendar shows all open meetings that take place in the community. The interactive Laguna Woods Governance calendar allows you to adjust the viewing style based on your preference. Visit the Village website under Calendars > Calendars Home.

How can I find out when maintenance work will be done around my manor?

The maintenance schedules and project logs for the community are updated monthly and posted on the Village website. This information will keep you up to date about maintenance projects in the community and at your building. Find the schedule and log under Residents > Services > Maintenance and Landscape.



The Village Social Services Division provides many confidential services, including short-term counseling and resource referrals.

I AM HAVING TROUBLE COPING WHILE CARING FOR MY ILL SPOUSE. WHO CAN I TALK WITH ABOUT MY SITUATION PRIVATELY?

Laguna Woods Village's Social Services Division has been serving the community since 1972. Social workers are available for short-term counseling, crisis intervention, support groups, educational programs, long-term care planning and resource referrals. All services are confidential. Reach Social Services at **949-597-4267**.



OH, RATS!

How you can help reduce the rodent population this season

During warmer months, mice and rats breed nonstop. Why is this a problem? Rats can birth up to 24 babies per year, and each mouse can birth up to 60 per year! Mice take just three weeks to reach sexual maturity, meaning each new mouse can contribute 60 babies of its own to the environment—and so on, and so on.

In addition to their breeding prowess, rodents must gnaw constantly to keep their teeth sharp and healthy, and they're not picky about what they chew on. Rats like to gnaw on soft materials accessed while sneaking about—boxes, storage materials, fabric or wiring. Teething is a big reason why rats can be dangerous inside homes.

Rodents also aren't particularly picky about where they live. They build small, tightly packed clumps of various debris in which they rest and eat. Rats drag paper, insulation, stray fabric and other trash into dry, warm, dark and secluded areas to build their nests.

How you can help reduce the rat population:

- **Be on the lookout** for fecal droppings, gnaw marks, paw prints, chewed wires or small holes or crevices in walls. Report any suspected rodent activity to Resident Services at **949-597-4600**.
- **Get rid of clutter**, as it provides great hiding spaces and nesting material for rodents. Further, finding evidence of rodents is easier if you don't have to dig through piles of belongings. Elevate belongings out of rodents' reach, and replace cardboard boxes with plastic ones.
- **Pick up** dropped seeds from bird feeders, or eliminate feeders altogether. Pick up fruit that has fallen from trees, and promptly pick ripe fruit.
- **Clean up** common crumb areas, including under stoves, refrigerators and dishwashers. Regularly sanitize countertops and keep them clear of food. Do not leave glasses of water out overnight. Remove uneaten pet food at night and keep pet bowls clean.
- **Upgrade your food storage** to airtight containers to make it harder for rodents to access it or recognize it as a possible food source.



Seed that has dropped to the ground from bird feeders is a big lure for rodents looking for an easy meal.

The Department of Landscaping Services has five full-time licensed pest-control personnel who maintain more than 1,000 bait stations throughout the community. These bait stations are black, four- or six-sided boxes placed outdoors in locations where they can be most effective. Never touch, move or open these boxes. If you have any questions regarding these boxes, please call Resident Services at **949-597-4600**.

SLOPE MAINTENANCE PLAN UNDERWAY

Landscaping crews work to reduce potential fire hazards in the Village.



Several years ago, for safety reasons, landscaping maintenance of our Village's large slopes had been reduced, and, as a result, is now overgrown. Not only is this overgrowth unattractive, some of it poses a potential fire hazard.

Northern California wildfires have spurred the Department of Forestry and Fire Protection (CAL FIRE) and the Orange County Fire Authority (OCFA) to institute new fire prevention regulations, many of which pertain to landscaping: Groundcover must

not exceed 12 inches high, shrubs must be shorter than 2 feet, and a clearance of 4 feet must exist between the bottoms of trees and tops of shrubs.

In cooperation with OCFA, Village Management Services staff developed a multiyear plan to quickly and effectively reduce plant fuel in the community. The goal during the first two years of the plan is to gain control of the overgrowth on the largest slopes. Work began last year in high-risk areas located at the western

Contact Us

949-597-4600

residentservices@vmsinc.org

Landscape Maintenance Schedules

lagunawoodsvillage.com/news/category/landscape

edge of Third Mutual, adjacent to open land. This year, work is underway in some United and GRF areas.

Many of these slopes feature shrubs and groundcover that when first cut back will appear woody, bare and unattractive. Most of this plant material will bounce back and become green again in a short period. Plant material that does not survive the first phase will be replaced in the second phase. At that time, dead material will be replaced with fire-resistant, slow-growing and water-wise plants.

VMS staff also works with OCFA and OC Parks to reduce the fire fuel in the wildlands adjacent to the Village. A contract is in place and permits have been submitted to tackle the overgrowth outside our walls. This land is maintained as wildland by OC Parks, but the agency has agreed to allow us to cut down trees, shrubs and grasses that pose risks to our community. Starting in June, contractors will be working outside the perimeter walls to reduce the fuel and help keep the Village safe.



