

# VILLAGE BREEZE

JUNE/JULY 2021



Recreation + Transportation + News + Services + More





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## LETTER FROM THE EDITOR

# YELLOW: A SYMBOL OF OPTIMISM, ENERGY AND JOY



When this issue went to press, Orange County had just advanced to the Yellow Tier per California State's Blueprint for a Safer Economy. Moving into this tier meant most indoor business operations could open with modifications. According to the state's website,

[covid19.ca.gov](https://covid19.ca.gov), on June 15, California would fully reopen its economy across the state if there were enough vaccine supply for Californians 16 years and older to be vaccinated and hospitalization rates remained stable and low, especially among fully vaccinated Californians.

On May 17, the Newsom administration announced that fully vaccinated Californians wouldn't need to wear masks in most indoor and outdoor settings starting June 15—they could forego face coverings in most settings under new California rules, which conform to updated guidance issued by the Centers for Disease Control and Prevention (<https://bit.ly/3ypEKsR>).

What does all this mean for the Village? It means our pathway to resuming normal life in the Village seems mostly clear. At press time, pools, hot pools and locker rooms were open, Clubhouse 4 was open to resident artisans, the Village Library and History Center resumed welcoming book and history lovers, and VMS staff was busy expanding its plans to reopen the Village.

To help you keep track of what's open and when in the Village, visit <https://bit.ly/3wmmjn3> to view a chart that is updated in real time to reflect expanded capacity and hours as more volunteers and staff can shepherd various programs. Also be sure to read the weekly "What's Up in the Village" eblast, check out the Village website and watch Village Television for the most up-to-date information available.

Just because we've advanced to a new tier and our picture is looking ever rosier doesn't mean everyone is ready to resume life post-COVID. Find out on page 36 how Village Social Services in partnership with the Council on Aging – Southern California are here to help with the transition and "unravel the residual effects from the pandemic."

Now may be a great time to regroup: venture out more, breathe deep and enjoy the beautiful outdoors right around the corner. On page 10, resident author Andy Cmiel offers a window into 22,000 acres of stunning meadows, hills, creeks, native plants and the only natural lake in Orange County in our own backyard: Aliso & Wood Canyons Wilderness Park.

Laughter can help us put this all into perspective, let go and move on. On page 14, resident author Cheryl Russell shares how laughter yoga, offered right here in the Village, can lead to a trove of mental, emotional and physical benefits.

Speaking of authors, this is the first issue with main features penned solely by you! I'm overjoyed by residents offering to contribute to the Breeze—it's a trend I hope continues.

Until next time, may you and yours be well.

**Ellyce Rothrock, Editor**

[ellyce.rothrock@vmsinc.org](mailto:ellyce.rothrock@vmsinc.org)





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Every Village Breeze edition is paid for through a partnership with MemorialCare.

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 GOLDEN RAIN FOUNDATION  
of LAGUNA WOODS

 THIRD LAGUNA HILLS  
— MUTUAL —

 UNITED LAGUNA WOODS  
— MUTUAL —

 Village Management Services, Inc.

 THE TOWERS  
of Laguna Woods Village

## VILLAGE BREEZE

THE OFFICIAL MAGAZINE OF  
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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.





WHAT'S UP IN THE VILLAGE

# WHAT IS A BIT.LY LINK?

Bit.ly links are short web addresses, or URLs. Simply type any entire bit.ly URL into your browser's search bar and hit "return" to reach your online destination.



# HIDE IT, LOCK IT OR LOSE IT

## Reduce your risk of becoming a victim of theft .

Although we all enjoy a protected sense of security inside the gates of Laguna Woods Village, our community sees many visitors. With the increased activity comes an increase in petty theft . Residents have reported items stolen from carports, open patios and even from some of the garden plots.

The first defense is to keep valuable possessions, especially bicycles, golf accessories and garden tools, secured and out of sight. It can't be a temptation if no one knows where you have stored it. If you notice irregular behavior from individuals you do not recognize, call Security Dispatch at **949-580-1400**.

Our Security Department has a strong partnership with the Orange County Sheriff's Department, which allows for effective sharing of information regarding increased theft activity in the Village. Security personnel encourage all community members to stay alert and remember the motto, "See Something, Say Something."



# Manor Alterations News Bulletin

## CHECK OUT MA BIMONTHLY NEWS BULLETINS

Manor Alterations division offers news, information and updates.

In an effort to keep members, realtors and contractors better informed about important Manor Alterations (MA) issues, the division is emailing informational news bulletins every two weeks. Bulletin topics address news, new or expected rules changes, insurance requirements updates, new MA team members and permit status.

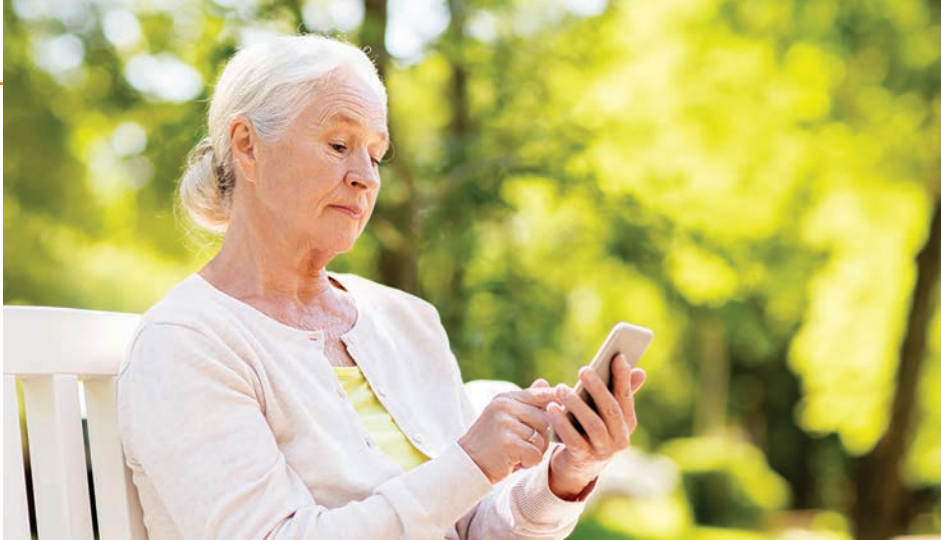
To view past bulletins, visit [lagunawoodsvillage.com](http://lagunawoodsvillage.com) > Residents > Manor Alterations > Manor Alterations News Bulletins.

Share your feedback by emailing [alterations@vmsinc.org](mailto:alterations@vmsinc.org).



Taking an extra 3 or 4 seconds to secure vehicles, garages, carports and cabinets, and keeping valuables out of plain sight, will keep our Village the safest community in the region. Reduce the risk of becoming a target by taking the steps listed below to conceal and secure your property both within and outside the Village.

- Remove cell phones, cameras, laptop computers, briefcases, backpacks, wallets and purses from unattended vehicles. Do not leave giftwrapped packages or other valuable items lying on the seat. Lock all other valuables in the trunk or glove compartment, or take them with you.
- Always close your windows and lock your vehicle and garage doors.
- Secure your carport cabinets with heavy-duty locks.
- Don't leave your vehicle in unattended parking lots for extended periods. A car is five times more likely to be stolen from an unattended lot than from the street or an attended lot.
- Never attach a tag with your name and address to your key ring. If the keys are lost or stolen, the tag will lead the thief directly to your car and home. If you have to leave your keys with a parking attendant, leave only the ignition key.
- Park your car near or under a street light at night.
- Consider adding a car alarm system. Always set your alarm if so equipped.



## PLEASE HANG UP AND TRY AGAIN

**Prepare to have to dial 10 digits instead of seven for local 949 calls.**

Starting October 24, 2021, those who live within certain area codes nationwide must dial 10 numbers whether making a local call or not. In Southern California, anyone trying to make a local 949 call by dialing only seven digits on that date will hear a recording with instructions to hang up and dial the full 10-digit phone number.

Windstream, the telephone communications service provider for Village Management Services, said in an April 15 announcement that seven-digit local calls still will go through until October 24.

Why the change? A July 2020 Federal Communications Commission order mandates that the National Suicide Prevention and Mental Health Crisis Lifeline should be attainable via a three-digit number—988—to make the hotline easier to reach. The North American Numbering Plan Administrator is responsible for ensuring that calls to 988 go to the National Suicide Prevention Lifeline starting July 16, 2022.

Some phone numbers start with 988, so if someone were to dial a number like 988-9999, the phone switch wouldn't know how to interpret it. Because there is no 988 area code, requiring callers to dial all 10 digits ensures that no phone numbers will start with 988 and confuse the system.

This change will apply to landlines, cell phones and VoIP systems. The cellular carriers below offer support pages explaining the change:

Other California area codes that will require 10-digit dialing are 209, 530, 562, 626, 650, 707, 925 and 951.

NOTE: Calling 988 will not connect you to the National Suicide Prevention Lifeline until July 16, 2022. If you or a loved one is in crisis, please call **1-800-273-8255**.





## WHAT'S UP IN THE VILLAGE



# CUISINE DELIVERED FOR UNDER \$10 PER MEAL

Seniors 50+, caregivers and dependents can sign up to receive affordable restaurant fare.

Age Well Senior Services and Senior Cuisine Delivered offer affordable restaurant meals to seniors age 50+, their caregivers and dependents for \$9.95 per meal. Enjoy delicious lunches and dinners from Asian Kitchen, Bagels & Brew, Blue Stone Kitchen, Famous Dave's, Greenlife Fit Foods, Jolanda's, Lucious Jimmy's, Metate Azul, Panera, PokeWorks, Taste Catering, Yeshiva Pirchei Shoshanim and Zest in a Bowl. To sign up and order, visit [www.myagewell.org](http://www.myagewell.org) and enter the code 20OFF for \$20 off.



## WHAT TO DO ABOUT COYOTES AND BEE SWARMS

Encounters with nature are a routine part of Village life. To help ensure the safety of your fellow neighbors—and look out for the welfare of the wild creatures with whom we cohabitate—report sightings to the proper authorities or Village department.

### Coyotes

Call the Laguna Beach Animal Services department at **949-497-0701** or email [coyotes@lagunabeachcity.net](mailto:coyotes@lagunabeachcity.net) to report sightings.

### Bee Swarms

Call Resident Services at **949-597-4600** or email [residentservices@vmsinc.org](mailto:residentservices@vmsinc.org).







# EVERYTHING SCE

Find out about outages, wildfire mitigation efforts, emergency preparedness and general resources that may help deliver savings.

To ensure you have as much information as possible about Southern California Edison (SCE) at your fingertips, visit [sce.com](https://www.sce.com).

- Customer support: **800-655-4555**
- Outage information: **800-611-1911**; [sce.com/outagecenter](https://www.sce.com/outagecenter)

For general resources, customer programs, emergency preparedness, maintenance/repair/rotating outages, wildfire mitigation plan and more, visit [sce.com](https://www.sce.com). From there, click Menu the top of the page and choose among the Quick Services, Your Home, Customer Support, Outage Center, Safety and Wildfire Safety tabs.

For customers with a heightened need for power to support medical devices, Southern California Edison (SCE) invites you to consider the following three steps:

- Visit our Medical Baseline landing page at [sce.com/residential/assistance/medical-baseline](https://www.sce.com/residential/assistance/medical-baseline) to find out whether you qualify for a medical baseline allowance that may translate into savings for you.
- Contact SCE to advise of your critical care/medical needs and to have your account designated as such. This will enable SCE to identify the potential need in your community and collaborate with local government during large-scale emergency events.
- Update your contact information so we may be able to deliver critical information to you, particularly during emergency events.



The Laguna Art Museum is open! LAM exclusively features California art and is the oldest cultural institution in the area. Visit [lagunaartmuseum.org](https://lagunaartmuseum.org) to plan a visit and view selections from the museum's permanent collection of more than 3,000 works of art as well as temporary exhibitions.





WHAT'S UP IN THE VILLAGE



# SCOOP THAT POOP

- 6 reasons to pick up after your pooch**
- It's the law—many urban and suburban areas require it.
  - It can contaminate groundwater.
  - It may contain harmful organisms such as *Giardia*, *Salmonella* and *E. coli* that can be transmitted to humans and other animals.
  - It may contain roundworms and hookworms (deposited by infected animals) that can live in the soil for long periods and transmit to humans and other animals.
  - It can attract rodents.
  - It's the right thing to do!



## 2021 NEW RESIDENT ORIENTATION MEETINGS

New to the Village? New Resident Orientations occur once a month for each mutual and are presented virtually by one staff member and one board member. Reservations are required by emailing [becky.jackson@vmsinc.org](mailto:becky.jackson@vmsinc.org). A confirmation email will be sent with the meeting link. The 2021 schedules are:

THIRD LAGUNA HILLS MUTUAL	
DATE	TIME
Wed, Jun 16	4:30 p.m.
Fri, Jul 16	9 a.m.
Wed, Aug 18	4:30 p.m.
Fri, Sep 17	9 a.m.
Wed, Oct 20	4:30 p.m.
Fri, Nov 19	9 a.m.
Wed, Dec15	4:30 p.m.

UNITED LAGUNA WOODS MUTUAL	
DATE	TIME
Wed, Jul 14	4:30 p.m.
Fri, Aug 6	9 a.m.
Wed, Sep 8	4:30 p.m.
Fri, Oct 1	9 a.m.
Wed, Nov 10	4:30 p.m.
Fri, Dec 3	9 a.m.





## CLIP PICKUP

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

- Call Resident Services at **949-597-4600** prior to 5 p.m. the prior Thursday to ensure pickup
- Place clippings by curb for quick crew pickup
- Do not block the sidewalk with green waste

## EARTHQUAKE, FLOOD PREPAREDNESS

A virtual earthquake and flood preparedness seminar, cohosted by the American Red Cross Training Services and the Disaster Preparedness Task Force, will take place Thursday, August 10, from 10 to 11 a.m. This Zoom event can host up to 90 residents, so please RSVP now to [disasterprep@vmsinc.org](mailto:disasterprep@vmsinc.org) to receive the link.



## JOYRIDE

Tired of your four walls? Why not go for a drive and take advantage of the perfect temps before the summer sizzle? Take in beautiful scenery and enjoy some good eats along the way. Visit [bit.ly/3ec5a6g](https://bit.ly/3ec5a6g) for SoCal drives and dining.



