

VILLAGE BREEZE

DECEMBER 2021 / JANUARY 2022



Recreation + Transportation + News + Services + More

Award-Winning Care Is Just Around the Corner

Established in 1974 by the Laguna Woods community, Saddleback Medical Center offers some of the most advanced technology and medical expertise in Orange County.

Saddleback Medical Center's accreditation as a Geriatric Emergency Department and a Committed to Care Excellence for Older Adults recognition further show our commitment to caring for older patients – keeping them out of the hospital, focusing on prevention and supporting wellness.


MemorialCare[™]
Saddleback Medical Center

*Premier Health and Wellness
Provider to Laguna Woods Village*





LETTER FROM THE EDITOR

ART AFFAIR IN THE VILLAGE

If you've visited the Community Center recently, you've no doubt noticed its walls now boast vivid, colorful life, thanks to more than 40 Laguna Woods Art Association artists who have shared their talent with the Village for the new 2021 Community Center art exhibit.

No matter the medium, or whether their works are of spectacular nature, a place in time, a calming still life, a bold statement, a fascinating curiosity or pensive individuals, each is sure to inspire, engage, captivate, charm, amuse, provoke or affect in some way.

You are cordially invited to view artwork displayed on the first, second and third floors of the Community Center aided by a colorful brochure featuring artists' names and artwork titles, mediums, locations and prices (most are for sale). Ask Concierge Marji Valley for a brochure and viewing instructions.

Resident Mark Rabinowitch took these photos of some of the artists and their work during the opening night reception. But please, come see for yourself these and all the amazing pieces shared by your neighbors.

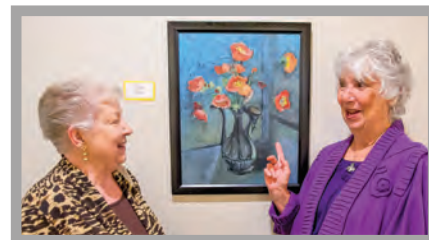
Ellyce

Ellyce Rothrock, Editor

ellyce.rothrock@vmsinc.org



Marlene Johnson, "Island Breeze"



Margaret Lemmon, "Poppies"



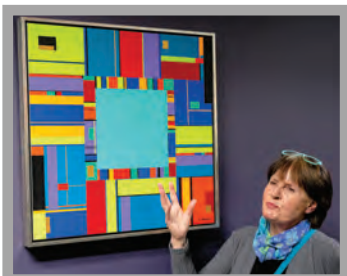
Noel Hatch, "Ansel Adams Suite Sonoma Valley"



Jim Gibson, "Rascal" and "Blaze"



Kris de Young, "Wild Rose"



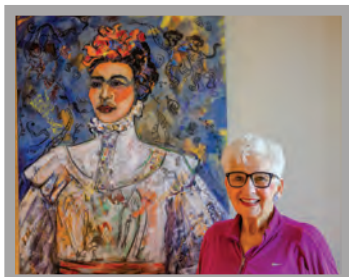
Eve Altmann, "Passion #4"



Ken Oku, "The Game"



Penni Ruben, "Springtime in Laguna Woods"



Ellen Rose, "Frida"



Joan Scully, "Reverie"



Nancy McMurdie, "Midnight Magic"



Marianne Champlin, "Evening Splendor"



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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


Village Management Services, Inc.


THIRD LAGUNA HILLS
— M U T U A L —


UNITED LAGUNA WOODS
— M U T U A L —


THE TOWERS
Laguna Woods Village

in every issue

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VILLAGE BREEZE

THE OFFICIAL MAGAZINE OF
LAGUNA WOODS VILLAGE

DECEMBER 2021/JANUARY 2022

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

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

Submissions will not be returned.

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Cover Image "Rascal," by Laguna Woods Art Association artist Jim Gibson



WHAT'S UP IN THE VILLAGE



CDC SAYS GET THAT BOOSTER

Everyone ages 18 and older can get a shot.