RECREATION

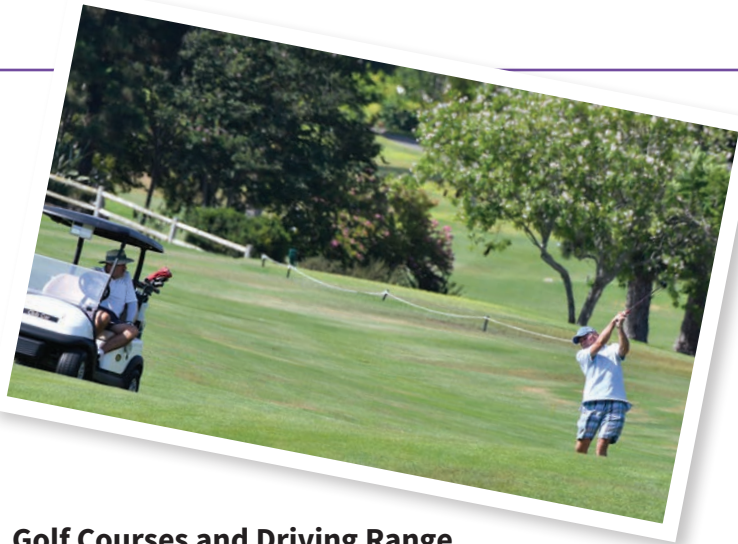
GOLF COURSES, DRIVING RANGE, PICKLEBALL, PADDLE TENNIS OPEN NOW

These four facilities reopened on a conditional basis and follow new procedures that allow for limited recreational access and comply with federal, state and county guidance; other applicable rules and regulations; golf industry best practices; and guidance from the United States Tennis Association (USTA), the USA Pickleball Association and the American Platform Tennis Association.

The new policies incorporate identified health and safety standards to protect golfers, players and staff that include:

- Play restricted to Village residents only
- Strict adherence to social distancing
- Elimination of “touch points” throughout all facilities
- Advance reservations required; no walk-ons permitted
- Scheduling that prevents congregations of individuals
- Limits on group size
- Closure of facilities related to each amenity

All residents must have their resident ID number available when calling to schedule reservations and inform their group of the accurate name and time on the reservation for proper check-in.



Golf Courses and Driving Range

- Make required reservations for tee times at the 27-hole course seven days in advance.
- Golf courses and driving range are open from 7 a.m. to 6 p.m. daily.
- Golfers must have a credit card on file, and golf course fees must be paid using the no-touch point-of-sale system at the starter shack. Driving range fees must be paid using range cards. Staff is available to help with this process; call **949-597-4336** for more information.
- Access the driving range by the pedestrian gate next to Gate 16, by walking or by golf cart. Residents can park their car inside Gate 12, as Gate 16 will remain locked.

To view the complete plan that outlines provisions and expectations for use of the golf courses and the driving range, “Conditional Reopening of Golf Courses and Driving Range,” visit bit.ly/2YY9qlV.

Tennis Center

- The Tennis Center is open Monday through Friday from 7 a.m. to noon.
- Evening and/or weekend hours may be added by pickleball facility management once conformance with this procedure, as well as federal, state and county and other applicable safety requirements, is evident.

To view the complete plan that outlines provisions and expectations for use of the golf courses and the driving range, “Conditional Reopening of Golf Courses and Driving Range,” visit bit.ly/2YY9qlV.



- Access to the Tennis Center is available through Gate 16 and the golf path to the south.

To view the complete plan that outlines provisions and expectations for use of the Tennis Center, “Conditional Reopening of the Tennis Center,” visit bit.ly/2Wrv5kP.

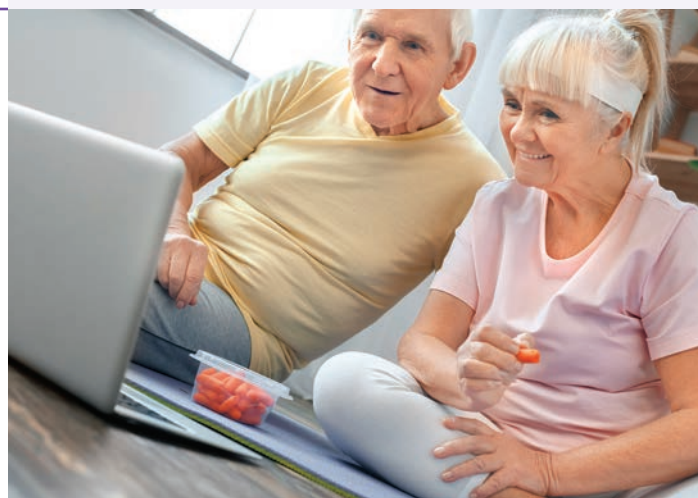
Pickleball

- Pickleball facility hours are from 7 a.m. to noon, Mondays, Wednesdays and Fridays.
- Make required reservations one day in advance during weekdays from 1 to 2 p.m. at [949-268-2274](tel:949-268-2274); one reservation can be scheduled per call.
- Court time is scheduled in 45-minute increments; reservation times are as follows: 7 to 7:45 a.m., 8 to 8:45 a.m., 9 to 9:45 a.m., 10 to 10:45 a.m. and 11 to 11:45 a.m.

To view the complete plan that outlines provisions and expectations for use of the pickleball facility, “Conditional Reopening of the Pickleball Facility,” visit bit.ly/2zW1DKN.

Paddle Tennis

- Paddle tennis facility hours are from 7 a.m. to noon, Tuesdays and Thursdays.
- Make required reservations one day in advance during weekdays from 1 to 2 p.m. at [949-268-2274](tel:949-268-2274); one reservation can be scheduled per call.
- Court time is scheduled in 1.5-hour increments; reservation times are as follows: 7 to 8:30 a.m., 8:45 to 10:15 a.m. and 10:30 a.m. to noon.



COMPREHENSIVE VIRTUAL RECREATION RESOURCES ONLINE NOW

The VMS Department of Recreation Services brings fitness, culture, nature and more to your home.

COVID-19 may have put a hold on Village recreation activities, but there’s still a wide world full of all kinds of distractions to keep our minds and bodies active.

A new comprehensive online guide offers resources for pursuits from arts and crafts to virtual tours—and everything in between.

Visit lagunawoodsvillage.com and click **Amenities**, then **Recreation**; scroll down to **Virtual Recreation Resources**.

Resources are brought to you by the Department of Recreation Services and Special Events, Village Television and the Department of Media and Communications.