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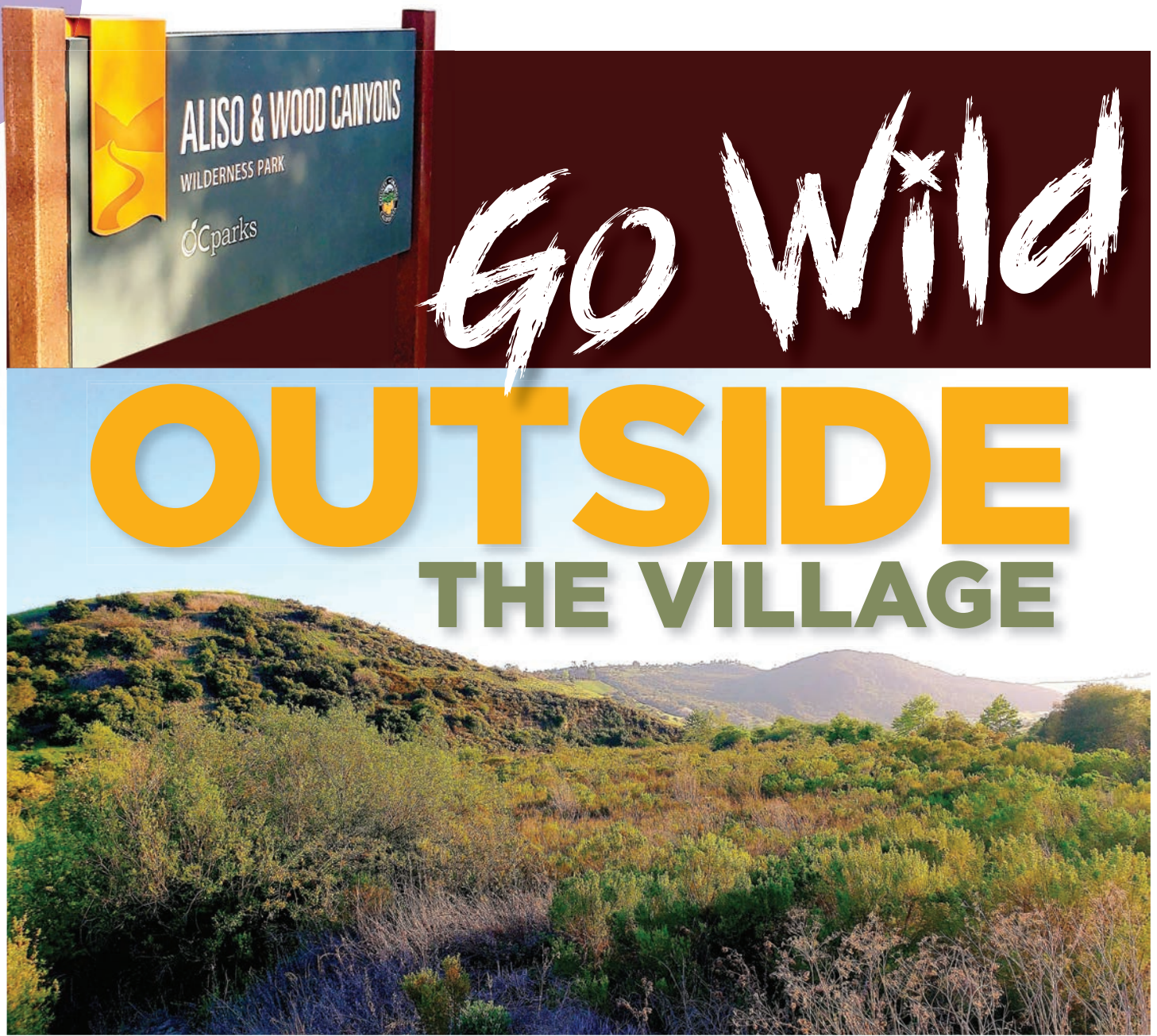
Lifelong Brain Health<sup>™</sup>

These statements have not been evaluated by the Food and Drug Administration. This product is not intended to diagnose, treat, cure or prevent any disease.

1. Based on Dietary Guidelines for Americans, neuroepidemiological research, and USDA ERS.
2. NeuroReserve evaluation of human studies investigating dietary patterns and neurocognitive outcomes, utilizing database of peer reviewed studies published through 2020.

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BY ANDY CMIEL

More than 22,000 acres of stunning meadows, hills, creeks, native plants, wildlife and the only natural lake in Orange County are in our backyard.

**D**id you know that you are living next door to one of the most beautiful urban coastal wilderness parks in the world? You may have driven by it many times and didn't realize it.

My wife and I have lived in the Village for 14 years and in the area for more than 30 years. We have witnessed the area become increasingly urbanized. That is why open space and the wilderness parks are so valuable.

#### **How the Wilderness Parks Were Saved**

If you have driven to Laguna Beach on Laguna Canyon Road or State Route 133 (SR-133), you have passed a small portion of the 22,000 acres of Laguna Coast Wilderness Park.

More than 30 years ago a large Southern California developer proposed to build thousands of homes in Laguna Canyon. The citizens of Laguna Beach and surrounding areas opposed the





For more information about the wilderness parks or if you would like to donate or volunteer, visit the Laguna Canyon Foundation's website at [lagunacanyon.org](http://lagunacanyon.org) or call 949-497-8324.

Barbara's Lake



large project and fought the developer. Laguna Beach passed a bond issue, taxed themselves, raised county and state money and were finally able to purchase the land from the developer.

Laguna Coast Wilderness Park was created, never to be developed. Today, we are fortunate to have a beautiful, large open space surrounding our homes, always to remain wilderness—wild and free of development.

Laguna Coast Wilderness Park and its sister park, Aliso and Wood Canyons Wilderness Park in Laguna Niguel, make up more than 22,000 acres of stunning meadows, hills, mountains, creeks, native plants, wildlife and the only natural lake in Orange County, Barbara's Lake. These lands offer more than 70 miles of hiking and biking trails ranging

from easy to challenging. All trails are open for public use.

The questions I am most frequently asked by residents include the parks' location, how folks can get to them, the difficulty of hikes available—and whether mountain lions will eat hikers.

I'll start with the first question: park location. The wilderness parks surround Laguna Woods Village, but you can only access them from certain staging/trailhead areas. The first trailhead area I suggest is Nix Nature Center.

#### **Nix Nature Center**

Located at 18751 Laguna Canyon Road in Laguna Beach, Nix Nature Center is only minutes from anywhere in the Village off the southbound lanes of SR-133, just north of the 73 Toll Road. Take a

hike, read a book or simply enjoy the quiet of nature.

The Nix is a beautiful interpretative nature center built thanks to the donations of James and Rosemary Nix, who are past Village residents. It functions as the centerpiece of the Laguna Coast Wilderness Park, offers nature exhibits for children and adults, provides beautiful views and features a sitting deck with Adirondack chairs, a small amphitheater, bathrooms, a live Orange County Parks Ranger and a number of stunning trails.

Mary's Trail is a short, easy and level loop, situated adjacent to the Nix.

Barbara's Lake Trail is a gentle 2-mile round-trip trail, leading to Orange County's only natural lake where ducks and other wild fowl abound.



Little Sycamore Canyon Trail is a 5-mile loop with a 500-foot elevation. You don't have to do the whole hike—just wander a few hundred yards or a mile—to be transported far away, into the quiet wilderness, minutes from your home. Enjoy the

quiet, the wildflowers and the wind in the sycamores and maybe even spot some wildlife.

### Willow Staging Area

Upon leaving the Nix Nature Center, turn right onto SR-133 and drive beneath the 73

Toll Road. In about one mile, just south of the El Toro Road intersection, the Willow Staging Area parking lot is on your right.

Willow is the trailhead leading to beautiful natural rock formations and the top of the ridge. Native shrub and shade trees abound.

The Big Bend, Bommer Ridge, Willow Trail is a moderate 4.8-mile loop with an 890-foot elevation gain. Hike the entire loop or enjoy as much as you want. The reward at the ridge is stunning ocean views and a panoramic vista of the Saddleback Valley. At the other end of the loop is the Big Bend Staging Area parking lot, a little farther down Laguna Canyon Road. From there you can take a level hike back to the Willow Staging Area.

### James Dilley Greenbelt Preserve

Dilley Preserve at 350 Artisan Drive in Laguna Beach immediately north of the 73 Toll Road on SR-133 features a parking lot and a trailhead with easy and more difficult trails. The preserve offers no services but is a beautiful area with many coastal plants, a 4.7-mile trail loop with a 600-foot elevation gain and a way to Barbara's Lake on a level trail.

### Woods End Trail

The Woods End Trail access point is the closest to the Village, located a third-mile south of Gate 9 (Calle Corte) on El Toro Road. On the right is a small sign and a few parking spots (at press



Aliso and Wood Canyons Wilderness Park visitor center



time, adjacent construction was ongoing). The trail uses a service road to go up and over the ridge with panoramic views. The trail then leads down into the valley, and the initial trail ends. Hiking right takes you to beautiful Barbara's Lake in a few minutes; hiking left takes you to Dilley Preserve; hiking under SR-133 takes you to Nix Nature Center.

## Aliso and Wood Canyons Wilderness Park

Located at 28373 Alicia Parkway in Laguna Niguel, Aliso and Wood Canyons Wilderness Park is approximately 3 miles from the Village. To get there, take Aliso Creek Road to Alicia Parkway, turn right, go a third-mile, take the first right, go one-tenth mile and park in the lot on the left.

Aliso and Wood Canyons is the adjoining park to Laguna Canyon Wilderness.

Aliso Creek, which runs through the Village, also runs through Aliso and Wood Canyons before meeting the Pacific.

Aliso and Wood Canyons offers stunning views, a visitor center and a number of hiking/biking trails.

The mostly level Aliso Creek and Wood Canyon Loop Trail is 10 and a half miles surrounded by beautiful coastal mountains, meadows and Aliso Creek. Other trails in the park are Top of the World, Car Wreck, Lynx Trail and Rock-it Trail.

**The Wilderness Parks' Reach**  
Hikers will not see mountain lions—they do not live in the



parks. But you may see deer, bobcats, red-tailed hawks, weasels, many local/migratory birds and more. Rattlesnakes live in the parks but will not bother you if you do not bother them.


The wilderness parks do not exist by themselves. It takes many dedicated people as well as time and money to maintain and staff these magnificent wilderness preserves. The parks' nonprofit steward, Laguna Canyon Foundation, maintains trails and conducts free, organized trail hikes and a nature program for Laguna Woods residents and

the public. Every year the foundation transports more than 5,000 underprivileged school children to the parks to provide trail hikes, education and exposure to wilderness they have never experienced. Laguna Canyon Foundation does all of this through generous donations of supporters and volunteers.

See you on the trails!

*Andy Cmiel is a longtime resident of Laguna Woods Village, a member of the Laguna Canyon Foundation board of directors, president of the Laguna Woods Village Club and a member of Friends of Laguna Canyon.*





Laughter yoga, offered right here in the Village, can lead to a trove of mental, emotional and physical benefits.

# The Best Me

BY CHERYL RUSSELL

**W**e laugh for the fun of it. We laugh for the health of it. Who ever heard of laughing for no reason? That's exactly what participants of the official Laguna Woods Village Laughter Yoga class do! Certified as a laughter leader in 2006, I proposed a six-month class to the Recreation Department in January 2009 with the intention of leaving the area by summer. Twelve years later, I've remained a resident, and the weekly Monday morning drop-in class is still going strong. Over the years, hundreds of folks have giggled and guffawed their way into a better frame of mind, body and spirit. And since April 2020, the Zoom format surprisingly has worked very well as a replacement for the in-person classes.

## **The Beginnings of Laughter Yoga**

Laughter yoga was founded in the 1990s by Dr. Madan Kataria, a physician in Mumbai, India, who studied the Norman Cousins story as well as the science behind the benefits of 10 to 20 minutes of sustained laughter. Knowing that people can't naturally maintain ongoing laughter for that long,



# edicine



## Laughter Yoga Testimonials

**I can't imagine starting my week without Cheryl's laughter yoga class. Regardless of how I'm feeling or how busy I anticipate my day or week, after class I have a "lift in my step" and feel a sense of joyful anticipation for whatever life brings.—Gretchen Cassady**

**Cheryl's laughter class still provides a safe, nonjudgmental and light space to play, relax, vent, unwind, connect, meditate and heal.—Rhona Singer**

**Laughing is the best way to start the week, with special friends who are of the same mindset. I also love the part when everyone shares what they are grateful for—a reminder that we need to be grateful for every day!—Carol Charlton**

**I love laughter yoga. It brings together in one class laughter, stretching exercises and relaxation. The perfect way to start any day.—Annette Mann**

**Monday morning laughter class sets the positive tone that carries me throughout the week. Each class is like getting a booster shot. —Barbara Balowitz**

**The laughter yoga class has been a special gift during isolation. Being able to laugh and see the faces of my classmates was uplifting. I am grateful that Cheryl kept the meeting going and gave all of us confidence that there was light at the end of the tunnel.—Barbara Mescon**

he developed the concept of laughter yoga, which is practiced in more than 10,000 laughter classes throughout the world. Dr. Kataria found that the benefits of sustained laughter could be achieved with trained leaders introducing a series of simple routines that have participants laughing easily for 30 to 45 seconds before moving on to the next laughter portion of the class.

In his book, "Laugh for No Reason," Kataria states: "Laughter makes us feel good because it diffuses three of the most painful emotions—fear, anger and boredom—by releasing them. That release prevents or stops conflicts, eases tension and helps people to better see others' point of view." While people feel happy after a laughter class, laughter yoga aims to develop

joyfulness, which is a physical phenomenon. In contrast to happiness, joyfulness is the unconditional commitment to having fun despite life's challenges and frustrations.

Some of the benefits laughter offers include:

- Enhanced immune system
- Stress relief
- Lower blood pressure
- Decreased pain





- Increased endorphins (natural painkillers)
- Improved lung capacity and oxygen levels
- Gentle massage for internal organs

Laughter is an easy and reliable form of physical and emotional release. A good belly laugh exercises the diaphragm, contracts the abs and even works the shoulders, leaving muscles more relaxed. It also provides a good workout for the heart. Laughter interrupts feelings of anger, guilt, stress and other negative emotions more effectively than other types of distractions. Socially, laughter connects us with others. It's also contagious. If you bring more laughter into your life, you will most likely help others around you to laugh more and realize these benefits as well.

### **The Funny Thing About Laughter Yoga Class**

Laughter yoga classes feature three segments approximately 15 to 20 minutes each, which can be done standing or sitting down: stretching and breathing exercises

to warm up, laughter routines and guided relaxation. Participants are reminded to always honor their body—to be mindful of what works best for them.

The class begins with a chantlike routine recognized around the world: “Ho-ho, ha-ha-ha!” coupled with clapping hands to a “cha-cha-cha” beat. What makes this simple technique so powerful is how the nerve reflexes in the hands communicate to the brain, releasing endorphins or what we like to call “happy juice” to every part of the body. This routine can be initiated anytime, anywhere to lighten spirits, reduce apprehension and minimize frustration.

Chanting is followed by a warm-up segment. From head to toe, everything gets a little stretching, including the vocal cords. Laughter takes energy, and it's important to be loosened up when the light and playful laughter routines begin.

People are always amazed at how much fun they're having when they laugh with others. Some class favorites include slow-motion laughter, making giggle juice, wiggly giggly joy, hiccups

laughter, mental floss laughter and silent laughter. Yes, silent laughter. Participants are reminded of those days in school or church when something funny happened and it was inappropriate to laugh out loud. Silent laughter is an excellent routine that indirectly exercises the diaphragm.

Interspersed throughout the class is the official laughter cheer: “Very good (clap once), very good (clap again), yay” (raise hands in the air). Two routines always conclude the laughter portion—another inspiring chant using hand motions with the words “I am amazing, you are amazing, we are amazing, ho-ho-ho” and a laughter shower, which is super fun. A portion of the relaxation includes sharing something for which you are grateful. Participants have repeatedly expressed appreciation for the laughter class during the pandemic's restrictions. On a recent international zoom laughter class, Dr. Kataria was a guest, and he spoke of how participation in laughter yoga had added value during the past year. In our class, we practice responding to challenging times with routines such as “life's little challenges” and “boo-hoo ha-ha” laughter. It really does work!

### **Laughter Is Highly Contagious**

Over the years I've been asked many questions about laughter yoga. The most frequently asked is, “What if it doesn't feel natural?” With a chuckle I love reassuring the person that it's OK because the brain doesn't know the difference between real laughter and “fake” laughter. With a little practice, it

does become real because of the eye contact participants make with each other. People also express surprise if laughter brings up tears. Laughter naturally releases emotions that lend truth to the statement: “I laughed until I cried.”

Another popular question is about physical limitations. Folks can participate one way or another—standing up or sitting down, or using a cane, walker or wheelchair. I’ve conducted classes with everyone sitting down in assisted living and memory care facilities, as well as in skilled nursing with some folks in geriatric chairs. With adaptations, it still works. That’s the power of laughter.

I’ve also been privileged to hear emotional testimonials from many participants. Folks in treatment

for cancer found laughter yoga to be soothing and, in many cases, a reason they were doing so well. Others have shared how it helps at the dentist or doctor’s office. People with depression find the class especially beneficial because it offers a feeling of connection and community. The friendships that have formed and the celebrations that we’ve shared are cherished by many. It has been, and continues to be,

a blessing to me as the leader of the Village’s laughter yoga class. When I first experienced laughter yoga on the beach in August 2006, I had no idea of the incredible opportunities I would experience with so many heartwarming people. I am equally grateful for all those who have participated at one time or another and for the long-time participants. The priceless memories are so very, near and dear to my heart.

For more information about laughter yoga class here in the Village, email certified laughter yoga leader Cheryl Russell [cheryl@starheart.com](mailto:cheryl@starheart.com).

## Virtual Community Education

### Get the most out of Medicare.

To help you get the most out of Medicare, we offer free, virtual presentations and Medicare resources to help you understand the options available to you.