If you received **either Pfizer-BioNTech or Moderna COVID-19 vaccinations**, you should get a booster if you are ages 50 years and older at least six months after completing your primary COVID-19 vaccination series.

If you received **Johnson & Johnson's Janssen COVID-19 vaccination**, you should get a booster if you are 18 years or older at least two months after your shot.

Any of the COVID-19 vaccines authorized in the United States can be used for the booster dose.

View the latest information at [cdc.gov](https://www.cdc.gov).



COMMUNITY CENTER PARKING

When visiting the Village Community Center, please remember to park in any lot immediately adjacent to the facility except in the elevated employee parking lot to the east of the building. This lot contains assigned spaces for VMS employees. Thank you for keeping Village staff parking spots open.

HOW TO OBTAIN ANNUAL GUEST PASSES

Resident Services can help your long-term guests gain Village access.

Resident Services is ready to help residents who wish to welcome longer-term guests to the Village. To obtain an annual guest pass, which is good for up to one year, residents must contact Resident Services by calling **949-579-4600** or emailing residentservices@vmsinc.org. Annual passes can be obtained through Resident Services only.

Temporary guest passes are not managed through Resident Services; residents may grant guest access via DwellingLive, the easiest, fastest way to welcome friends and family to the Village.

Register guests online and print passes 24/7/365 using a computer, tablet or smartphone. At the Laguna Woods Village

website, click Guest Passes in the top right corner, and click on the DwellingLIVE link to register or log in. Residents who have an email address on file should have received an email with login instructions. If you do not know what email address you have on file, please contact Resident Services at **949-579-4600** or residentservices@vmsinc.org.

View a DwellingLIVE tutorial at lagunawoodsvillage.com > **Residents** > **Resident Services** > **At Your Service** > **DwellingLIVE Video**. View a Village YouTube channel tutorial at bit.ly/3xDeBXr.

Download DwellingLIVE at the App Store or Google Play.



WATER SHUTOFF REQUEST REMINDER

Resident Services staff enter water shutoff requests between 7:45 and 11:45 a.m. and between 12:45 and 3:45 p.m. Residents may choose any two hours within the stated time frames and are required to give a 24-hour notice of the water shutoff date and time to all residents who will be affected. If prior notification has not been given, the water shutoff request must be entered far enough in the future to allow the 24-hour notice to occur. For example, if the request is called in at 1 p.m. and no notice has been given, the water shutoff ticket should be scheduled for no sooner than 1 p.m. the following day. For more information, contact Resident Services at **949-597-4600**.



BOOST YOUR TRANSPORTATION OPTIONS

Lyft rideshare partnership offers rides to residents when the fixed-route system is not in service.

Boost (provided by Lyft rideshare service) on-demand service offers rides to Laguna Woods Village residents within its transportation parameters when the fixed-route system is not in service. Boost covers basic economy rides only. Some wait times may take up to 30 minutes; please schedule accordingly. Schedule rides by:

1. Downloading the Lyft app on your smartphone or
2. Calling Transportation at **949-597-4659** and dialing 3 to schedule a ride

Hours of Service

- Monday through Friday from 7 to 9 a.m. and from 5 to 10 p.m.
- Saturday 8 a.m. to 10 p.m.
- Sunday 8 a.m. to 5 p.m.

For detailed instructions on using Boost, visit bit.ly/3mXDREh.



WHAT'S UP IN THE VILLAGE



HOW VMS STAFF EXCELS

Meet the employees recently recognized for professional excellence.

VMS Recognition of Excellence awards, presented in spring and fall, are a time to highlight outstanding employees who demonstrated excellent customer service, achieved great results on projects and went above their regular job duties. These are the individuals who serve you, the residents, and the professionals who exceed service expectations and make a positive impact on your experience living in the Village.

Usually, this special staff recognition program is held in the Community Center board room, but due to COVID-19 concerns, VMS offers a special video presentation that can be viewed at bit.ly/3FDf4Mp.