Evening and/or weekend hours may be added by management of both facilities once conformance with these procedures, as well as federal, state and county and other applicable safety requirements, is evident.

To view the complete plan that outlines provisions and expectations for use of the paddle tennis facility, “Conditional Reopening of the Paddle Tennis Facility,” visit bit.ly/2TwSzD3.



RECREATION

**CLUBHOUSES CURRENTLY ARE
CLOSED. WE LOOK FORWARD
TO REOPENING ASAP!**



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

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

Monday from 4 to 5:50 p.m.
Saturday & Sunday 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.

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



FITNESS CENTERS

CLUBHOUSE 1

949-597-4284

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

Cardio only

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

Free Circuit Training Classes

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

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

COMMUNITY CENTER**949-268-2275**

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

Cardio only

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

CLUBHOUSE 5**949-597-4382**

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

PERSONAL TRAINING

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

**GAME ROOMS****GAME ROOMS**

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

BILLIARD ROOMS

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

**GARDEN CENTERS****GARDEN CENTER 1**

23742 Moulton Parkway

GARDEN CENTER 2

23102 Via Campo Verde

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

**LESSONS****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**



RECREATION

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

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.



POOLS

POOL 1 (GATE 1)

Closed for annual maintenance

POOL 2 (GATE 12)

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

Wednesday open at 9 a.m.

Children's Swim

Noon to 2 p.m.

Swim Clinic

Tuesday noon to 2 p.m.

Lane Line Hours

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

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

POOL 4 (GATE 5 OR 6)

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

Friday open at 9 a.m.

Aquadette Practice

Monday and Friday 11 a.m. to noon

POOL 5 (GATE 9 OR 10)

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

Thursday open at 9 a.m.

Emeritus Classes

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

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

Lane Line Hours

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

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

POOL 6 (GATE 10)

Closed for the season



SPORTS & ACTIVITIES

ARCHERY (CLUBHOUSE 1)

Monday and Wednesday: 12 to 2 p.m.

Tuesday and Thursday: 12 to 2 p.m. and 6 to 8 p.m.

Friday: 12 to 2 p.m.

Saturday and Sunday: 11 a.m. to 1 p.m.

FBAC RANGE

Monday through Friday from 9 to 11 a.m.

Monday, Wednesday and Friday from 6 to 8 p.m.

Saturday and Sunday from 8:30 to 10:30 a.m.

TABLE TENNIS (COMMUNITY CENTER)

Monday through Friday from 7:30 a.m. to 9 p.m.

Saturday and Sunday from 7:30 a.m. to 6 p.m.

SHUFFLEBOARD (CLUBHOUSE 1)

Monday and Tuesday from 9 to 11 a.m.

Thursday from 6 to 8 p.m.

Key available at Clubhouse 1 office

LAWN BOWLING (CLUBHOUSE 2)

Tue, Wed, Thu and Fri at 10 a.m.

Lessons Saturday at 9 a.m.

Call **949-667-2087** for more information

LAGUNA WOODS VILLAGE COMMUNITY CENTER

24351 El Toro Road, Laguna Woods, CA 92637

949-597-4273

recreation@vmsinc.org

lagunawoodsvillage.com

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 3/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



TRANSPORTATION - GET TO WHERE YOU WANT TO GO

RIDER RULES AND REGS

Help make everyone's journey on the Village bus system a pleasant and safe one.



Estimated Departures

Times listed on the daily boarding schedule are estimated departures from your location; please be at your pickup location 5 minutes prior to the scheduled pickup time.

Identification

All persons are required to have an RFID chip placed on their resident or caregiver ID card. Upon entering the bus, passengers must scan their resident or caregiver ID pass with RFID chip on the proximity RFID reader. The RFID chip can be obtained by requesting it from the driver.

Entering or Exiting the Bus

- Passengers are to wait for the door to open and the ramp to be deployed before entering or exiting the bus. Allow those exiting the bus to disembark first.
- Do not block entryways, ramp areas and aisles.
- Notify the driver of bus transfers or other requests upon entering the bus.
- The bus will not move until all passengers are seated. Do not move from your seat while the bus is in motion or stopped at a stop light or stop sign.

- The bus driver is not allowed to talk with passengers while the bus is in motion.
- Passengers are required to ring the buzzer/bell before reaching their desired destination or transfer point.

Packages

Please keep aisles clear of packages, shopping carts, walkers, canes and other mobility devices. These items are to be secured by the driver at all times—no exceptions.

The number of carry-on packages is limited to no more than what a passenger can carry onto the bus in one bus entry and no more than the passenger can manage with two hands. Bags/packages must fit on the passenger's lap/on the floor between their feet while seated.

Prohibited on the Bus

- Cell phone use
- Listening to radios with or without earphones
- Eating or drinking

Always carry your resident ID!

No ID = No Ride



NEW BUS ONLINE



Check out the Transportation Division's new bus, which was delivered in February.

Stats

Chassis: Chevy Express 4500

Make: Arboc

Model: Spirit of Mobility

Year: 2019

Passenger capacity: 20

Features: Power entry ramp, back-up alarm, walker rack and front sign destination

THE TRANSPORTATION TEAM IS GOING STRONG!

COVID-19 or no, the Village Management Services team of bus drivers are at your service. From right: Shawn Khataie-Zadeh, Mark Holland, Jose Barriga (back), James Davis, Richard Buzenes, Michael Everett, Gerardo Gutierrez, Luis Ventura and Tammy Anderson.



TRANSPORTATION



TRANSPORTATION - GET TO WHERE YOU WANT TO GO



RESIDENTS 60+ CAN ENJOY SUBSIDIZED TAXI TRAVEL

City of Laguna Woods' Senior Mobility Program

This program subsidizes the cost of taxi travel for Laguna Woods residents who are at least 60 years of age. Core elements of the Senior Mobility Program include general travel vouchers (Taxi Bucks), nonemergency medical transportation (NEMT) and Irvine Station travel vouchers. All Senior Mobility Program transportation is provided by taxi cabs operated by California Yellow Cab.