#### You can learn about:

- Original Medicare
- Medicare Advantage plans
- Prescription Drug plans
- Medigap plans

Learn about the four parts of Medicare and get in contact with Medicare experts. Find a date and time that works best for you at: [memorialcare.org/MCEvents](https://www.memorialcare.org/MCEvents)



Cheng-Han Chen,  
M.D., Ph.D.,  
F.A.C.C., F.S.C.A.I.

### What is structural heart disease?

Dr. Cheng-Han Chen, interventional cardiologist and medical director of the Structural Heart Program at Saddleback Medical Center, discusses structural heart disease symptoms and innovative treatments offered across the street at Saddleback Medical Center.

Watch the lecture now at:  
[memorialcare.org/StructuralHeartLecture](https://www.memorialcare.org/StructuralHeartLecture)







# Disney Dreams TO VILLAGE DISCOVERY

Meet Village resident Cyndee Whitney, famed Disney alumna, human and organizational scholar and vivacious, engaging TV6 host.

BY CHERYL RUSSELL

**W**ith Hollywood in our backyard, many Southern California venues offer a “behind the scenes” look at this venerated institution—from Universal Studios tours to the Pageant of the Masters in Laguna Beach. Historically, Angelenos and SoCal tourists alike have a keen interest in the backstories about anything Hollywood and its well-known people or landmarks. It’s that same curiosity that motivated me to uncover the backstory about a certain Laguna Woods Village TV6 program host who typically is the one asking the questions of her guests.

Meet Cyndee Whitney, the vivacious host of “Discovering Laguna Woods.” Just like her featured monthly guests, Whitney’s life is like a book chock full of captivating chapters with creativity as the overarching theme. With her firecracker spark and engaging storytelling, ours was a lively interview to say the least.

An East Coast native from rural Massachusetts, Whitney was 14 years old when her family visited relatives who lived near Warner Bros. Studios. At night she could see actors and directors filming features such as “The Roaring ’20s” television series with Dorothy Provine. That’s all it took. She was hooked. In 1979, with \$300 in her pocket and her 6-year-old son in tow, Whitney was “going to Hollywood” full of ambitions of becoming a Disney animator.



### **Persistence Pays Off**

Without work experience, Disney declined her initial application. Pivoting quickly, “I landed a very mechanical, basic animation job at Filmation where I created the characters Fat Albert and Heckle & Jeckle,” she said. Learning that “Disney loves persistence,” Whitney applied four times in four months and finally landed a coveted Disney animator job. “Persistence paid off!” she said.

At Disney, Whitney described a hierarchy within the animator positions. Like her work at Filmation, she started doing basic animation. When she achieved character animator status, “that’s when it got exciting because animation is created in collaboration with the film’s director,” she said. She loved in-person meetings to find out the vision for characters that were acted out scene by scene. “I learned the body movements that made the characters come to life.”

Watching Bette Midler strut around “Oliver & Company” storyboards inspired Whitney “to make Midler’s poodle character strut as it walked.” She also explained how “seeing Buddy Hackett talk out of the side of his mouth while recording the voice of Scuttle, an eccentric seagull in ‘The Little Mermaid,’ is why I had to animate the same speaking mannerism for the character.”

In 1988, Disney’s president of animation asked her to participate in a trip to Russia. She shared that “Madam



**Disney delegation to Russia in 1988**



**Pictured under green arrow in 1985 photo of Disney animation team**



**At Disney animation desk working on “The Great Mouse Detective”**



Gorbachev wanted a small Disney group to join Roy (Walt's nephew) and his wife, Patty, during a visit to Russia to show four feature films: '101 Dalmatians,' 'Snow White,' 'Bambi' and 'Fantasia.' Disney was one of the first U.S. companies to participate in an exchange of this nature." When asked what Russia was like in the late '80s, "Moscow was in transition," she said. "People would line up for food and clothing with not much on the shelves. Overall, things looked very stark, almost impoverished." In contrast, she described the Metro as "spotless with gorgeous murals." She was particularly taken with how the locals reacted to Disney brochures. When they questioned whether a place like that really existed, "I told them there were actually two of them," she said.

While working on "The Little Mermaid" in 1991, Disney wanted to expand its consumer products division. Whitney seized the opportunity to become manager of artist development with a budget and vague idea of what she was doing. Tasked with recruiting artists to draw all the characters for related consumer products, "I made huge presentations called Disney Day to groups of graduating artists from schools across the country," she said.

After recruiting 49 artists, she developed an apprentice program to teach them the "Disney Way." She traveled the world—Hong Kong, Singapore, Tokyo and Paris—to duplicate



what she had accomplished in the U.S. The results of this groundbreaking opportunity?

"The billion-dollar division fed the pipeline for 760 Disney stores, ESPN, plus all of the publishing and licensed merchandise for Walmart and K-Mart," she said. "Back then, the personnel for this division filled 18 stories of a 30-story Burbank building."

After 24 years with Disney, Whitney began a new chapter.

### **A Wild Card**

Fascinated by creativity, Whitney wanted to learn more about how to train others to tap into their own creative process. In her 50s by this time, she completed her associate's degree at Glendale Community College and earned bachelor's and master's degrees at Pasadena's Pacific Oaks College among much younger students. Ultimately, she achieved her goal: a Ph.D. in human and organizational systems.

After months of job searching, she discovered Pasadena was looking for a manager of training

and development. Determined to get the job, "I networked to find out everything that would help me do just that," she said. The interview required developing and delivering an e-learning presentation, which she admits she knew nothing about. With plenty of experience charging forward into unknown territory, she told how she leveraged her Disney training expertise and asked if she could make the presentation standing up—to be taller, she said. Described as "a bit of a wild card," she got the job. Four years later, her job was a casualty of the 2008 recession and, after nearly four years as a trainer with Metrolink, she decided to see what else was out there.

### **Discovering and Sharing the Sandbox**

A resident of the Village for seven years now, Whitney describes the community as "a sandbox for grownups." During a conversation with former VMS CEO Brad Hudson, she told him how much she liked the Village. With her years of training and marketing background, Hudson asked if she wanted to host a TV show.

"I liked the idea of introducing newcomers to the hundreds of opportunities available to residents," she said. For more than five years, she has been hosting "Discovering Laguna Woods," which airs biweekly on TV6. Each month she skillfully engages viewers with guest interviews that demonstrate her professional skills as well as her personal passion for what she is doing—creatively bringing out

the best in her guests and the themes of their conversation. “Telling stories is the most powerful sales tool,” she said. Even though the fun of being a reporter on the Village streets came to a halt during pandemic restrictions, Whitney and the TV6 production team have made it possible to continue using Zoom.

When asked what she means by what she calls the third chapter of life, Whitney said, “I want folks to make the most of their golden years. I knew I had to face my own fears before I could invite others to do the same. I’ve faced down three by learning how to swim, ride a horse and make jewelry. What’s her secret? “Be willing to fail,” she said.

Whitney lectures about the benefits of creativity because “some people worked in jobs that did not require creativity. More than ever, it is important to use the creative process in areas such as finances and health,” she said. Quick to point out the difference between creativity and brainstorming, she said “Creativity is activated with new stimuli to generate ideas you haven’t thought about, whereas brainstorming is just dumping out what’s already in your head.”

Offering an example, she suggests using creativity to achieve greater healthcare. “Education provides new stimuli,” she explained. “Find out about healthcare providers, your health and how to take care of it because job environments may have dampened the independent creative thinking. The word creativity may have

been used in the work setting but people may not have been encouraged to be creative.”

Speaking of healthcare, Whitney believes naps are an enormous benefit to her health. “It’s so restorative!” she said. “I love replenishing my energy to keep living life to the fullest.”



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Cybersecurity attacks are flourishing—from our own community all the way to the federal government. Learn to recognize scams and protect yourself against nefarious criminals to help ensure you don't fall victim.

BY DEBORAH DOTSON

**D**uring the past year, the use of digital devices and social media has increased exponentially as we long for a connection with our fellow humans. With the rise in use of these tools comes increased cybersecurity crime and risk. Regrettably, our senior age group is targeted more frequently as criminals prey upon our humanity and kindness. Simply put, because we are good people, we make it too easy for them to be bad people! Follow these safety measures to reduce your risk of becoming their next victim.

### **Social Engineering by Cybercriminals**

“Social engineering by cybercriminals” is a phrase applied to a wide range of malicious activities perpetrated through human interactions. These methods use psychological manipulation to trick users into making security mistakes or giving away sensitive

information. This type of crime focuses on human emotions and human nature. It often can occur in more than one step, where the person first gains some background information or finds a weakness and then acts.

- **Fear:** Inspired via a phone call, during which the caller tells you a relative needs help in another state or country, you've committed a crime, you owe the IRS or there's a problem with your

Unless you are certain the email came from a reputable source, don't click or open it. It may contain a virus that will infect your computer or device (also see malware).

bank account. All of these scenarios would immediately cause you to become fearful of wrongdoing, and cybercriminals prey on that stress and anxiety to get you to surrender to their requests. This activity is called "vishing" and can be coupled with pretexting.

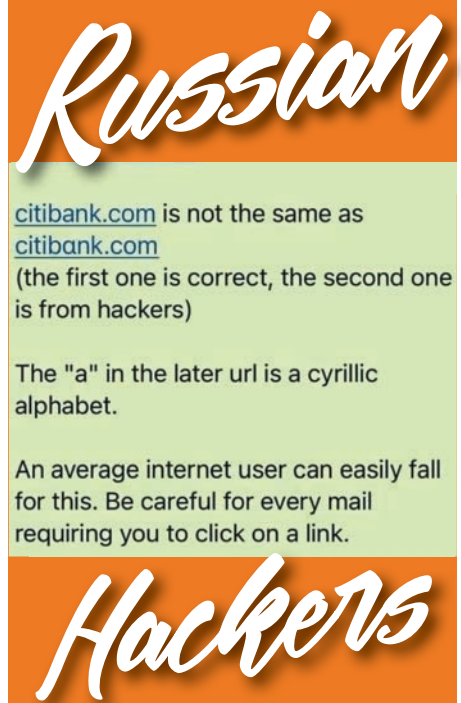
- **Greed:** Who wouldn't want to invest \$10 and get back \$10,000? Cybercriminals manipulate basic human emotions of trust and greed to convince you that you can get something for nothing. A sensibly worded email asks victims to provide their bank account information; after doing so, funds will be transferred the same day. This also can include in-person crime, where a person with a lottery ticket tells a story to get you to cash it for them or asks you to buy gift cards on their behalf and you'll be financially rewarded for your help. This type of activity is called "baiting," "phishing," "quid pro quo" and "pretexting."
- **Curiosity:** Humans are naturally curious about news and current events. Emails with attachments claiming to hold the "real story" about a plane crash, a shooting or a

robbery entice you to open it to read the content—and then a virus is downloaded and embedded, and immediately infects your computer.

- **Helpfulness:** Humans want to trust and help one another, so these emails implore you to help someone you know or, if you are working, someone at your company.
- **Urgency:** During the past year, you've probably ordered something (or many things) online. If you received an email from this company telling you that if your credit card information isn't confirmed immediately your data is at risk of being stolen by criminals, you'd want to ensure that didn't happen by responding without thinking.

### Baiting and Phishing

Facebook is a big place for cybercrime. Please do not play those "name" games that ask you to click and answer questions. Clicking on the link alone puts you and all your Facebook friends and family at risk. These "games" seem fun and harmless, but they are not. They are called "click-bait" because they are baiting you just like a worm on a fishing line baits fish! Warn your friends about the dangers of playing these games, too. It's very easy



for this information to get into the wrong hands—cybercriminals are very sophisticated.

Another form of baiting and phishing is receiving an email asking you to click a link for more information or open an attachment. One example is an email received from a service that alerts you to something requiring immediate action, such as a password change. Unless you are certain the email came from a reputable source, don't click or open it. It may contain a virus that will infect your computer or device (also see malware).

To check who really sent you the email, hover your cursor (the little arrow) over the sender's name, and right click to see who actually sent it.

Phishing is done in many ways, including via deceptive emails that ask you to provide more information, text messages sent to your phone or requests to visit websites, all designed to



steal your personal information. Taking precautions is of the utmost importance, but it's not realistic in most cases to just stop using email, social media or your computer to find information. Taking time to do a little investigation can save you hours of angst in trying to undo the trouble caused. Make sure the email sender is legitimate by right clicking the address, and read the content, as it often contains spelling errors or it is grammatically incorrect. You can even call the sender to see if they

sent the email to you. Don't open attachments unless you are 100% sure you know where they came from and trust the senders.

### **Vishing/Pretexting**

This type of cybercrime comes into play when someone calls pretending to be someone else (law enforcement, bank/tax officials or coworkers). Cybercriminals know these calls will frighten seniors and spur them to act quickly to avoid arrest or other risk. One common example of this scam is a "call"

from the IRS about owing money or claiming a lien against you is filed. The IRS never calls citizens! This federal agency always uses certified mail to communicate with intended recipients. Another example features a caller who claims to be a grandchild who is stuck somewhere and needs money asap. The best way to protect yourself here is to block the number on your phone, erase the voicemail and add a free app from your service provider to indicate spam-risk phone numbers.

### **Malware**

Malware, sometimes called "hacking," is a common, long-term problem that continues to grow due to the sophistication of the criminals and the tech they use.

In a workplace environment, malware can be added to an email attachment, which is opened by the employee, and sends the "poison" throughout the whole network system. Malware can halt business completely until it is resolved. Typically, cybercriminals hold the system for ransom, telling a company they will extract the malware for a fee. This is called ransomware. Even our federal government was recently "hacked" in this way.

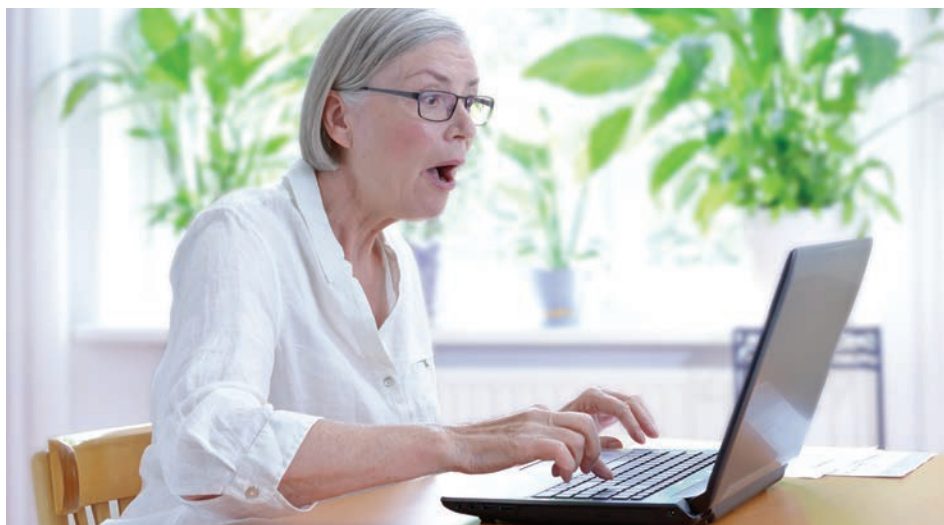
Individuals may click a link that installs the malware or open an email attachment that has an embedded virus that can shut down your entire computer and erase your files. This will require you to take your computer to a company that specializes in these repairs. So, although the malware installer may not make money,

# **FIGHT → CYBERCRIME!**



The only way to avoid cybercrime is to never use the internet or a smartphone, which is not realistic for most. While nothing is 100% secure, using the internet and digital devices safely is possible by following a few rules and using good judgment.

- Take the time to regularly update your computers, firewalls and antivirus software and set them to perform frequent scans.
- Read before you click.
- Set alerts and check your account frequently if you bank online.
- Log on to your bank from your home network—never do it on a public computer.
- Change passwords monthly for all of your accounts accessed online, and don't use easy-to-guess information.
- Consider using two-factor authentication, which uses your password and a special code sent to you to log in to an account.
- Ask someone you trust to review emails if you are unsure about something you read or see, or receive from a third party.



you lose money via the repair company's charges.