NEW SCE RATES IN EFFECT NOW

Information and resources regarding the company's time-of-use program

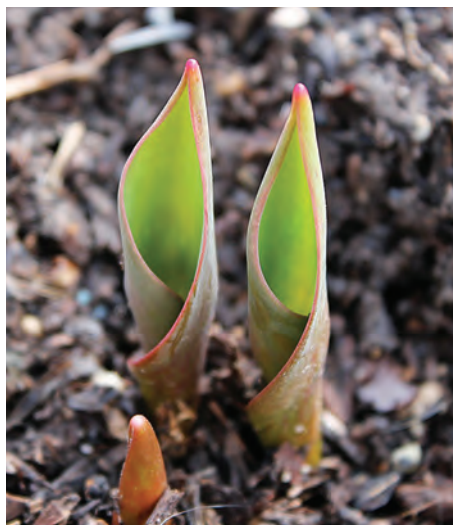
Southern California Edison (SCE) has increased its public outreach efforts to bring greater awareness to its new time-of-use (TOU) rates now in effect. Customers who did not specifically elect to remain in SCE's tiered rate program were automatically enrolled in the new TOU rates, which increase from 4 p.m. to 9 p.m. To view one of the best resources SCE offers to help customers understand the new rates, visit sce.com/residential/rates/Time-Of-Use-Residential-Rate-Plans for more information.

A rate plan comparison tool specific to your SCE account can help determine the most economical plan for you. According to SCE, "The rate plan comparison tool can help you identify the least expensive plan based on your typical usage. The tool uses your past usage data to estimate your costs for other plans. However, if you're able to change how and when you use energy, you may be able to take advantage of even lower rates on other plans."

SCE offers additional details:

1. Those currently on a TOU rate plan with a 12-month total cost that is higher than the previous tiered plan will receive a one-time credit for the overage.
2. Customers may return to the tiered plan at any time; however, those who do will not be able to make another switch for a full 12 months, according to SCE.
3. Call SCE at **1-866-743-1645** to speak to a customer service representative.
4. Customers who are able to shift high-energy appliance use to a time outside the premium rate window and/or adjust the temperature setting of air conditioning/heating units may lower their electric bill.

VMS would like to hear about your experiences with the new TOU rates and what measures you have taken to reduce electricity use during the "on peak" period; email info@lagunawoodsvillage.com and include "My TOU Rates" in the subject line.



2022 COMMUNITY MULCH DAYS

Refresh your personal garden by adding a layer of free mulch from Landscaping Services.

Mulch generated right here in the Village by the Landscaping Services Department will be available for free to residents for personal use during three separate community mulch days:

- January 21-24
- April 22-25
- August 19-22

Mulch will be available at Clubhouses 3, 4 and 5. More details will be shared via the every-Friday “What’s Up in the Village” eblast. Please bring your own shovel and container; none will be provided.

Free community mulch events are for residents who wish to enrich soil in private/personal garden areas and garden plots. Landscaping Services will continue to mulch all common areas per standard practice.



WHERE TO FIND MANOR ALTERATIONS NEWS BULLETINS

Find information, links and more.

To view Manor Alterations news bulletins, go to lagunawoodsvillage.com > **Residents** > **Manor Alterations** > **Manor Alterations News Bulletins**. Share your feedback by emailing alterations@vmsinc.org.

LOWER YOUR MONTHLY ENERGY BILL

SCE offers reduced rates for those in public assistance programs.

A number of Village residents may qualify for some existing savings programs without realizing it.

Southern California Edison is offering two programs that could help customers lower their monthly bills and conserve energy. The California Alternate Rates for Energy (CARE) program reduces energy bills for eligible customers by about 30%, while the Family Electric Rate Assistance (FERA) program reduces electric bills for qualified households by 18%.

If your household meets the current income requirements, or if someone in your household participates in any of the listed public assistance programs, you may be qualified. To find out if you qualify and to apply online, visit sce.com/residential/assistance/care-fera.