An annual enrollment fee of \$10 per person is charged per fiscal year.

General Travel Vouchers (Taxi Bucks)

Taxi Bucks, which save residents 30% of the cost of taxi trips, are available in books valued at \$50 (sold for \$35) and \$100 (sold for \$70) and can be used for any trip beginning or ending in Laguna Woods to or from any

point in Orange County with the exception of John Wayne Airport.

Nonemergency Medical Transportation (NEMT)

NEMT by taxi can be arranged by staff at Laguna Woods City Hall at deeply subsidized rates that save residents between 50%

and 87%. NEMT travel vouchers are also available for select destinations. Service is available for any nonemergency medical trip beginning or ending in Laguna Woods to or from any facility in Orange County or the Long Beach Veterans Hospital. Depending on the length of the trip, resident costs range from \$6 to \$16 one way.

Irvine Station (Transportation Center) Travel Vouchers

Special destination travel vouchers are available for taxi trips beginning or ending in Laguna Woods to the Irvine Station at a rate that saves residents 50%. For \$10 one way, residents are able to travel to the Irvine Station to connect with passenger rail and bus services provided by Amtrak (800-USARAIL), Metrolink (800-371-LINK), the Orange County Transportation Authority (714-636-RIDE) and others.

For more
information,
contact Laguna
Woods City Hall
at 949-639-0500.

Please note none
of these services
are offered by
the Laguna
Woods Village
Transportation
Division.

Board a fixed-route bus:

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

Make a “request stop” on the fixed-route system:

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

The “overflow” bus:

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

NAVIGATING THE PHONE SYSTEM

How it works:

- Call **949-597-4659**
- Select the option that relates to the purpose of the phone call
 - Option 1 – General information
 - Option 2 – Request stop for fixed route
 - Option 3 – Boost rides
 - Option 4 – Journey rides
 - Option 5 – Destination shopping
- When choosing Option 4 for Journey rides, please leave a detailed message; Transportation staff will call back with a confirmation

**Journey program qualifications:**

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

Boost access code:

- Enter LWVBOOST under promo code in the application settings feature

Boost without a smartphone:

- Call Transportation to schedule Boost trips

No-show Boost drivers:

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

Call **949-597-4659**

Email **ride@vmsinc.org**

Visit **lagunawoodsvillage.com/amenities/transportation**



For Mutual Benefit

News and updates from the Laguna Woods Village Boards of Directors

table of contents

53 Golden Rain Foundation of Laguna Woods



55 Third Laguna Hills Mutual



59 United Laguna Woods Mutual



62 Village Management Services



63 The Towers



52 VILLAGE BREEZE JUNE/JULY 2020

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.

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



BOARDS AND AGENTS WORKING TOGETHER

By Bunny Carpenter, GRF Board President

In an ideal world, homeowner association (HOA) boards and their managing agents work as a team, collaborating to carry out administrative duties and make decisions that keep their communities running from day to day.

If this partnership works well, the synergy between management pros and volunteer boards makes a great impact in keeping the HOA community solvent, cohesive and valuable.

The first plan action of my presidency was to bring together all governing boards to work together for a common goal. To my delight, that goal has been achieved and is working very well. Jeff Beaumont, United's legal counsel, has remarked that in all his years of working in Laguna Woods Village, never has he seen the boards work together as well as they do today.

Past board presidents have helped to make this happen. The new monthly presidents' and vice presidents' meetings, during which participants discuss what's happening on our boards, are successful. We now have Village Management Services' CEO and COO join us in the latter part of the meeting.

This year, the boards really came together, and I think it is because all presidents of each board, including Village Management Services, really wanted it to happen. We can make things happen if we work together as a team rather than working separately.

So, what does this have to do with our community and boards working together?

At the end of the day, board members and agents work together as a team, collaborating for the advancement of our community. The synergy of the boards is powerful and promotes efficiency and effectiveness. When teamwork is successful, the entire group is motivated and works toward the same goal in harmony.

LAGUNA WOODS VILLAGE: A COMMUNITY OF KINDNESS

By Beth Perak, GRF Director and Thrive Team President



How can we share ideas on how people thrive in Laguna Woods Village? The Thrive Task Force tackled that question, did a bit of research, discussed ideas and decided to make our 2020 project “A Year of Kindness.” This project would highlight a variety of caring acts that are unconditional and demonstrate love and kindness in the Village. The task would be to share some of these actions. But then our project was tossed one heck of a curve ball! Who knew that a worldwide pandemic would force people to shelter in place and communicate with others through a front door, on the telephone or on the internet?

The Thrive team gathered examples of kindness and digitally shared them with other team members. The acts are numerous, some unique, some repetitive, some big and others small. Here we share just a few.

One resident helped friends in obtaining necessities by emailing step-by-step tips for ordering from Instacart. In another example, neighbors circled chairs at a safe social distance and shared an afternoon social cocktail hour and celebrated a birthday.

Many are cooking and baking more than usual and thinking of sharing with a friend who may be alone. Many folks make and bake and package meals and treats to give to neighbors. One woman cooked an entire Easter dinner and delivered it to at least 12 individual households!

Music is another tool for giving to others. A musician and his wife play the guitar and sing each day at the big sycamore tree by the creek. Many people, some with their dogs, stay safely

distanced and enjoy the music. A man plays the keyboard and his wife sings for their neighbors. A woman plays the piano near an open window for all her neighbors to enjoy.

There are so many ways to touch others with kindness. Talented and gracious people are sewing masks and sharing them with those in need. Others are reaching out to communicate on the phone, digitally or with handwritten notes. We share ideas for books to read, movies to watch, learning experiences on YouTube and sources of inspiration for meditation and relaxation.