The best way to avoid malware is to never click on any links or attachments. Installing a good firewall and antivirus software on your devices also are musts. A firewall is the first defense against potential cyberattacks. Antivirus software also is important, but relying on a single tool is not enough now. Set up these tools to update and scan your device frequently. Regularly back up your data to a cloud-based service or an external storage device.

### **Scareware**

Scareware usually appears on a desktop computer in the form of legitimate-looking popup banners showing messages like "Your computer may be infected with harmful spyware programs." If you click the message to determine the issue, you may be directed to install something to "fix" the problem, which is actually malware. It also can direct you to another site for more information, which then infects your computer or sends your information to a third party.

Antivirus software and firewalls

don't always stop this, either, so never fall for this trick. The only popup you might see from antivirus/firewall software is a message telling you that a device scan is about to begin. Other than that, never click or install anything from a popup message.

### **Spyware**

Spyware describes software installed on your device without your knowledge or permission. This malicious behavior intends to collect personal data and send it to another entity in a way that harms the user in any number of ways, via a stolen bank account number, a birthdate or even a social security number. Typically, good antivirus software will protect against spyware, but other add-on protections are designed specifically for spyware.

### **Quid Pro Quo**

This "favor for a favor" situation is where the cybercriminal will ask you to do something in return for something else. One example is the "Prince in Nigeria" email, which asks to send you money, but you have to give them access

to your bank account. Most people are aware of this scam, as it has been around for years, but these letters are getting more sophisticated, and now they may say they are from your bank or a credit card company.

### **Honeytrap**

The honeytrap scenario, where a woman was used to trick a man into giving up information by feigning interest comes from old-fashioned spy tactics. In the cyberworld this is common on dating websites where a person uses a fictitious profile to interact with a potential victim. All ages are potential victims but the scam is most prevalent in the senior community due to pandemic-caused loneliness. The best advice here is to be very careful and not give any money or personal information to someone you haven't met or investigated.

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*Deborah Dotson, M.Ed., is currently an adjunct professor at two major universities where she teaches a variety of undergraduate technology courses. As a lifelong learner, with three decades in executive-level business management experience in healthcare and instructional technology, she turned her focus to K-12 education, where she trained and coached teachers on the effective use of technology in their classrooms and served as a common-sense media certified educator, working with students on digital citizenship and internet safety. Deborah is also a director on the Third Laguna Hills Mutual board and a member of Computer Using Educators, and actively consults on instructional design and using technology in education.*





WE HEAR YOU!

# QUESTIONS ASKED & ANSWERED



## UNITED MAINTENANCE & CONSTRUCTION PROJECT LOG

[Download PDF](#)

### **I believe our building needs painting. How do I find out when that work is scheduled?**

The best way to stay informed about projects in the Village is to reference the Maintenance and Construction project logs. United and Third project logs provide specific work timelines centered around the housing mutuals; GRF's project log offers information about work taking place involving community amenities. Find the Maintenance and Construction project logs on the Village website by selecting [Residents > Maintenance and Landscape > Community Project Updates > Maintenance Project Logs](#) or [Residents > Maintenance and Landscape > Community Maintenance Schedules](#) (orange button).

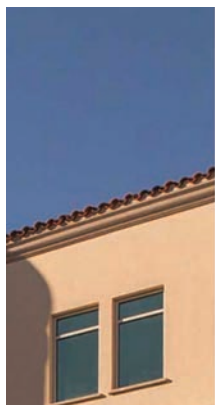


### **I want to explore some of the historical information about the Village. Where should I start?**

The Village has the unique gift of having its own historical center within the community. The Laguna Woods History Center is a nonprofit organization dedicated to “preserving today for tomorrow” whose purpose is “to collect, conserve and convey information, documentation and artifacts related to the history of Laguna Woods as a public service, in perpetuity.”

The Laguna Woods History Center is open to the public weekdays from 11 a.m. to 1 p.m. and by appointment (call [949-206-0150](tel:949-206-0150)). Please follow any distancing or masking guidelines requested by the facility. Visit the center at [lagunawoodshistory.org](http://lagunawoodshistory.org).

Also, courtesy of the History Center, the Village Breeze features snippets of our community's heritage on page 64 of each issue.



### What is the Resident Portal?

Residents can manage all items related to their Village account on the resident portal. Pay your assessments or chargeable services via credit card, submit service requests, check account balances, print account statements, update emergency contacts and review resident and vehicle information all in one location. Visit <https://bit.ly/3h0LhUN> to view a step-by-step tutorial on how to set up and use the resident portal.

1. From [lagunawoodsvillage.com](http://lagunawoodsvillage.com), click Login in the upper right-hand corner, next to Contact Us or visit [portal.lagunawoodsvillage.com](http://portal.lagunawoodsvillage.com).
2. For a first-time login, register your account.
3. Enter the email you have on file with Resident Services. Click Verify Email.
4. Check your email for a message from the Village that contains a prompt to reset your password.
5. Return to the Login/Sign In page, and enter your email and password.

For questions, or if you don't know the email address you have on file, call Resident Services at **949-597-4600**.

**I called Resident Services to report a broken utility closet door at the back of our building, but when I looked in my resident portal account there was no work order listed. Why is the work order not showing on my account when I reported the problem?**

Only work orders specific to your manor are featured on your resident portal account. Work requests for the community's common areas, a building or on behalf of a neighbor will not show up on the reporting party's portal account because the ticket is not specifically associated to that manor. To track any work order made for a common area, contact Resident Services (**949-597-4600**, [residentservices@vmsinc.org](mailto:residentservices@vmsinc.org)) with the date and location of the problem to get an update.



**I have contracted with a plumber to have my kitchen faucet replaced. He stated he must shut off the water to the entire building to do the work. There are three other manors in the building. How can I do this?**

Contact Resident Services (**949-597-4600**, [residentservices@vmsinc.org](mailto:residentservices@vmsinc.org)) and share your plans. Only VMS plumbers are allowed to turn off water to a building in the Village. Resident Services will explain the process to help you avoid being charged additional fees if damage occurs when cutting off/turning on the building's water supply.

The content featured in this column comes from questions asked by Village residents and answered by Village Management Services' own Catherine Laster. If you have a question for Ms. Laster, email [info@lagunawoodsvillage.com](mailto:info@lagunawoodsvillage.com). Include your name, unit number and email in your message, and label the subject line My Community Question.





## SECURITY SERVICES

# SMOKING IN THE VILLAGE

*By Blessilda Wright, Supervisor*

To clear the misconception of smoking within Laguna Woods Village, our community itself is not smoke free. However, United Laguna Woods Mutual and Third Laguna Hills Mutual both adopted a Non-Smoking Policy and smoke-free building designation policies, which provide guidelines that residents, guests and vendors must follow within the community.

The purpose of a smoke-free building designation policy is to provide a systematic, fair and reasonable manner to designate a building as nonsmoking. Designating a building as smoke free requires a consensus of all building owners and paperwork recorded with the county. The building owners share the cost of this designation.

As a friendly reminder, smoking is OK at the following locations as long as the smoke doesn't create a nuisance to neighbors:

- Inside your unit with windows and doors closed. Using an air purifier or odor elimination products to keep smoke from transferring to other units is encouraged.
- Twenty feet from any building where smoke won't enter enclosed areas. Smoking downwind from any buildings to avoid creating a nuisance is encouraged.

Please see the following resolutions for additional information:

- Third: Resolution 03-17-05 Non-Smoking Policy
- Third: Resolution 03-20-66 Smoke-Free Building Designation Policy and Procedure
- United: Resolution 01-17-56 Non-Smoking Policy
- United: Resolution 01-11-181 Designation of Buildings as Smoke-Free

Call the Security Department at **949-580-1400** to report a smoking violation.



# CUT THE CLUTTER

*By Blessilda Wright, Supervisor*

United Laguna Woods Mutual and Third Laguna Hills Mutual boards of directors have policies regarding clutter and the care and maintenance of patios, balconies, breezeways and walkways.

United and Third strive to maintain safety and attractiveness, and prevent damage to the buildings within our community.

Here are clutter dos and don'ts:

- **Don't** plant herbs, tomatoes, vegetables or any other crops on patios, balconies, breezeways and walkways.
- **Do** place permitted plants in suitable pots with adequately sized saucers to collect excess water and

elevate by using sturdy platforms with casters.

- **Do** control the amount of water given to these plants so it does not overflow the saucer and collect on the floor surface or fall to a lower level onto residents, windows or other objects belonging to a neighbor.
- **Don't** place indoor furniture on patios, balconies, breezeways and walkways.
- **Don't** place items that constitute a nuisance to neighbors—wind chimes, food and water for wildlife or refrigerators—in common areas.
- **Do** store items in assigned storage cabinets. Contact Manor Alterations at **949-597-4616** or **alterations@vmsinc.org** for information regarding additional storage cabinets. Examples of loose items allowed in carports include shopping carts, brooms and dustpans, bikes and emergency kits.
- **Do** try to resolve differences or disputes amicably with a neighbor.
- **Do** call the Compliance Hotline at **949-268-2255** or email **compliance@vmsinc.org** to investigate clutter violations.
- **Do** refer to United Resolution 01-18-104 Clutter Policy or Third Resolution 03-16-117 Care & Maintenance of Patios, Balconies, Breezeways & Walkways Policy for more information.



# IN THE EVENT OF DISASTER

## This survey can help resident volunteers help your pets in an emergency.

The Golden Rain Foundation appointed a volunteer group of resident animal lovers to serve in a Disaster Preparedness Task Force (DPTF) subcommittee and create a disaster preparedness plan for Village pets.

According to the Federal Emergency Management Agency (FEMA):

- When disaster strikes, most animal deaths occur within the first 24 to 48 hours.
- During the New Orleans Katrina hurricane in 2005, 80% to 85% of pets were never reunited with their owners because the owners and the city were not prepared to deal with pets.

If we should experience a disaster, we don't want to experience similar results! In order for us to properly prepare, we must know how many pets, what kind of pets and where the pets live in the Village. Please complete and return a pet ownership survey by doing the following:

- Visit <https://bit.ly/3foYnP7> to download the online survey form.
- Email it to **chief@vmsinc.org** if possible.
- Print, complete and mail the form to 24351 El Toro Road, Laguna Woods, CA 92637, Attn: Pet Survey.
- Call VMS Security at **949-268-2356** if you are unable to do any of the above. We will ensure you receive a paper copy of the survey.

### Action Needed: Surveys Returned Prior to November 2020

In September 2020, DPTF first asked all residents with pets to complete and return this same survey, and we're grateful to those who did. Unfortunately, DPTF is unable to retrieve your survey if you emailed it prior to November 2020. DPTF currently has fewer than 100 completed surveys on file. If you previously completed and emailed a survey, but aren't sure when exactly, **please complete and email a new survey**. We would prefer to receive two surveys from you rather than none at all!





## RESIDENT SERVICES

# HOW DO MY GUESTS ENTER THE VILLAGE?

A guide to DwellingLive for convenience and ease



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

### Guest Passes via DwellingLive

- Visit [lagunawoodsvillage.com](http://lagunawoodsvillage.com) on your computer, tablet or smartphone.

- Click on the Guest Passes tab at the top right corner of the home page.
- Follow the onscreen instructions to call Gate Clearance or register a guest online.
- Use your email and resident ID to log in.
- First-time DwellingLive users can enroll by following the registration instructions.

### Can VMS Reach Me?

If your phone number on file in Resident Services is no longer in service or has changed, or if any of your contact information has changed, VMS can't reach you! Easily update your phone number or email by contacting Resident Services at **949-597-4600** or [residentservices@vmsinc.org](mailto:residentservices@vmsinc.org) to inform staff of the change.

If your mailing or outside address has changed, complete our Change of Address by Member form at <https://bit.ly/3nZiC3D> and return it via email or mail it to Community Services, 24351 El Toro Road, Laguna Woods, CA 92637.

- Use your email address of record and default password (your resident ID number).
- If you don't know your email address on file, or want to change your information, contact Resident Services at [residentservices@vmsinc.org](mailto:residentservices@vmsinc.org) or **949-597-4600**.
- Once logged in, select guest and pass type, and fill in the appropriate information.
- Click Save.
- Your guests are now entered into the system and may pick up their daily guest pass at the gate upon arrival.

### Updated DwellingLive Mobile App

DwellingLive updated its mobile app to add such features as address book integration, recent guests, easy date buttons, personalized invitations, new

# MORE INFO

party creation workflow and default guest type. The new initial landing page allows users to manage their guest list and new guest icons simplify recognizing each guest type. Download the DwellingLive mobile app at Google Play or the App Store.

## OPP via DwellingLive

Overnight guests, even those who have a multiday pass or are on your annual guest list, still need an OPP for every night they park in the Village. Even if guests have already cleared the gate with an annual pass and later decide to stay the night, you still must call Gate Clearance at **949-597-4301** and request an OPP. Guests who plan on parking their vehicle in the Village overnight must have an OPP.

## RESIDENT PORTAL SIMPLIFIES VILLAGE LIFE

Process credit card payments, submit service requests, check account balances, print account statements, update emergency contacts and review resident and vehicle information by visiting **portal.lagunawoodsvillage.com**. Visit **<https://bit.ly/3bdyrP4>** for a tutorial.

# FIND ANSWERS AND DEPARTMENT PHONE NUMBERS

If you have questions, Village Management Services has answers, online, via email, on Village Television in the Village Breeze!

## Where to Find FAQs on the Village Website

- Click “How Do I?” at the top main menu of the Village website for a list of answers to frequently asked questions regarding general information, sales and leasing, billing, decals and passes, and more.
- Visit **<https://bit.ly/3f3mpJb>** to find out how to reach the department to best meet your needs.

## Where to Find Phone Numbers on the Village Website

- Click “Contact Us” in the top right-hand corner of the Village website for general information, important phone numbers and more. A “What can we help you with?” online form (scroll to the bottom of the Contact Us landing page) allows you to make an inquiry to be answered by staff.
- Visit **<https://bit.ly/3usOqQY>** to view the full phone list.
- Visit **<https://bit.ly/3txSQEN>** for a comprehensive list of frequently called numbers.

## Email Staff

- **[info@lagunawoodsvillage.com](mailto:info@lagunawoodsvillage.com)** is monitored continuously and answered daily.

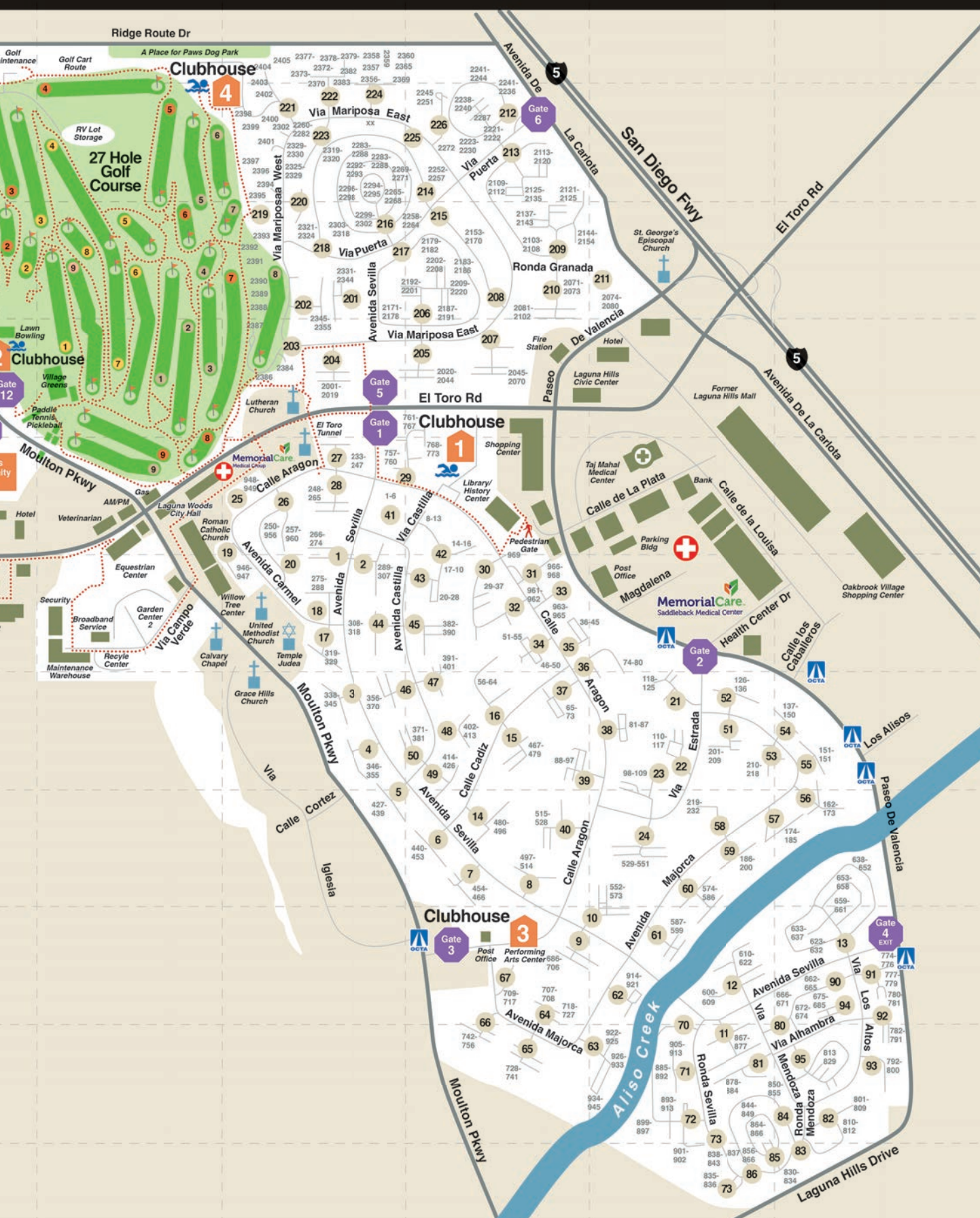
## Submit Questions to the Village Breeze

Every Village Breeze issue answers FAQs in its “We Hear You” column. The content featured in this column comes from actual questions asked by Village residents and answered by Village Management Services’ own Catherine Laster. If you have a question for Ms. Laster, email **[info@lagunawoodsvillage.com](mailto:info@lagunawoodsvillage.com)**. Include your name, unit number and email in your message, and be sure to label the subject line “My Community Question.”