Our VMS staff has worked tirelessly to keep the Village running, keep us safe and informed, and share ideas for surviving the quarantine. Eileen Paulin, working with the Media and Communications team, has kept us informed and entertained. In addition, the team joined with the Foundation of Laguna Woods Village in an act of kindness and concern for our safety by assembling and distributing packages containing donated masks!

Thrive Task Force team members also have brought beauty to our community. It is such a pleasure to see Mark Rabinowitch’s exquisite photos of Village birds and flora. The video, “The Beauty of California,” produced for Village Television (TV6) by TV Services Manager Paul Ortiz is magnificent and inspiring. The inspirational quotes sprinkled throughout share hope, peace and joy in this difficult time. One of my favorite quotes is by Ken Poirot, who speaks to the acts of kindness in our Village today: “We all need love to live, grow and thrive.”

Third Board of Directors

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

Steve Parsons
President, 2019-2022

Annie McCary
First Vice President, 2019-2020

Cusrow "Cush" Bhada
Second Vice President, 2019-2022

Lynn Jarrett
Secretary, 2018-2021

Jon Pearlstone
Treasurer, 2018-2021

Ralph Engdahl
Director, 2019-2022

John Frankel
Director, 2017-2020

Doug Gibson
Director, 2020

Reza Karimi
Director, 2019-2021

Robert Mutchnick
Director, 2019-2020

Craig Wayne
Director, 2019-2022

MAJOR HAPPENINGS AT THE APRIL MEETING

By Lynn Jarrett, Secretary

Resolutions Adopted

- Leasing cap and lease waiting policy
- Harassment policy
- Nuisance policy
- Good standing policy
- Election rules mandated by state

Actions Taken

- Approved gate/fence replacement at 3288B
- Tree removal request at 2272B
- Tree removal request at 3166A
- Terminated Third Laguna Hills Mutual participation on Village Energy Task Force and replaced with Energy Research Group
- Denied tree removal request at 5381A
- Ratified decision to award a contract for a 2121 reserve study update
- Ratified Third Mutual's preliminary February financials
- Revised the Third/GRF committee assignments

2019 AUDIT REPORT

By Jon Pearlstone, Treasurer

At the last Third Mutual Board of Directors meeting, VMS Chief Financial Officer Betty Parker brought forth the 2019 audit for acceptance. The audit team was comprised of VMS Department of Financial Services employees Betty Parker and Steve Hormuth, as well as KPMG employees Mark Thomas, Partner, and Spencer Endicott, Director.

The finalized audit report went well for Third Mutual. VMS auditors determined there were no significant accounting adjustments, no illegal acts and no fraud during the audit. VMS recordkeeping allowed the auditors to have the audit nearly 100% completed before the beginning of the pandemic, and the results were able to be issued in a timely manner. The annual audit was accepted and approved by Third Mutual, and was immediately sent out to members via regular mail in late April. View the full report at bit.ly/3gbDGQm.

REVISED ALTERATIONS REQUEST FEE SCHEDULE

By Lynn Jarrett, Secretary

In December 2019, Third Mutual approved Resolution 3-19-131 to increase fees associated with manor alteration requests to partially offset the costs incurred for the services provided by the Manor Alterations Division. This supersedes Resolution 03-17-120, adopted in 2017.

Alterations and variance requests require significant staff time for proper processing, including research and report preparation, and then presentation to the appropriate committee and finally to the board. In order to offset administrative costs associated with processing variance requests, which often is followed by multiple resubmittals, and can be followed by an appeal to the board as mandated in accordance with Resolution 03-13-105, the mutual now charges a \$50 processing fee for a mutual consent, \$150 fee for a variance and \$300 for an unauthorized alteration fee. The new alteration fee schedule was



Alteration Fee Schedule

Mutual Consent for alteration(s) fee schedule

For items not listed, please call the Alterations Department at 949-597-4616

alterations@vmsinc.org

Visit www.lagunawoodsvillage.com for Mutual Standards and Standard Plans

All items require HOA Mutual Consent for manor alterations; city permit required as shown.

All construction, with a value of \$500 or greater, is subject to a refundable \$250 conformance deposit.

Unauthorized Alteration Fee	\$300
-----------------------------	-------

Variance Processing Fee	\$150
-------------------------	-------

\$50 alteration processing fee	
Alteration Type	City Permit Required
Acoustic ceiling removal	Yes
Awnings (standard, less than 54")	No
Awnings (powered)	Yes
Air conditioner, central (replacement)	Yes
Bath tub replacement	Yes
Block walls (less than 4 feet high)	No
Block walls (more than 4 feet high)	Yes
Planter wall	No
Dishwasher	Yes
Doors revisions (exterior)	No
Electrical	Yes
Exhaust fan	Yes
Fences and gates	No
Floor coverings (exterior)	No
Flooring (vinyl)	Yes
Gutters and downspouts	Yes
Metal drop shades	No
Modesty panels (balcony)	No
Patio slab revision	No
Patio wall revision	No
Plumbing (Minor)	No
Soft water system	Yes
Soft water system (connected to water heater)	Yes
Storage cabinets (carport)	No
Shades (roll-up)	No

Inspection fees based on value	
Alteration Type	City Permit Required
Air conditioner (through the wall)	Yes
Bathroom addition (split)	Yes
Central heating & air (new)	Yes
Covers (atrium, balcony, patio) Replace or New	Yes
Doors (new)	Yes
Enclosures atrium/balcony/patio	Yes
French doors (new)	Yes
Garden room/solarium	Yes
Heat pumps (through the wall)	Yes
Man doors (new)	Yes
Plumbing (new or relocation)	Yes
Room addition	Yes
Shower to shower	Yes
Skylights	Yes
Sliding glass doors (new)	Yes
Sliding glass door (retrofit)	Yes
Solatubes	Yes
Solar panels	Yes
Tub to shower	Yes
Wall revisions	Yes
Washer and dryer	Yes
Water heater (relocation)	Yes
Windows (new construction)	Yes
Windows (retrofit)	Yes

Inspection fee schedule	
Valuation	Fee
Less than \$750	\$50
\$750 to \$2,000	\$77
\$2,001 to \$4,000	\$168
\$4,001 to \$6,000	\$280
\$6,001 to \$8,000	\$392
\$8,001 to \$10,000	\$504
Above \$10,000	\$700

increased to better align the fees with the administrative time to process those alterations.

Prior to the commencement of manor alterations, mutual

members or their authorized contractors are required to obtain a mutual consent (permit application) from the Permits and Inspections Office.

To view the Alteration Fee Schedule online or print the pdf, visit bit.ly/36lJqCr.

SLOPE MODIFICATION AND MAINTENANCE

By Lynn Jarrett, Secretary

Each year, our annual budget, paired with needs, dictates that we provide funding to maintain all 119 acres of our slopes. Last year, the board decided to outsource slope maintenance due to many of the slopes within the mutual exceeding 35% grade, which is difficult and time consuming to navigate.

This year was no different; a sizeable sum of money is allocated to go toward this necessary landscaping maintenance. Outsourcing the work is key to relieve staff members of the most difficult slope work, allowing them to maintain the landscaping adjacent to manors. Additionally, slope work was determined to be a leading cause of injuries to staff.

As a contract was necessary, Mission Landscaping was hired for that maintenance. Because this company performed successfully last year, we renewed the contract for 2020. The remaining slopes will be maintained by staff in conjunction with shrub-bed maintenance cycles, which are scheduled four times annually.

One of the most important components to slope work is performing fire fuel reduction; reducing highly flammable plant material from the slopes. The Orange County Fire Authority (OCFA) meets with the director of the Department of Landscaping Services regularly to plan for the work that must be done to keep us safe from fires. Currently we

are required to keep the brush at a 30-foot clearance from our fence adjacent to the wilderness park. OCFA wants us to have more clearance, but that's not possible with the environmental rules of the wilderness park itself. Additionally, because acacia contains resin and flammable oil, we are required to keep it cut back at all times across mutual grounds. This work, along with ongoing slope maintenance throughout the mutual, requires significant resources.

The current contract work scope includes renovation, general maintenance and cleanup, along with general conditions, insurance, terms and conditions, and much more.





By Stuart Hack, President of the Garden Villa Association

In the early part of April, a very dangerous fire started in the enclosed balcony of a manor in a three-story building. Fortunately, no one was injured.

In a community like the Village, it's important that all residents follow guidelines regarding barbecuing to prevent fires and avoid property damage costs and potential harm to neighbors.

Allowed

- Electric grills
- Propane grills with a container capacity no more than 2.5 pounds
- Grills that are stored in a safe manner in exclusive-use areas and do not obstruct walkways

Not allowed

- Use of grills on balconies and decks
- Use of grills within 10 feet of buildings or combustible material
- Propane grills with a container capacity greater than 2.5 pounds
- Use of a grill that creates a nuisance (excessive smoke or odor) to neighboring units

If you have any questions about the BBQ Rules, please talk with your building captain.

FACE COVERINGS PROTECT EVERYONE



Maintaining a 6-foot social distance among residents in three-story Garden Villa buildings is difficult because of their features, which include:

- Several units and narrow walkways on each floor
- Small common area for mail pickup
- Elevators
- Laundry rooms
- Underground parking and narrow entrance foyers in Garden Villa buildings

According to the Orange County Health Care Agency, face coverings shall be worn by all Orange County residents and visitors (see bit.ly/36yNqQo for more information). We all are among the vulnerable population, and some of us are very vulnerable. Please wear face coverings or masks while in three-story building common areas.

If you need a face mask, please contact your building captain.

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 Board of Directors

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

Sue Margolis
President, 2018-2021

Carl Randazzo
First Vice President, 2018-2021

Andre Torng
Second Vice President, 2019-2022

Juanita Skillman
Secretary, 2017-2020

Brian Gilmore
Treasurer, 2019-2022

Prakash "Cash" Achrekar
Director, 2017-2020

Elsie Addington
Director, 2018-2021

Neda Ardani
Director, 2019-2022

Manuel Armendariz
Director, 2017-2020

Reza Bastani
Director, 2017-2020

Anthony Liberatore
Director, 2018-2021

PRESIDENT'S MESSAGE

By Sue Margolis, President

The United Board is beginning the annual budget development process for our mutual. I hope this should interest our entire membership, as this process determines our HOAs for the next year and outlines the services and amenities our HOAs pay for. Of course, some of the expenses are in areas over which we have no control, and often we have no insight as to next year's charges, such as the extraordinarily large increases in insurance costs over the past few years, an increased expense that obviously does not correspond to an equivalent increase in visible services for our community. We thought we had been sufficiently prudent in allocating an extra 30% to cover any increased insurance costs, but that was not nearly enough. We needed to dip into our contingency funds to pay for insurance. The amount needed was \$9 per manor per month, and we had to contract with 35 insurance agencies instead of the one through which we normally get our coverage. We see no decrease in the cost for the coming year.

At this time, our contingency funds are below the desired level, and we must gradually rebuild to buffer against the next unpleasant surprise. The board is hoping to find ways to save money in other areas to cover this. One avenue is to determine whether there are ways of increasing efficiencies in day-to-day VMS operations. This would require cooperation among all boards as well as sufficient maturity of board directors to see beyond their own turfs. I am afraid this will be a long process. Another strategy is to look at some of our largest budget items and determine whether there are some easy cost savings. The biggest area for cost savings seems to be water usage.