# In Your Neighborhood

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



**GRF PROJECT LOG**

**UNITED MUTUAL PROJECT LOG**

**THIRD MUTUAL PROJECT LOG**

## GRF Facilities Sweeping Schedule

### 1ST FRIDAY OF THE MONTH

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

### 2ND FRIDAY OF THE MONTH

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

### 3RD FRIDAY OF THE MONTH

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

### 4TH FRIDAY OF THE MONTH

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

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

4 to 7 a.m. RV Lots  
Golf Maintenance

## Street Sweeping Schedule

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

### MONDAY TO FRIDAY

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

### MONDAY

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

### TUESDAY

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

### WEDNESDAY

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

### THURSDAY

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

### FRIDAY

GRF Facilities  
Please see GRF Facilities Sweeping Schedule.

Every other week  
Gate 9 – Towers Parking Lot  
Gate 11 – Check area and re-sweep if needed.

# Stay in Touch!

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

## ADMINISTRATIVE OFFICES

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

## AMENITIES AND RECREATION

General Information 949-597-4273  
[recreation@vmsinc.org](mailto:recreation@vmsinc.org)  
 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 - 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  
 Village Library 949-597-4274  
[lvvillagelibrary@yahoo.com](mailto:lvvillagelibrary@yahoo.com)  
 Village Television 949-597-4295

## 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 Nonemergency Dispatch 949-770-6011

## MISCELLANEOUS

Animal Services, City of Laguna Beach 949-497-0701  
 Florence Sylvester Senior Center 949-380-0155  
 Foundation of Laguna Woods Village 949-268-2246  
 Laguna Woods Globe 949-837-5200  
 Laguna Woods History Center 949-206-0150  
[info@lagunawoodshistory.org](mailto:info@lagunawoodshistory.org)  
 Lost and Found 949-597-4435  
[lostandfound@vmsinc.org](mailto:lostandfound@vmsinc.org)  
 RV Storage 949-268-2284  
 Saddleback College Emeritus Institute 949-770-9669  
 The Towers 949-597-4278  
[thetowerslww@pmpmanage.com](mailto:thetowerslww@pmpmanage.com)

## RESIDENT SERVICES

Manor Alterations 949-597-4616  
[alterations@vmsinc.org](mailto:alterations@vmsinc.org)  
 Resident Services 949-597-4600  
[residentservices@vmsinc.org](mailto:residentservices@vmsinc.org)  
 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 800-655-4555  
 Waste Management (Trash) 949-597-4600  
 West Coast Internet Customer Service 949-487-3302

## STAY IN TOUCH!

Telephone and email

The Laguna Woods Village  
 Community Center  
 24351 El Toro Road  
 Laguna Woods, CA 92637  
[lagunawoodsvillage.com](http://lagunawoodsvillage.com)  
 949-597-4600

Emails provided where  
 available



# POST-PANDEMIC LIFE

Social Services and the Council on Aging – Southern California are here to help with the transition.

During the pandemic, many lost their sense of community cultivated through face-to-face interactions. Social isolation and loneliness have been linked to negative physical and mental health outcomes, such as increased depression and anxiety symptoms, and increased risk of hypertension, cardiovascular disease, obesity, cognitive decline and death.

Even before this period of sustained social distancing, social isolation was disproportionately affecting older adults due to diminished social networks. Older adults received stricter directives on social distancing

and they were among the first groups encouraged to stay home. Older adults who have experienced a prolonged period of isolation may encounter health effects that long outlast their time in quarantine. Social Services is here to help residents unravel the residual effects from the pandemic.

Social Services and the Council on Aging – Southern California formed a partnership in 2019 with the common goal of preventing social isolation. We are thankful to have a Council on Aging social worker, Chelsea Marshello, MSW, in our division. Chelsea works directly with

## Social Services' Mission

To help residents maintain independence and enhance their quality of life.

residents to help connect them with services and resources to help ease social isolation and loneliness, including sharing Village Recreation and Special Events Department programs. Please contact Social Services if you seek support in creating an individualized plan of care to ease back into community programs.



“Isolation and loneliness have negatively affected many people in our community. I am thankful to work with residents individually to connect or reconnect them to various resources and services. I feel fortunate that residents trust us in their most vulnerable moments, and we can support them in reaching their goals.”  
—Chelsea Marshello, MSW

## Contact Us

Call Social Services at **949-597-4267**, 8 a.m. to 5 p.m., Monday through Friday, or visit **lagunawoodsvillage.com > Residents > Social Services**.



## MAINTENANCE & CONSTRUCTION

# CONTEMPLATING A MANOR ALTERATION?

A guide to the basic actions necessary to obtain a mutual consent.

1. Initiate a new call or email inquiry to Manor Alterations (MA) at **949-597-4616** or **alterations@vmsinc.org**.
2. Download/obtain application documents from MA at **lagunawoodsvillage.com/residents/resident-services#manor-alterations**. Simultaneously, obtain contractor information for scope of work. Deal only with quality contractors. Ensure they are reputable and can provide the necessary insurance.
3. Submit application to MA for review at **alterations@vmsinc.org**.
  - a. Required documents include the application, COLI and the floor plan with incorporated scope of work.
  - b. If the requested alteration is not in accordance with an approved mutual standard, MA will notify you.
  - c. If demolition is required, provide a separate permit with new improvement work. Asbestos testing and air clearances may be required prior to issuing a new work permit; submit the permits together.<sup>1</sup>
  - d. Staff will review your submission to ensure conformity to current standards and will notify you if additional information is required or your permit is ready for issuance.

4. Track mutual consent application progress at **<https://bit.ly/3baphmE>**.
  - a. Obtain a City of Laguna Woods permit if necessary, complete the work and present the city final to MA.
  - b. MA inspects the work. If it is completed per the mutual consent, you are done!

<sup>1</sup>*Request to submit both the demolition and construction applications together to allow in-tandem plan checking of applications. Once these applications are approved, staff will take payment for both and release the demolition application to the applicant, changing ticket status to MC (member contacted/work pending) and the construction ticket to OH (on-hold) status until final demolition documents are provided (city demo permit and air clearances application). Once the demolition documents are submitted and demolition paperwork is complete, the construction application can be released the same day and ticket status changed to MC.*

### CHECK OUT MA BIMONTHLY NEWS BULLETINS

In an effort to keep members, realtors and contractors better informed about important Manor Alterations issues, the division is emailing informational news bulletins every two weeks. Bulletin topics address news, new or expected rules changes, insurance requirements updates, new Manor Alterations team members and permit status.

Visit **<https://bit.ly/2Svpf25>** and select the orange Manor Alterations News Bulletins button to view all newsletters or go to **lagunawoodsvillage.com > Residents > Manor Alterations > Manor Alterations News Bulletins**.

Share your feedback by emailing **alterations@vmsinc.org**.





RECREATION

# MONDAY MOVIES SERIES

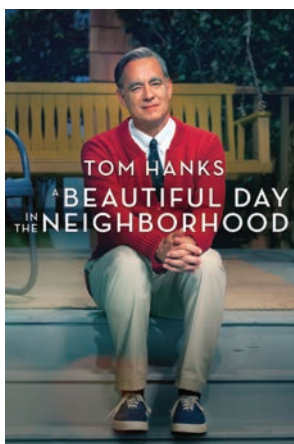
This summer, step out of the heat and enjoy free movies at Clubhouse 5.

On the second and fourth Mondays in June, July and August at 11 a.m. and 4 p.m., come to Clubhouse 5 main lounge to cool off and enjoy a movie!

- June 14: "The Peanut Butter Falcon"
- June 28: "Soul"
- July 12: "Knives Out"
- July 26: "A Beautiful Day in the Neighborhood"
- August 9: "The Father"
- August 23: "News of the World"

Movies are free, but reservations through ActiveNet are required one week in advance. Seating is limited. No concessions will be served, but residents may bring their own.

For more information,  
call **949-597-4381** or  
**949-597-4273**, or email  
**recreation@vmsinc.org**.  
Verify your ActiveNet  
account by calling  
**949-597-4227**.



# ACCESSING, USING ACTIVENET

Making reservations with Recreation is a snap!

Purchase event tickets, register for outdoor classes, schedule outdoor/indoor fitness facility exercise time and more via ActiveNet. Simply sign in to get started. With your account, online registration is convenient and easy. Start today so you don't miss out!

ActiveNet is located on the Village website at **Amenities > Recreation > ActiveNet**. Visit [bit.ly/3b4Gn5i](https://bit.ly/3b4Gn5i) to watch an instructional video on how to create an ActiveNet account. Visit [bit.ly/2Ruc3de](https://bit.ly/2Ruc3de) to view a video on how to use ActiveNet. Visit [bit.ly/3vXhCjF](https://bit.ly/3vXhCjF) for instructions on how to set up the ActiveNet online reservation system or follow the steps below:

1. Open your preferred web browser on your smartphone, tablet or computer.
2. Click or enter <https://anc.apm.activecommunities.com/villagereservations> in the URL field.
3. Click "Sign In/Up" on center of the web page.
4. Follow the instructions.
5. Call staff for assistance at **949-597-4227**, Monday through Friday from 9 a.m. to 4 p.m., if you experience a registration error.

Visit [bit.ly/2QUFSDS](https://bit.ly/2QUFSDS) for a list of available Recreation and Special Events amenities, which includes a list of how to make reservations (via ActiveNet, Kourts or phone).

## What Is a Bit.ly Link?

Bit.ly links are short web addresses, or URLs. Simply type any entire bit.ly URL into your browser's search bar and hit "return" to reach your online destination.



## CLUBHOUSE 4, CLUBHOUSE 1 INDOOR FITNESS CENTER ARE OPEN!

Clubhouse 4 and the Clubhouse 1 indoor fitness center are open to limited capacity per the tiered timeline outlined by California's Blueprint for a Safer Economy. As of press time, Orange County advanced to the Yellow Tier.

Enjoy arts amenities, as well as bingo, movies, additional golf cart parades, personal training, dance classes and special interest classes. The library is open Monday through Friday from 10 a.m. to 4 p.m. and Saturday from 10 a.m. to 1 p.m. Clubhouse 4 is open Monday through Friday from 9 a.m. to noon and 12:30 to 3:30 p.m.

Visit [bit.ly/3em4Wgb](https://bit.ly/3em4Wgb) to view a chart detailing what amenities are open as well as days and hours of operation, accessibility and capacity. The Village continues to fully comply with any county and state guidelines.

Advance reservations via ActiveNet are required; no walk-ins are permitted.

For more information about Recreation and Special Events Department classes, amenities openings, events and more, call **949-597-4273**.





## RECREATION

# PAC ENHANCEMENT UPDATE

Get ready for a fresh, new look and feel at the Performing Arts Center.

The Performing Arts Center (PAC), one of our community's favorite amenities, hosting year-round recreational and professional theater productions and concert events for all residents to enjoy, is currently undergoing light renovation projects that began in February of this year.

Items under renovation include:

- **Lobby - In Progress**
  - Interior paint
  - LED lighting
  - New baseboards
  - Carpet cleaned
- **Dining Rooms - In Progress**
  - New flooring and baseboards
  - New soundproof material
  - LED lighting
  - Dimming lights
  - New acoustic ceiling tiles



- **Heating and Cooling - In Progress**
  - Complete removal of the current system
  - New energy-efficient heating and cooling system
  - New ducts
  - Individual room temperature controls
- **Main Theater - In Progress**
  - LED house lights
- **Stage Curtains - Completed**
  - Reconditioned, washed, cleaned and fireproofed

Upon completion, the PAC will offer a fresh, new feel, with safe, aesthetically pleasing features that are sure to excite all theater and music performance clubs, event attendees and billiard players.

Barring any unforeseen circumstances, we anticipate the PAC to reopen the second week of September. For more information, please contact the Recreation and Special Events Department at **949-597-4273**.



## BINGO! PLAY IS OPEN FOR A CHANCE TO MATCH FIVE IN A ROW AND WIN!

Register now to start playing bingo on the back patio of Clubhouse 2 on Tuesdays starting March 13. Doors open at 1:45 p.m.; bingo starts at 2 p.m. A fee of \$10 for 10 games is due at Clubhouse 2 on the day of play. Reservations made through ActiveNet are required. Masks also are required, and no refreshments will be served.

Visit [bit.ly/2PRbRnZ](https://bit.ly/2PRbRnZ) to view "Conditional Opening of Outdoor Social Games" for rules, reservations and more.

# LIBRARY AND HISTORY CENTER ARE OPEN!

Resident bibliophiles and avid historians are in luck.

## Village Library

Patrons may browse shelves for books or other media to check out and enjoy.

Library hours are Monday through Friday from 10 a.m. to 4 p.m. and Saturday from 10 a.m. to 1 p.m. Hours are determined by volunteer availability.

Visit [bit.ly/3vJxHcy](https://bit.ly/3vJxHcy) to read the most current "Conditional Reopening of the Village Library" document. Go to [lagunawoodsvillage.com/amenities/clubhouses/library](https://lagunawoodsvillage.com/amenities/clubhouses/library) or <https://bit.ly/3hFbqJ5> to visit the Village Library online.

## Laguna Woods History Center

The Laguna Woods History Center also reopens to the public on May 5, 11 a.m. to 1 p.m. on weekdays and by appointment (call **949-206-0150**). Patrons must follow social distancing practices; masks must be worn at all times. Visit [lagunawoodshistory.org](https://lagunawoodshistory.org) to learn more.

For more information about Recreation and Special Events Department classes, amenities openings, events and more, call **949-597-4273**.



## PLAY PICKLEBALL, PADDLE TENNIS DOUBLES

Pickleball and paddle tennis players can play doubles matches. Any player wishing to play doubles must sign a mandatory waiver located at [bit.ly/3biM93G](https://bit.ly/3biM93G). Please return the waiver to staff at the pickleball/paddle tennis courts Monday through Friday from 8 a.m. to noon or to the golf pro shop during normal business hours.





## RECREATION

# POOLS

Visit <https://bit.ly/3frRmsp> for the most up-to-date pool schedules. Make required reservations up to seven days in advance via Kourts; by telephone between 10 a.m. and noon, Monday through Friday at **949-597-4382**.

Visit [bit.ly/35qWuYn](https://bit.ly/35qWuYn) for instructions on how to make pool reservations using the Kourts online reservation system.

Visit [bit.ly/2Fznx9u](https://bit.ly/2Fznx9u) to view the reopening procedure for the conditional reopening of Pools 1, 2, 4 and 5, which contains pool hours and reservation times.

Swimmers who experience a Kourts registration error can call **949-268-2418** or **949-597-4382** Monday through Friday, 9 a.m. to 4 p.m.



## SWIM WITH FRIENDS AND FAMILY!

Pools 2, 4, 5 and 6 allow for two residents per reservation.

Swimmers at Pools 4, 5 and 6 can now swim with friends or family! At Pools 4 and 6, any two residents, not necessarily from the same household, can swim together per a single reservation. At pools 2 and 5, two residents from the same household may share lane lines.

## 10 VILLAGE TRAILS CALLING YOUR NAME

Our community features 10 beautiful walking trails for exercise, enjoyment and reconnecting with nature. Visit [bit.ly/2LsYEzO](https://bit.ly/2LsYEzO) for route maps, complete with distance, elevation, benches, scenic overlook locations and other pertinent information.

# COME TAKE A CLASS

Please contact Recreation at **949-597-4273** for current sessions and cost or view the schedule online at **Amenities > Recreation > Outdoor Fitness**.

## Recreation Fitness Classes

- Zumba Gold with Tracy Murray at the Clubhouse 2 Patio
  - Monday 9 - 10 a.m.
  - Wednesday 9 - 10 a.m.
  - Friday 9 - 10 a.m.
- Cycling with Alisha Sullivan at Clubhouse 5
  - Monday 5 - 6 p.m.
  - Tuesday 10 - 11 a.m.
  - Tuesday 11:30 a.m. - 12:30 p.m.
  - Wednesday 10 - 11 a.m.
  - Thursday 7 - 8 a.m.
  - Thursday (Beginner) 8:30 - 9:30 a.m.
  - Friday 7 - 8 a.m.
- Chair Fitness with Janet Gilliam at the Clubhouse 2 Patio
  - Tuesday 9 - 10 a.m.
  - Thursday 9 - 10 a.m.
- Chair Yoga with Kristine DeYoung at Clubhouse 2 Patio
  - Monday 1:30 - 2:30 p.m.
  - Tuesday (Advanced) 10:30 - 11:30 a.m.
  - Thursday 1 - 2 p.m.
- Mat Yoga with Kristine deYoung at Clubhouse 2 Patio
  - Tuesday 1 - 2 p.m.
  - Thursday 10:30 - 11:30 a.m.
- Jazz Dance with Patty Cruz
  - Wednesday 10:30 - 11:30 a.m.

For more information, call **949-597-4273**.



## SCHEDULE THREE EXERCISE SESSIONS PER WEEK AT THE OUTDOOR FITNESS CENTER!

At the outdoor fitness facility located in the Clubhouse 1 breezeway, residents may schedule three exercise session reservations per week; every Wednesday residents will be able to book the following Sunday through Saturday. Book reservations via ActiveNet.

For more information about Recreation and Special Events Department classes, amenities openings, events and more, call **949-597-4273**.





## RECREATION

# HELP THE HERD

The Help the Herd fundraising campaign is all about benefitting the GRF Equestrian Center horses.

Proceeds are used to purchase various necessary supplies, including:

- Flysheets for each of the horses to wear during warm weather to protect them from biting flies and insects;
- Rubber stall mats to cushion horses' hooves, ligaments and tendons and to provide comfort under bedding when lying down to rest;
- Saddles for two horses that fit correctly and help prevent chronic sore backs;
- Corrective saddle pads for horses with conformation issues; and
- Protective boots to support horses' legs while working.

The campaign goal is to raise \$10,000 to purchase additional tack as well as upgrade horse stalls. To date, the Village Community Fund and the Help the Herd committee have raised \$4,195.



**Taken one morning at the Equestrian Center: A pair of equine beauties enjoying their new water feature and stylish flysheets!**

A significant donation of \$2,000 came from the Art Association, which pledged its continued support of the Equestrian Center. When the property fully reopens, the Art Association plans to invite Village artists to the center to create art using varied media (paint, photography, ceramics, etc.) featuring "celebrity" horses. The artworks will be auctioned, with all proceeds going to benefit the Help the Herd Program.

Residents interested in donating to the Help the Herd fundraising campaign may visit [www.villagecommunityfund.org](http://www.villagecommunityfund.org) or contact Leslie Anne Mogul at [lamogul@comline.com](mailto:lamogul@comline.com), 760-533-7379. Check out Equestrian Center news and events in the most recent newsletter at [bit.ly/3tsNg7f](http://bit.ly/3tsNg7f).



## VIRTUAL RECREATION RESOURCES

Not ready to venture out post-COVID? Too warm outside? The Recreation and Special Events Department offers a comprehensive guide of virtual resources for such pursuits as arts and crafts, cooking, gardening, health and fitness, home improvement, language lessons, library resources, music and dance, online games, television and movies, travel, virtual tours of museums, natural history, national parks, Zoom tutorials and zoo wildlife cams.

Visit [lagunawoodsvillage.com](http://lagunawoodsvillage.com) > Amenities > Recreation > Virtual Recreation Resources or call 949-597-4273.

# RACKET SPORTS AND LAWN BOWLING

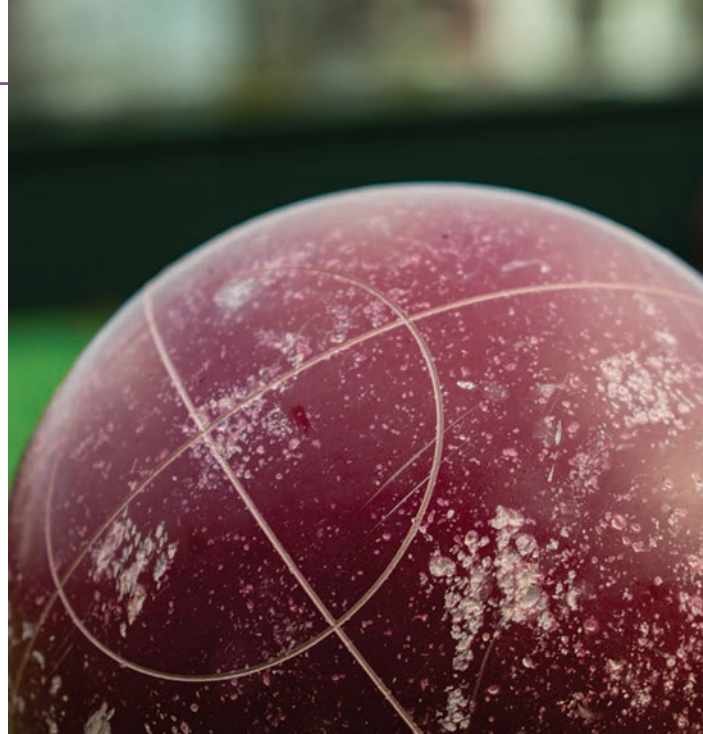
Visit [bit.ly/35qWuYn](https://bit.ly/35qWuYn) for instructions on how to make racket sports and lawn bowling reservations using the Kourts online reservation system.

View these reopening procedures for reservation times and more:

- Tennis: [bit.ly/3ml8Tn4](https://bit.ly/3ml8Tn4)
- Pickleball: [bit.ly/32vwpG5](https://bit.ly/32vwpG5)
- Paddle tennis: [bit.ly/3htmW6E](https://bit.ly/3htmW6E)
- Lawn bowling: [bit.ly/2H4j5k1](https://bit.ly/2H4j5k1)

If you experience a Kourts registration error

- Paddle tennis and pickleball: **949-597-4386**, Monday through Friday, 8 a.m. to 3 p.m.
- Tennis: **949-268-2481**, Monday through Friday, 8 a.m. to noon; or **949-597-4386**, Monday through Friday, 8 a.m. to 3 p.m.
- For weekend assistance with racket sports reservations, call the golf pro shop at **949-597-4336**.



## BOCCE BALL

Call **949-597-4273** Monday through Friday to make bocce court reservations one day in advance. To read the reopening procedure for bocce ball, find reservation times and more, visit [bit.ly/2IvcHmn](https://bit.ly/2IvcHmn).

## JOIN RECREATION'S 1,000-MILE CLUB!

The Recreation and Special Events Department's 1,000-Mile Club exercise incentive program aims to help participants uphold their commitment to exercise throughout the year and provides a visual record of miles accumulated through such exercise activities as walking, jogging, swimming, biking or rowing. Those who finish 1,000 miles by the end of the calendar year will receive a T-shirt. Visit <https://bit.ly/39rMjEL> for details.





## TRANSPORTATION

# THANK YOU!

VMS drivers receive recognition in gratitude for keeping bus routes operating throughout the pandemic.

Full-time Transportation drivers servicing Village bus routes throughout the COVID-19 pandemic all received a recognition of excellence award from Village Management Services in February.

Chris Laugenour, Director of General Services, introduced each driver individually at a prerecorded ceremony and presented each one with an award.



Starting from left, Chris Laugenour (Director of General Services), Neva Fambrough, Michael Everett, Richard Buzenes, Jose Barriga, Jose Balandran, Shawn Khataie-Zadeh, Mark Douglas, Cesar Sanchez, Gerardo Gutierrez (Transportation Coordinator), John Sanchez (Transportation Coordinator) and Francisco Perez (Transportation Supervisor).

## USING THE TRANSPORTATION PHONE SYSTEM

- 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, leave a detailed message; Transportation staff will call back with a confirmation

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

Call us at **949-597-4659**.

Email us at **[ride@vmsinc.org](mailto:ride@vmsinc.org)**.

Visit us at **[lagunawoodsvillage.com/amenities/transportation](https://lagunawoodsvillage.com/amenities/transportation)** to view the Village's nine route maps and schedules, Boost service instructions, frequently asked questions, hours of service and more!

# BUS RIDER INFORMATION

## EASY RIDER/FIXED ROUTE

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

### HOURS OF SERVICE MONDAY - SATURDAY

9 a.m. - 5 p.m.

No service Thanksgiving/Christmas/New Year's Day

## TELEPHONE OPTIONS

- Option 1: General information
- Option 2: Request stop for fixed routes
- Option 3: Boost
- Option 4: Journey
- Option 5: Destination shopping

## HOW TO REQUEST STOPS

- (CDS) indicates cul-de-sac
- (R) indicates request-only stops
- Call 949-597-4659 one hour before schedule time, dial 2
- Leave a message with request information:  
Example: Gate 11 (R) Route 1 at 10 a.m.

## BUS INFORMATION MEETINGS

Temporarily canceled until further notice.

## BOOST

Boost (provided by Lyft rideshare service) services Laguna Woods Village residents when the fixed-route system is not in service. Schedule rides by downloading the Lyft app on your smartphone or by calling Transportation at 949-597-4659 and dialing 3. This service covers the basic ride option only.

Boost code: LWVBOOST

### HOURS OF SERVICE MONDAY - FRIDAY 7 - 9 a.m.

## JOURNEY

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

### HOURS OF SERVICE DAILY 8 a.m. - 4 p.m.

No service Thanksgiving/Christmas/New Year's Day

- For reservations, call 949-597-4659 and dial 4
- Approved riders can make reservations at seven days in advance for medical appointments and two days in advance for nonmedical appointments
- Same-day reservations may be accepted based on availability

## COMPLIMENTS AND CONCERNS

We value your feedback!

If you have information you believe will improve our service, we want to hear from you. Please call Transportation at 949-597-4659 and ask for a supervisor. All comments are confidential.

## SECURITY

Call Security at 949-580-1400 when the Transportation office is closed.



# THE TOWERS

*at Laguna Woods Village*

A new beginning in affordable, independent senior living!



**SECURITY AND CONTROL**

## **MONTHLY ASSESSMENTS INCLUDE**

- Restaurant-style nightly dinner service
- All utilities except telephone
- 24-hour concierge front desk
- Biweekly housekeeping
- Free laundry facilities on each floor
- 24-hour on-site maintenance
- Controlled access for security
- Village bus service at the front door
- Fitness, movies, bingo, entertainment



**TABLE SERVICE**

**Come see for yourself what hotel-style living includes!**

- Condo apartment lease/purchase options available
- Seven spacious plans featuring a patio or a balcony
- Real estate agents welcome

**Visit [TheTowersatLagunaWoodsVillage.com](http://TheTowersatLagunaWoodsVillage.com)**

24055 Paseo Del Lago West • Laguna Woods, CA • 92637 • 949-597-4278





# For Mutual Benefit

*News and updates from the Laguna Woods Village Boards of Directors*

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## 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

Egon Garthoffner  
First Vice President  
2019-2022

Don Tibbetts  
Second Vice President  
2018-2021

Joan Milliman  
Secretary  
2020-2023

James Hopkins  
Treasurer  
2019-2022

Maggie Blackwell  
Director  
2021-2023

Yvonne Horton  
Director  
2019-2022

Gan Mukhopadhyay  
Director  
2018-2021

Jon Pearlstone  
Director  
2018-2021

Sue Stephens  
Director  
2020-2023

# Laguna Woods Village



## SERVING AS A LAGUNA WOODS VILLAGE BOARD MEMBER

**Do you have the time, dedication and enthusiasm to regularly volunteer your skills for the benefit of your community?**

*By Bunny Carpenter, President, and Joan Milliman, Secretary*

Serving as a member of homeowners association (HOA) board of directors can be a wonderful opportunity to introduce fresh ideas to your community while learning the ins and outs of what it takes to run a Village, so to speak, and working with your neighbors.

Joining one of the boards of directors affords greater control over community rules and maintenance, as well as greater involvement in maintaining property values and a community's standard of living.

However, serving on a board takes time, dedication and enthusiasm—and a desire to use your skills for the greater good.

### The Village's Five Boards

Where you live determines the housing mutual board on which you may serve: United Mutual if you live in a cooperative, Third Mutual if you live in a condominium or Mutual Fifty if you live in The Towers. To serve one of these housing mutual boards, you must own in one of those mutuals.

The housing mutuals—all nonprofit corporations—set policy and are responsible for their respective housing

units and common grounds. Directors for these boards are voted in by the members (owners) of each respective mutual. Each year three or four seats become available on the Third or United boards and one or two on Mutual Fifty's board. Directors serve three-year terms, after which they may choose to run for another three years.

The Golden Rain Foundation (GRF) board is responsible for all amenities and services in the Village as well as for the common grounds. GRF directors are elected by the corporate members (all owners) via their housing mutual board of directors—United has 11 directors, Third has 11 and Mutual Fifty has five. These 27 individuals' weighted votes are based on the number of units in their respective mutual divided by the number of directors on the respective mutual's board. The GRF board, like the housing mutual boards, has three or four seats available every year. Like the housing mutuals, its term of service is three years.

The Village Management Services (VMS) board hires the VMS CEO, governs VMS and liaises between management and the boards. The GRF, United and Third boards each choose three directors who serve three-year staggered terms, totaling nine directors. VMS staff is ultimately responsible to the VMS' chief executive officer. Their salaries are paid through our assessments, but they work for VMS.

Most residents serve on one of the housing mutual boards first and then GRF. Previous experience serving on a board is preferred but not required. It is recommended that a resident live here for a year or so before considering a run for one of the boards. Perhaps explore the various clubs and serve on a club board first or volunteer to serve as an advisor on one of the mutuals' or GRF's committees.

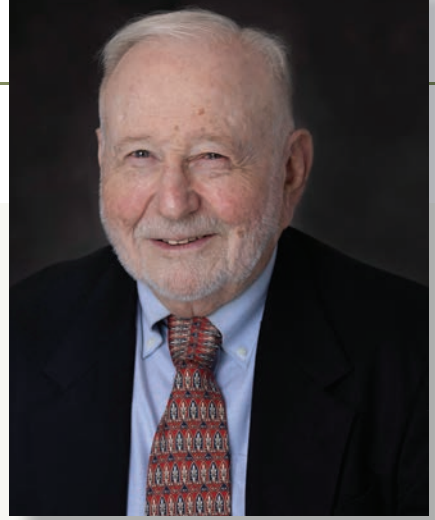
Serving on an HOA board of directors can be a personally fulfilling and meaningful experience—and a great opportunity to make a positive impact on our community, help fellow residents and tackle issues you believe need to be addressed.