Many residents overwater their plants and allow the water to seep under their manor. As individuals do not receive separate bills, there is no feedback. We simply must reduce our water consumption. Water and sewage are costing United \$3.7 million per year, which is approximately \$50 per manor per month. A concerted effort on everyone's part to reduce consumption might cover the insurance increase.

Other mutuals have stipulated that residents cannot plant around their residence. United does not want to go to that extreme, as we know that greenery and small gardens bring pleasure to many residents. So be mindful of what you plant and how you water.

AN OPEN DIALOG

How the United Board is committed to promoting a neighborly, kind approach

The United Board is committed to an open dialog with its members that promotes mutual respect and an understanding of resident owners' needs. United's 2020 goal is to promote a congenial and kind approach when working with each other, its members and VMS staff by:

- Simplifying rules and regulations
- Reviewing the disciplinary process for noncompliance to determine if issues can be resolved prior to incurring cost and negative action
- Observing Robert's Rules of Order when conducting meetings in order to facilitate fair and reasonable communication
- Striving for unity and work with the boards of GRF, Third and VMS to accomplish a cohesive approach to community matters

UNITED APPROVES REVISED CHARGEABLE SERVICES

Residents must wait until the VMS furlough is over to make requests.

Revised chargeable maintenance services for United were approved during its regular April board meeting. However, residents are advised not to contact the Department of Resident Services regarding the new services at this time. Following state guidelines, technical staff required to enter new services into the department's database and nonessential field personnel have been furloughed (work orders for only "new" chargeable services cannot be generated now).

WHERE DO YOUR ASSESSMENTS GO?

This infographic illustrates United members' total assessment less taxes (taxes are variable based on your house assessment; United has no control over this amount). To print or view this infographic online, visit bit.ly/3gmjZWa.

Breakdown of Infographic Categories

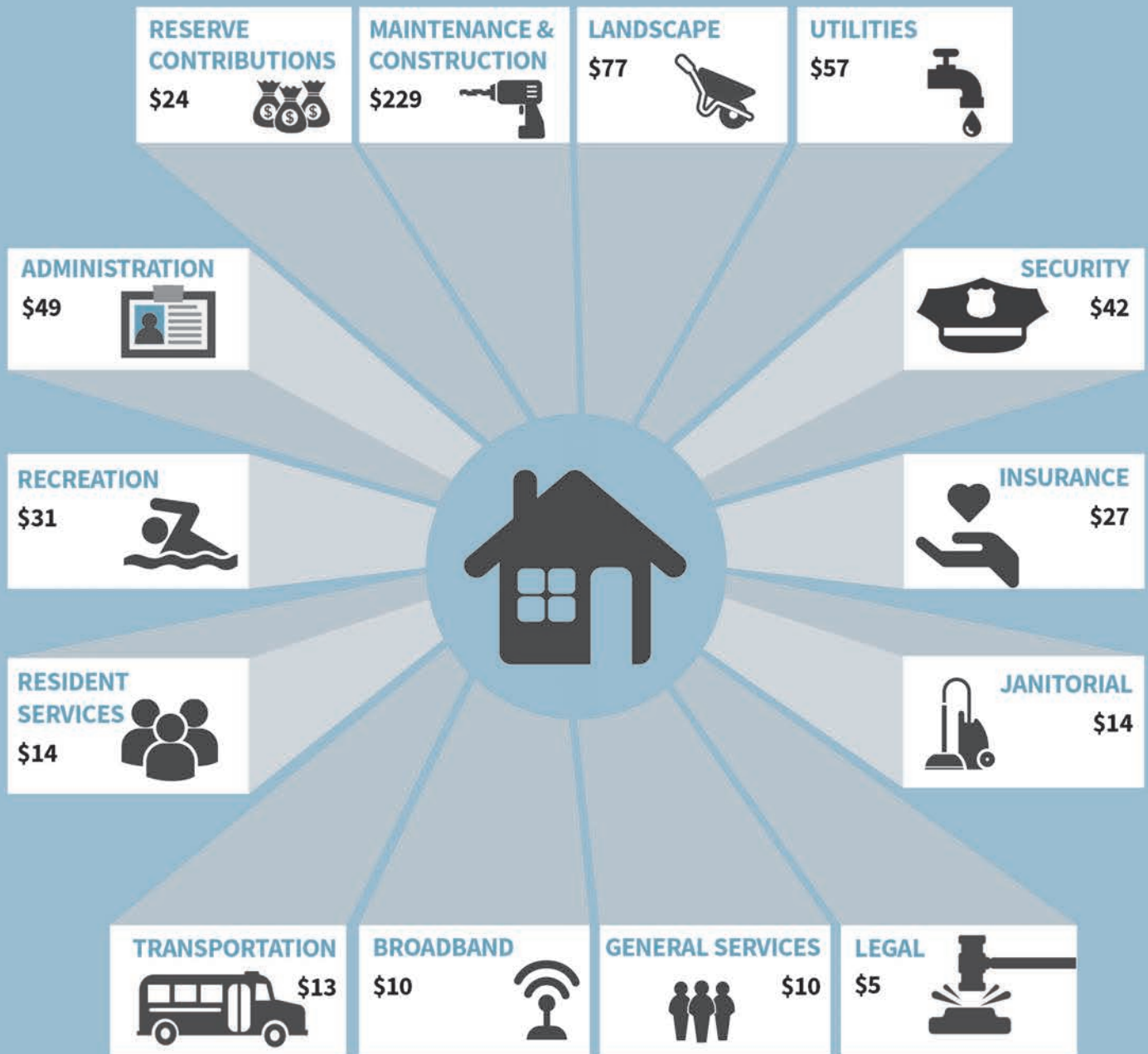
- **Administration:** Office of CEO, public relations, HR, property management, finance and contingency fund
- **Broadband:** Village Television, website, cable network, media service, oversight of internet services
- **General Services:** Maintenance of streets, sidewalks, fleet and service center
- **Insurance:** Fire, liability, workers comp, earthquake (does not include furnishings, renovations)
- **Janitorial:** Cleaning of carports, laundry rooms and other common areas
- **Landscaping:** Maintenance of lawns, beds, slopes, trees, irrigation, nursery and equipment; pest control
- **Legal:** United legal fees and half of GRF and VMS fees
- **Maintenance and Construction:** Permits and inspections, and repairs to exteriors (roof, building structure, foundation, painting, gutters, windows, walls, waste lines, water lines) and interiors (flooring, countertops, plumbing, electrical, cabinetry, preventive maintenance, fixtures and appliances)
- **Recreation:** Clubhouses, stables, gardens, lawn bowling, swimming pools, golf course, library, tennis, pickleball, gyms, activities, classes and clubs
- **Reserve Contributions:** Savings account for future work or unplanned necessary work; \$23 is for GRF reserve and \$1 is for United reserve.
- **Resident Services:** Reserve for GRF
- **Security:** Gate control, compliance, disaster preparedness, Social Services and patrols
- **Transportation:** Buses, Lyft and van service
- **Utilities:** Trash, water, outside lighting and laundry rooms electricity