## BOARD QUALIFICATIONS AND SUGGESTED PREPARATIONS

- Must be a member (owner) in good standing
  - Must be current in assessment fees (no more than 30 days behind)
- Business experience or equivalent is helpful
- Become familiar with the oversight responsibilities of the board directors
- Previous board experience—preferably in the Village
  - Village committee
  - Club officer
  - Other previous board experience
- Attend board and committee meetings
- Become familiar with the governing documents for the board you may want to join
- Become familiar with the Condominium Blue Book (Davis-Stirling)
- Become familiar with Robert's Rules of Order
- Read a few months' worth of minutes and agendas for your board of choice
- Must have ability to use computer email and do simple research online
- Talk to current board members to learn about their experience



# GRF SADDENED BY DEATH OF BOARD MEMBER BERT MOLDOW



It is with great sadness that we say farewell to GRF Director Bert Moldow, who passed away at the age of 88 on May 4, 2021. A 10-year resident of Laguna Woods Village, Director Moldow faithfully served our community in many capacities. It is with that same spirit of service that we express our gratitude for his dedicated service.

A Brooklyn native, Director Moldow earned a bachelor's degree in electrical engineering from the City College of New York and a Master of Business Administration from George Washington University, and was a graduate of the IBM Systems Research Institute. He applied the considerable experience he gained during his career as an electrical engineer, systems analyst, manager and corporate consultant for IBM to improve various Village operations and facilities.

Environmental and energy issues were of particular importance to Director Moldow, and he founded and served as president of the Energy Club of Laguna Woods and served as an advisor to the City of Laguna Woods regarding the same.

During his near two full terms on the Third Laguna Hills Mutual board of directors, he formed and chaired the energy committee, which encouraged the mutual to install LED lighting in its three-story buildings, in carports and on

walkway lighting bollards, as well as install solar on several buildings. Further, he initiated contact with Southern California Edison to purchase Third Mutual streetlights to enable LED lighting conversion.

While serving on the GRF board of directors, he chaired the Energy Task Force, which identified technologies with the potential of saving the Village money and enhancing such services as electric vehicle chargers. As a member of the GRF Maintenance and Construction Committee, he was instrumental in cutting cost estimates associated with the Performing Arts Center renovation. Additional appointments included chair of the Clubhouse 1 Ad-Hoc Renovation Committee and chair of the Landscape Committee. While serving on the Disaster Preparedness Task Force, he worked to find a reliable sustainable energy source during a possible disaster.

Director Moldow is survived by his wife, Gloria, their four children, Leslie, Andrea, Bruce and Charles and their spouses, and many grandchildren.

"We are grateful to Director Moldow for his dedicated service to our Village," said GRF Board President Bunny Carpenter. "He, as well as his kind, wise counsel, will be sorely missed."

# KINDNESS/RESILIENCE

Thrive's new theme aims to support Villagers as we reemerge post-COVID.

*By Joan Milliman, GRF Secretary and Thrive Group member*

For several years, The Thrive Group (Thrive) has been talking about the various ways we thrive here in Laguna Woods Village. Last year our emphasis was on unbidden acts of kindness toward others and toward ourselves. As we prepare to reenter society after strict COVID-19 isolation, Thrive is adding resilience to its formula.

Rapid changes in technology and climate as well as our own personal changes that may have occurred because of required isolation are some of the things we must face. One way to deal with the immediate changes we may experience as we restart "normal" life is to develop our resilience.

## What Is Resilience?

One definition of resilience is the capacity of an individual, a forest or a city to deal with change and continue to develop. It is about the capacity to take shocks like a financial crisis or climate change to spur renewal and innovative thinking. Psychologists define resilience as the process of adapting well in the face of adversity, trauma or other significant sources of stress.

## Resilience's Role

Adverse events are painful and difficult, but they don't have to determine the outcome of our lives. Many aspects of life we can control, modify and grow through. That's where resilience has a role. By becoming more resilient, we endure difficult circumstances and are empowered to grow and even improve our lives along the way.

## Everyone Can Develop Resilience

Developing resilience takes time and intention and it does not mean that we won't experience difficulty or distress. In fact, building resilience is likely to involve much emotional distress. Resilience involves thoughts, actions and behaviors that anyone can learn and develop. Research has shown that resilience is ordinary, not extraordinary. And we all have that ability.

## Strategies for Developing Resilience

Focusing on four core ideas—connection, wellness, healthy thinking and meaning—can help us withstand and learn

from difficult experiences. The following strategies, suggested by psychologists, increase our capacity for resilience and grow from life's difficulties:

- Build your connections. Prioritize relationships. Connecting with empathetic and understanding people can remind you that you're not alone amid difficulties.
- Foster wellness. Take care of your body. Self-care may be a popular buzzword, but it's also a legitimate practice for mental health and building resilience.
- Find purpose. Help others. Whether you volunteer with a local homeless shelter or simply support a friend in their own time of need, you can gain a sense of purpose, foster self-worth, connect with other people and tangibly help others, all of which can empower you to grow in resilience.

Embrace healthy thoughts. Keep things in perspective. How you think can play a significant part in how you feel—and how resilient you are when faced with obstacles.





## 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  
2020-2023

Ralph Engdahl  
Second Vice President  
2019-2022

Lynn Jarrett  
Secretary  
2018-2021

Robert Mutchnick  
Treasurer  
2020-2023

Cusrow "Cush" Bhada  
Director  
2019-2022

Deborah Dotson  
Director  
2020-2021

John Frankel  
Director  
2020-2023

Reza Karimi  
Director  
2019-2021

Donna Rane-Szostak  
Director  
2020-2023

Craig Wayne  
Director  
2019-2022



# THIRD SPECIAL ELECTION TACKLES INSURANCE

**If current requirements remain, Third members face a yearly assessment increase of up to \$93 per manor per month.**

Third Mutual simply needs more manageable insurance requirements, and the Third Board of Directors hopes to address these challenges via a special election.

The sole purpose of this election is to revise insurance requirements by removing the strict requirement that the community be insured for the full replacement value of the community. Third needs as many members as possible to vote. If this ballot fails, in 2022, Third members face a yearly assessment increase of up to \$93 per manor per month. All 59 mutuals are affected.

Below is the general notice of ballot information sent to all Third members on May 7. Visit <https://bit.ly/3wan2rh> to view the General Notice, Ballot Information and Proposed Amendment documents.

## GENERAL NOTICE OF THE SPECIAL ELECTION OF THE MEMBERS OF THIRD LAGUNA HILLS MUTUAL

Notice is hereby given, that in accordance with Civil Code §5115(b), “An association shall provide general notice of all of the following at least 30 days before the ballots are distributed: (1) The date and time by which, and the physical address where, ballots are to be returned by mail or handed to the inspector or inspectors of elections. (2) The date, time and location of the meeting at which ballots will be counted. ...”

For the purpose of considering and addressing the insurance problems Third Mutual faces, members will vote by secret ballot.

**Purpose of amendment:** To remove the strict requirement that the community be insured for the full replacement value of the community.

The ballot will require members to vote “yes” or “no” to delete and amend Article XI, Section 1 of the CC&Rs. Ballots were mailed to members on May 28, 2021, and must be returned to the Inspector of Elections.

Return the ballot one of two ways:

- Insert the ballot into the secret ballot envelope (yellow), place it in the postage-paid return envelope addressed to the Inspector of Elections and mail by 11 a.m. on June 28, 2021; or
- Insert the ballot into the secret ballot envelope (yellow), place it in the return envelope and insert it into the ballot box located outside the front of the Community Center at 24351 El Toro Road, Laguna Woods, CA 92637 by 5 p.m. on June 28, 2021.

**IMPORTANT: You must sign the return envelope before mailing your ballot or placing it in the ballot box. Unsigned return envelopes will invalidate the ballot and will not be counted.**

If you did not receive your ballot, or your ballot is lost or damaged, please contact the UniLect Inspector of Elections’ duplicate request call center at **855-240-0363**, which is available 24/7 throughout the balloting period. For any other questions regarding the election, please contact Catherine Burkhart, Inspector of Elections, at **888-864-5328, ext. 13**. According to California State HOA election regulations, only one ballot may be mailed per household/manor; instructions for voting will be included in the ballot package you will receive via mail.

The ballots will be counted at a special election meeting of the members of Third Laguna Hills Mutual, a California nonprofit mutual benefit corporation, on Tuesday, June 29, 2021, at 9:30 a.m. at the principal offices of the corporation located in the Community Center at 24351 El Toro Road, Laguna Woods, CA 92637.





## APPROVALS AND BOARD ACTIONS: MARCH, APRIL MEETINGS

*By Lynn Jarrett, Secretary*

- Final approval for BBQ Rules and Regulations
- Final approval for Social Media Policy
- Approve 2021 special election schedule and resolution to appoint the inspector of elections
- Approved tree removal request at 3422
- Approved tree removal request at 5509C
- Approved request to retain removal of an interior bearing wall at 3493C

# WATER CONSERVATION

*By Donna Rane-Szostak, Director*

Did you know that here in South Orange County, 90% of our water must be imported? Transporting it long distances, maintaining sewer lines and purifying drinking water are costly and contribute to Third Mutual's water bill of nearly \$3 million a year. In addition, Orange County is once again facing potential drought. Controlling costs and conserving this valuable resource is critical.

### How You Can Help

- Take shorter showers. 5 minutes versus 10 can save 12.5 gallons per shower. With more than 6,000 units in Third Mutual, this simple act could save millions of gallons of water every year.
- Fix leaks. A leaky toilet wastes more than 110 gallons a month. Leaks can be detected easily by dropping a special blue tablet into the toilet tank. These tablets are free from the El Toro Water District (ETWD) or at our Community Center once regular hours resume.

- Install high-efficiency toilets. HE toilets can save up to 19 gallons a day and are eligible for an ETWD installation rebate up to \$100.
- Report leaks. If you notice a leaky sprinkler head or observe other water leaks, report them immediately to Resident Services at **949-597-4600** or to Security at **949-580-1400** after regular business hours.

If you receive a letter from VMS regarding high water usage and do not believe your usage is excessive, notify Resident Services. The problem could be due to a leaky water line leading to your unit or leaky toilet.

Watch for more water-saving ideas in future articles and upcoming Channel 6 programs. Water conservation is up to all of us!



Fix Leaks



Shower for Only 5 Minutes



Install A High-Efficiency Toilet

# WATER HEATER REPLACEMENTS IN THREE-STORY BUILDINGS

Why replacement every 10 years is important

*By Stuart Hack, GVA President*

When the warranty on most water heaters expires in 10 years, potential liability exposure from leaks shifts to manor owners, bringing leak prevention to the forefront. That's why it's important to ensure your water heater features a moisture detection alarm that operates properly. Inspect your water heater periodically for any indication of a leak.

Using the following checklist may assist you:

## **When must I replace my water heater?**

When it is leaking and cannot be repaired or has reached its

lifespan of 10 years.

## **Who do I hire to do the replacement?**

VMS is the best option because the company has vast experience, knows all the applicable rules, obtains permits for you, stands behind the work and charges a reasonable fee.

If you choose to employ an outside plumber and electrician, make sure both are:

- Licensed California contractors
- Aware of Village water heater installation rules
- Experienced in replacing Village water heaters

- On the Village list of approved contractors
- Favorably rated
- In possession of a permit from Third Mutual and the City of Laguna Woods to perform the replacement

Note: If you employ an outside contractor and unit installation is faulty, causing water damage to your manor and adjacent manors, you are responsible.

## **How does the VMS installation process work?**

1. Member submits the replacement request to Resident Services (**949-597-4600**; **residentservices@vmsinc.org**).



For more information about GVA structure, visit **lagunawoodsvillage.com/amenities/clubs/garden-villa-association**. For more information, contact Stuart Hack at **gvalwv@gmail.com** or **949-212-7028**.



2. VMS contacts member to schedule an appointment to inspect existing water heater and develop an estimate.
3. VMS performs the inspection.
4. VMS provides an estimate highlighting costs for three water heater sizes, unless member agrees to the smallest size upon inspection. Because each manor has different circumstances, such as the location of the electrical box, etc., costs will vary.
5. Member authorizes installation.
6. VMS sends an electrician and a plumber to the manor to perform the installation.
7. VMS sends the member a final invoice.

### **What kind of water heater should I get installed?**

VMS inventories appropriate water heaters for our manors. If you use an outside contractor, check with VMS permits department for specifications.

### **What size tank is appropriate?**

VMS offers three electric water

heaters: 38 gallon (low boy), 40 gallon (medium) and 50 gallon (tall). When considering size factor in space availability, manor size, electricity cost and how often you use hot water.

### **What about tankless water heaters?**

Tankless water heaters, on-demand units that heat water only when you turn on the “hot” tap, consume 30% to 50% less energy than units with tanks. However, Third residents considering switching to a tankless water heater must obtain the approval of Manor Alterations and the City of Laguna Woods. The main issue is electricity capacity. Tankless water heaters will not work with Third’s original electrical panels. Installing panels with greater capacity is required by the city as well as the mutual.

For more information, call **Manor Alterations** at **949-597-4616** or email **alterations@vmsinc.org**.

For more information about replacing water heaters, contact Resident Services at **949-597-4600** or **residentservices@vmsinc.org**.

**For more information about replacing water heaters, contact Resident Services at **949-597-4600** or **residentservices@vmsinc.org**.**

# **OPEN GVA POSITIONS**

## **Building Captains**

Building captains facilitate the general welfare of their entire building and help improve residents’ lives by reporting common area and building exterior maintenance issues, maintaining a resident contact information list, fostering an orderly, well-maintained environment and much more.

- Building captain openings: 2392, 3336, 3364, 3510, 4001, 4002, 4013, 4015

## **Regional Reps**

Regional representatives are building captains who step up to take responsibility for supporting all the building captains in their building’s region. There are nine regions, each with about 10 buildings.

Regional rep openings:

- Region 8, (Buildings 4001, 4002, 4003, 4004, 4005, 4006, 4012, 4013, 4014, 4015, 4025 and 4026)
- Region 9 (Buildings 4006, 4007, 4008, 4009, 4010 and 4011)

In addition, the positions of GVA president and first vice president will become open on August 1, 2021, and will be filled by regional rep vote.

If you are interested in serving your community, contact GVA president Stuart Hack at **gvalwv@gmail.com** or **949-212-7028**.

## 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

Manuel Armendariz  
First Vice President  
2020-2023

Reza Bastani  
Second Vice President  
2020-2023

Neda Ardani  
Secretary  
2019-2022

Azar Asgari  
Treasurer  
2020-2023

Prakash "Cash" Achrekar  
Director  
2020-2023

Elsie Addington  
Director  
2018-2021

Diane Casey  
Director  
2021

Brian Gilmore  
Director  
2019-2022

Carl Randazzo  
Director  
2018-2021

Andre Torng  
Director  
2019-2022



## WHAT SELF-MANAGEMENT MEANS

*By Sue Margolis, Director and Board President*

I am frequently asked about the relationship between "board" and "staff." I think it will be helpful to clarify that relationship here.

United is a self-managed cooperative. As the name implies, a self-managed co-op is an association that chooses to manage itself, foregoing the additional costs of using of an outside property management firm.

In general, property management firm contracts range from one to three years, and one can expect to pay roughly \$10 to \$20 per unit per month for management services.

Because of our size, we can afford to hire professional staff to maintain the Village under oversight of the various boards. The VMS board hires and oversees the CEO, who is responsible for hiring and managing remaining staff to maintain desired service levels within a budget provided by the mutual boards.

Being self-managed places a bigger burden on the boards. On the other hand, when run by a management company, there is little control over what and how things are done. One's sole recourse if management falls below expectations is to fire the company. Recruiting and hiring a new company for a development of our size is a huge task. A new company may bring in workers who know little about our infrastructure or residents.