UNITED LAGUNA WOODS
MUTUAL

ASSESSMENT WITHOUT TAXES

HOW \$602 IS SPENT MONTHLY





VMS Board of Directors

Wei-Ming Tao
Chair
Third, 2018-2021

Rosemarie DiLorenzo
First Vice Chair
Third, 2019-2022

Dorothy Pacella
Second Vice Chair
United, 2019-2021

Stefanie Brown
GRF, 2020-2021

Diane Phelps
GRF, 2019-2020

Dick Rader
United, 2017-2020

Cynthia Rupert
United, 2019-2022

James Tung
GRF, 2020

Raquel Unger
Third, 2018-2020

LEADERSHIP, ADAPTABILITY AND TEAMWORK

By Wei-Ming Tao, Chair

Kudos to the VMS leaders and employees who have been working nonstop and guiding the Village through this challenging and uncertain time. Thanks to leadership's proactive following of guidance issued by the California Department of Public Health, as of press time, there were approximately 4,781 confirmed COVID-19 cases in Orange County, and the City of Laguna Woods reported just eight confirmed cases. Our case count has remained this low for more than three weeks and is a job well done by all of us! We truly appreciate our employees' efforts in adjusting their work schedules, processes and venues to keep everyone as safe as possible during this pandemic. Our success depends on us continuing to be able to adapt and be flexible in the post-pandemic world of an evolving workplace.

Tech Savviness Allows Meetings

Board meetings are now held virtually via GoToMeeting and are broadcast online via Village Television (TV6) and the Laguna Woods Village website. The community is invited to participate remotely either by phone or email, allowing residents to remain safe yet participate in open meetings.

Office staff, especially senior management, has acclimated very well to working remotely. VMS staff directors meet with the CEO three times a week via GoToMeeting, and management meets three times a week and on weekends when necessary.

Implementation of DocuSign for electronic signing of documents is another example of our digital transformations.

Cost Savings

It's premature to delve into cost savings, because we do not know what expenses might offset them. However, we know:

- Through process improvement, the Village now uses a tub grinder to recycle 100% of the green waste produced by the Department of Landscaping Services for an annual savings of \$1.28 million and about six months for the payback of the grinder machine.
- The April mailing was executed in-house, whereas it is usually sent to a mailing service.
- Response to residents opting for electronic-only future mailings is trending very well.

THE TOWERS

at *Laguna Woods Village*



**THE ULTIMATE IN HIGHRISE
CAREFREE LIVING**

**Join active adults enjoying the
Southern California independent lifestyle**

**24055 PASEO DEL LAGO W • LAGUNA WOODS, CA 92637
949-597-4278 • TOWERSATLAGUNAWOODSVILLAGE.COM**

THEN AND NOW

THE ROCKET SHIP ON THE HILL

What is that thing on the hill?

Described as looking like everything from a lighthouse to a comic-strip rocket ship, it is usually noticed looking north from Clubhouse 7, the Tennis Center or the Golf Driving Range. It is perched atop the knoll to the north between Cul-de-Sac 306 and Via Serena South. An unmarked dedicated concrete walkway climbs to it from Via Serena South so residents can use the area around its base as a scenic outlook.

OK, but what is it?

It is a surge tower above a potable water pipeline owned not by our El Toro Water District but owned jointly by several other water districts and operated by the South Coast Water District.

So, what does it do?

The surge tower relieves pressure and vacuum fluctuations caused by the flow of water within the pipeline as it goes up that hill and back down.



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



Here's to the next tee off.

We're here with precise joint care solutions.

Your joints have taken you far. Now, it's time to go farther. At MemorialCare Joint Replacement Centers, we offer a complete spectrum of care to support your long-lasting results. From expert orthopedic specialists, to being ranked among the nation's top 10 percent orthopedic hospitals*, to providing Mako® Robotic-Arm Assisted Surgery—a groundbreaking new technology that allows for finer precision, better outcomes and a quicker recovery time—you'll find the joint care you need to move forward. We also encourage same-day movement, allowing most patients to go home less than two days after surgery so future adventures are as close as your next step. Here's to feeling like yourself again.

Find an orthopedic specialist.
800-MEMORIAL | [memorialcare.org/JointReplacement](https://www.memorialcare.org/JointReplacement)

*U.S. News & World Report


MemorialCare[™]
Joint Replacement Center



MemorialCare™

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)

Wave Imaging – Laguna Woods

24301 Paseo de Valencia, Suite 100, Laguna Woods, CA 92637 | (Paseo de Valencia and Calle de la Plata)