So, by being self-managed, we can control—within bounds—how things are handled. We allocate funds and



staff develops a service plan based on the budget. The boards keep the Village on a very tight budget. One good example is landscape. In a commercial setting, landscaping crews clean beds around the manor monthly, and that would cost \$170 per month per manor. The board has budgeted approximately \$60 per manor for landscaping, allowing the beds to be cleaned four times a year. When a resolution was proposed to the United board to increase the funding so it could be done five times a year, by majority vote, the board voted it down, stating that unless we went to 12 times, we would not satisfy the complainers. The board also believed the majority of residents would not want an assessment increase.

Self-management gives the boards and, thus, residents better control over how their funds are spent. The boards begin the 2022 budgeting process in the coming months. This is the time to make your desires known to board directors regarding service levels and how much you are willing to pay for it.



## FOUR NEW BILLS IN SACRAMENTO THAT AFFECT YOU

*By Elsie Addington, Director*

Village board directors and senior VMS staff are members of an organization called Community Associations Institute (CAI), which in turn sponsors the California Legislative Action Committee (CLAC). CAI-CLAC is not a political action committee, but rather an educational and advisory organization whose mission is “to safeguard and improve the community association lifestyle and their property values by advocating a reasonable balance between state statutory requirements and the ability and authority of individual homeowners to govern themselves through their community associations.”

During the week of April 9, two directors from United and VMS attended a virtual legislative conference among representatives from the various

chapters of CAI-CLAC, and members of the California State Legislature and staff members in Sacramento. The sessions were very informative and exciting. (We got to talk to Cottie Petrie-Norris, among others!)

The following four bills were discussed, which, at the time of this writing, are still pending. All concerned residents are encouraged to look up these bills for a deeper understanding of them, then to contact the offices of our local legislators—Senator Dave Min and Assemblywoman Petrie-Norris—and express your views.

The following opinions regarding support of a particular bill are my own, as well as the opinions of CAI-CLAC:

- **AB 502 (Support):** Would allow big homeowners associations (HOA) like

ours to elect directors by acclamation instead of by secret ballot, if there are the same number or fewer candidates for available open positions.

- **AB 1101 (Support):** A clean-up bill increasing the amount for larger HOAs of transfers between reserve and operating accounts to \$10,000 or more before prior permission from boards is required. Also requires that HOA funds be held in FDIC-insured institutions.
- **SB 9 (Oppose):** Would allow individual lot-splitting, to allow the building of more houses, with little or no local

government involvement. Private HOAs are not excluded. This probably would not directly affect our Village, but it could grossly impact surrounding HOAs, affecting infrastructure and financial operations, as well as traffic, etc.

- **SB 391 (Passed):** Refines procedures during emergencies to allow boards of common interest developments and HOAs to not be in violation for conducting off-site virtual meetings, which is currently the universal practice anyway, although our Village boards all have one staff member in our board room during virtual meetings.

## CONTACT YOUR ELECTED REPRESENTATIVES

Contact Assemblywoman  
Cottie Petrie-Norris

- District office: **949-251-0074**
- Capitol office: **916-319-2074**
- **<https://a74.asmdc.org>**
- **<https://a74.asmdc.org/contact-cottie>**

Contact Senator Dave Min

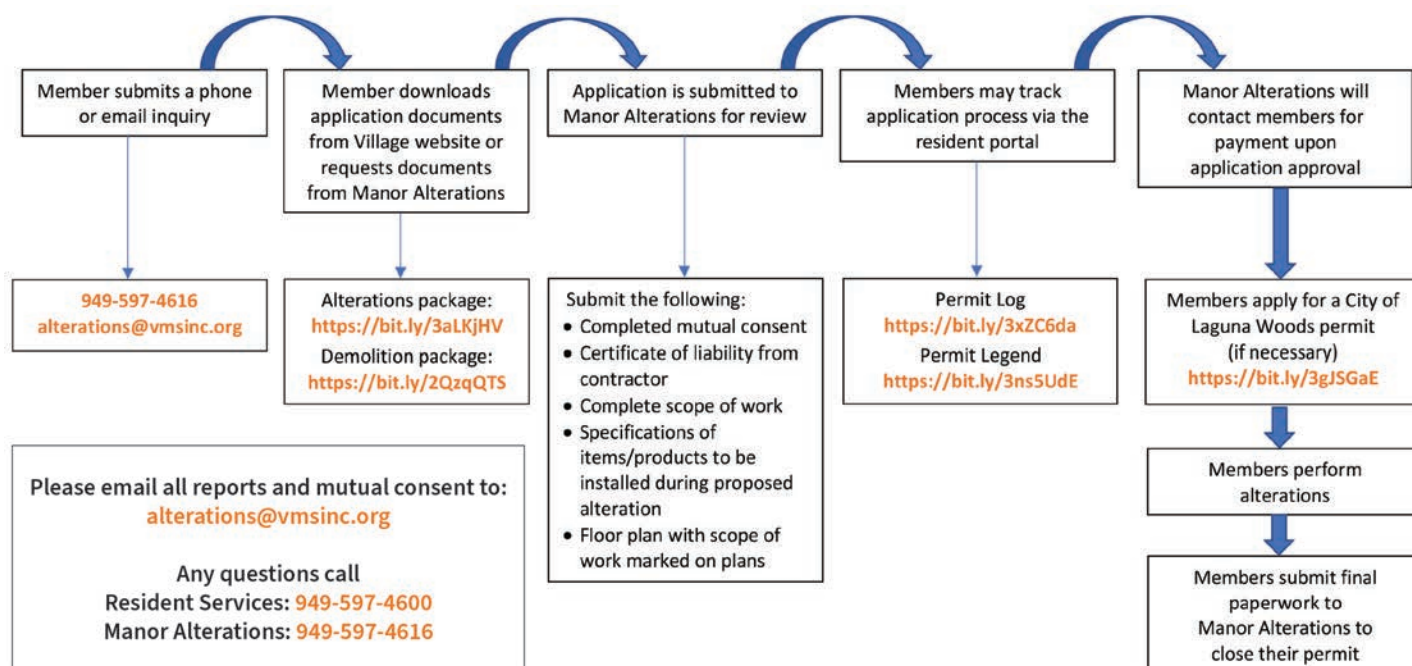
- Irvine office: **949-223-5472**
- Capitol office: **916-651-4037**
- **<https://sd37.senate.ca.gov>**
- **<https://sd37.senate.ca.gov/contact>**

Contact CAI-CLAC

- **916-791-4750**
- **888-909-7403**
- **[office@caiclac.com](mailto:office@caiclac.com)**

## UNITED MUTUAL CONSENT APPLICATION PROCESS

To concept to contractor to completion.







Village Management Services, Inc.

## VMS Board of Directors

Rosemarie DiLorenzo  
Chair  
Third, 2019-2022

Wei-Ming Tao  
First Vice Chair  
Third, 2018-2021

Diane Phelps  
Second Vice Chair  
GRF, 2019-2022

Stefanie Brown  
GRF, 2020-2021

Norman Kahn  
United, 2020-2023

Cynthia Rupert  
United, 2019-2022

Juanita Skillman  
United, 2020-2021

Judith Troutman,  
GRF, 2020-2023

Raquel Unger  
Third, 2020-2023



The department handles special projects such as replacing aging and dead plants and relandscaping turf areas that are difficult to irrigate or dangerous to maintain.

# WHAT DOES LANDSCAPING DO ALL DAY?

*By Diane Phelps, Second Vice Chair*

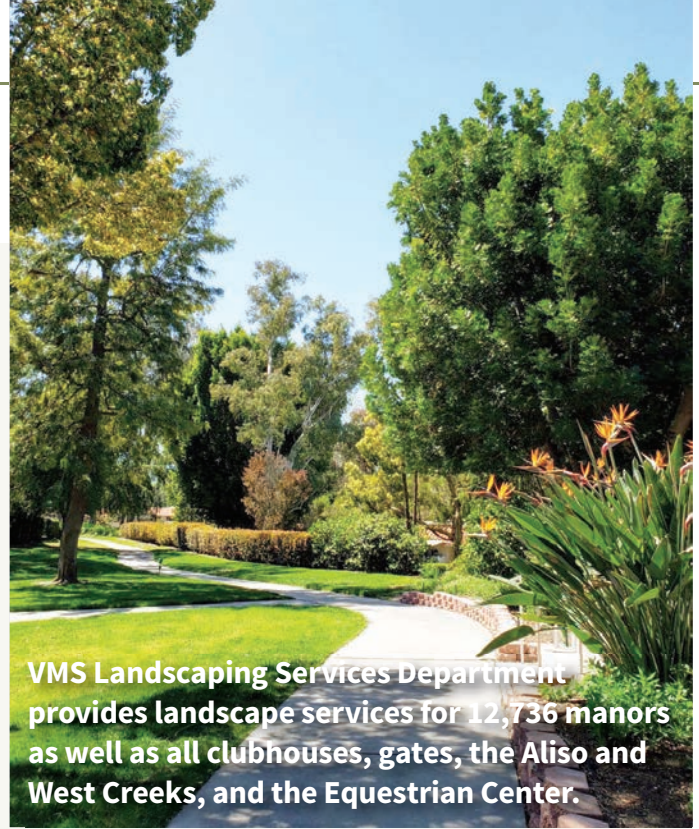
VMS Landscaping Services Department Director Kurt Wiemann and his staff of 143 provide landscape services for 12,736 manors as well as all clubhouses, gates, the Aliso and West Creeks, and the Equestrian Center.

Let's take a look at this team's monumental Village responsibilities:

- 303 acres of turf. Mowing cycle schedules are adjusted seasonally throughout the year to respond to varying growing conditions.
- 158 acres of shrub beds. Grounds maintenance—which consists of pruning, raking, weeding, mulching, replanting and edging of the planters around buildings—has been budgeted for four cycles per year. You can expect the shrub bed near your manor to be serviced four times in 2021.
- 142 acres of slopes. Large slope maintenance has been outsourced to a subcontractor, while maintenance of smaller slopes adjacent to housing units is done by employees.
- 10,500 irrigation controllers, watering 604 acres of irrigated landscape. The weather-sensitized, computerized central irrigation system manages irrigation controllers, but a crew of 17 checks the entire system for broken or poorly performing sprinkler heads. The crew also maintains and cleans landscape drains throughout the community.



- Seven acres of nursery (43,000 plants in the nursery, ranging from seedlings to 5-gallon containers). To reduce new plant costs, four employees grow trees and shrubs for new planting and replanting throughout the community.
- 15,000 cubic yards of mulch annually. The composting work center's two employees use a tub grinder to recycle tree and shrub cuttings into mulch used throughout the community. This eliminates green waste hauling, disposal and mulch costs by \$1.2 million annually.
- 38,000 trees. Using Arbor Pro software, the trees are routinely trimmed by subcontractor Mission Tree Trimmers on a rotating cycle based on specific trimming needs of each tree species. The department has a crew of eight tree trimmers who trim trees for off schedule trimming e.g.; resident requests, safety, building clearance etc.
- 236 pieces of small equipment (blowers, edgers, mowers) and 145 vehicles (trucks, trailers, mules). The department has four employees who maintain and repair mowers and other small equipment.
- 52 weeks of pickup. Every Friday a crew picks up clippings and debris left curbside by residents who called to request pickup.
- An unlimited number of pests. Six employees use various methods to control a variety of landscape pests, including weeds, insects, rodents and other vertebrates.
- Miscellaneous tasks. The department is also responsible for general cleanup,



**VMS Landscaping Services Department provides landscape services for 12,736 manors as well as all clubhouses, gates, the Aliso and West Creeks, and the Equestrian Center.**

storm preparation, storm damage repair and cleanup, and exterior manor access for painting and fumigation. It also handles special projects such as replacing aging and dead plants and relandscaping turf areas that are difficult to irrigate or dangerous to maintain.

- Administrative duties. In addition to supervision, the administrative staff is responsible for employee training, database management and support for governing boards and committees, including meeting report prep, work efficiency reports and operating budgets for board approval.
- Guerilla landscaping. The department now includes two small crews that can quickly address small tasks and assess larger ones.

This department has much to do and a large area to cover. If you see a broken sprinkler, clogged storm drain or an area in need of some extra attention, please contact Resident Services at [residentservices@vmsinc.org](mailto:residentservices@vmsinc.org) or **949-597-4600**.



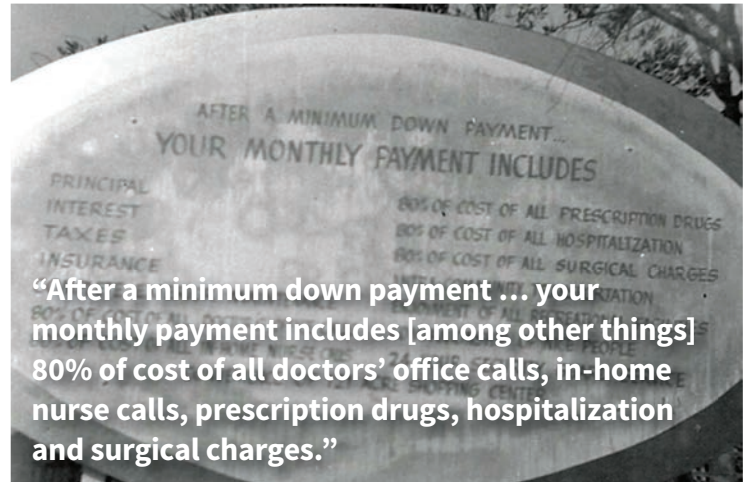
## THEN AND NOW

# WAS THERE A DOCTOR IN THE HOUSE?

From the very beginning, what was once known as Leisure World offered medical services. Considering there was little in the way of any services, it was a good idea. A doctor and three nurses were located in Clubhouse 1, and a pharmacist was stationed in Dining Room 2.

Following a plan instituted in Leisure World Seal Beach, residents paid only 20% of the cost for medical services. In the 1960s that came to \$2 for a \$10 prescription and \$3 for a \$15 office visit. How times have changed!

Original plans also included the construction of a medical center on Paseo de Valencia. Its opening in January 1965 included six doctors, six nurses and three secretaries who moved out of Clubhouse 1. This medical center became the genesis for what is today's MemorialCare Saddleback Medical Center.



The Laguna Woods History Center, a 501(c)(3) nonprofit that receives no assessment funding, is located next to the Village Library. History Center hours are weekdays from 11 a.m. to 1 p.m. and by appointment (call **949-206-0150**). Visit **[lagunawoodshistory.org](http://lagunawoodshistory.org)** for more information.

Get On-Demand Care With

# MemorialCare NOW.

We're here to help you feel better ... fast. With MemorialCare NOW, you can get quality care, when, where and how you want it. Access our full suite of on-demand services, on your schedule.



## Video visit

Meet with a provider face-to-face using a camera-enabled smartphone or computer.

### What can be treated during a video visit?

There are many conditions that can be treated virtually. You can see a provider "on demand" for an urgent health need or normal office visit that does not require a physical exam.



## eVisit

We make it simple to get care on your schedule. No appointment. No waiting rooms. Available 24/7.

### What can be treated during an eVisit?

You can be diagnosed and treated for a variety of common conditions.

### How does it work?

Online interview takes five to 15 minutes and a MemorialCare provider will review within one hour.



## Urgent care

When medical needs just can't wait, our team of award-winning physicians is ready to treat you and your family, in-person or virtually.

### What can be treated at an urgent care center?

Non-emergent urgent medical needs for all ages.



## Emergency care

With every protection and precaution, we are experienced and ready to care for all patients at any time at Saddleback Medical Center.

### What can be treated in the emergency department?

Life-threatening situations and needs requiring immediate attention.



For more information, please visit [memorialcare.org/now](https://memorialcare.org/now) or scan the QR code with your phone camera.







**Jeffrey Altshuler, M.D.**

Medical Director,  
Cardiovascular Surgery

Saddleback Medical Center



# We're here for a heart-to-heart.

If you need the most innovative cardiovascular care possible, don't wait. Act.

It's time to ask yourself the real questions about your heart and vascular health. What's holding you back? Don't wait. When you need answers, we're here at the MemorialCare Heart & Vascular Institute. Our elite team of physician specialists and renowned surgeons specialize in minimally invasive cardiac treatment options – pioneering thousands of procedures to date. We take every precaution to keep you safe. So, there's only one question left to ask: **Why trust your heart to anyone less than the best?**

Find a specialist.

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**MemorialCare**<sup>™</sup>  
Heart & Vascular Institute