WHAT'S UP IN THE VILLAGE



OC COVID-19 IN-HOME VACCINATION PROGRAM

If you are home-bound, you can request an in-home COVID-19 vaccination:

- Call the OC COVID-19 Hotline at **714-834-2000**.
- Submit a request via **Othena.com** on your computer or download the Othena app and select Homebound Support.

A representative will make contact to complete an intake form, screen for in-home vaccination eligibility and schedule an appointment for the individual and any other eligible household members. Intake representatives are available Monday through Friday from 8 a.m. to 5 p.m. The time frame of the appointment is determined by program staff availability.



CALIFORNIA'S MASTER PLAN FOR AGING

Aging is changing and it's changing California. California's over-60 population is projected to diversify and grow faster than any other age group. By 2030, 10.8 million Californians will be an older adult, making up one-quarter of the state's population.

Did you know California has a Master Plan for Aging? This initiative, an executive order issued by Governor Newsom in 2019, aims to improve life for all ages by 2030. During his signing of the order, Newsom stated, "An aging population will introduce new opportunities for economic and community growth, but also drive increased health and long-term care costs. We need a plan that brings everyone to the table—local communities, labor, private sector and philanthropy—to help us understand what's coming and guide us toward taking better care of older Californians."

To learn more about the plan and its "5 Bold Goals," visit the state's website at mpa.aging.ca.gov.

PERSONALIZE YOUR CHANNEL GUIDE

Did you know that you can customize the iGuide channel guide display on your television? Change the display colors and increase the font size to meet your personal preferences. For step-by-step instructions on updating your guide's colors, visit bit.ly/2ZR6FW1. To learn how to update your fonts, visit bit.ly/3mESQTh.



MAKE TIMELY ASSESSMENT PAYMENTS IN 2022

Assessment payments, due on the first of every month, must be received by the bank and credited to your account by the 16th of that month to avoid late charges. Coupon books for 2022 assessments recently were mailed to approximately 3,800 owners not currently enrolled in the VMS EZ Pay autopayment service. Each booklet contains 12 individual monthly payment coupons that include the assessment amount due for your manor. Be sure one of these coupons accompanies your check when paying in person or by mail. Because the mailing address printed on each coupon is specific to processing assessments, do not use coupons for any other payments, such as chargeable services. Fortunately, 70% of our residents enjoy the convenience of EZ Pay, which saves time and money by deducting the monthly assessment directly from your bank account. To enroll in EZ Pay, simply complete the form at bit.ly/3nVPMBX, and bring it and a voided check to the Community Center.



NBC SPORTS, ESPN CLASSIC CEASE OPERATIONS

Broadcasting ends January 1.

Effective January 1, the NBC Sports Network and ESPN Classic will cease operations and no longer be broadcast.

NBCUniversal will shut down its main sports channel, NBCSN, on January 1. Much of its live sports content will move to USA Network, while more niche sports and events could shift to the company's streaming service, Peacock, or be forced to find a new home altogether. The USA Network will begin carrying and/or simulcasting certain NBC Sports programming, including NHL Stanley Cup Playoff games and NASCAR races.

ESPN Classic will go dark on January 1, ending a nearly three-year decade run of nostalgic pay-TV sports programming. The network was founded as Classic Sports Network in 1995 and was acquired by ESPN in 1997. The decision to shut it down follows several years of declining distribution. Several major providers had dropped the network entirely, and satellite operators Dish and DirecTV had shifted it to a video-on-demand offering. Its reach had dwindled to a fraction of that of ESPN, which was in 84 million households as of 2020.

Email programming@vmsinc.org with any questions regarding this change.

ARE YOUR DEVICES SAFE?



What you can do to thwart cybercriminals

To learn about online safety basics, how to secure key accounts and devices, reporting cybercrime, managing your privacy, checking your privacy settings, where you can find free online security checkups and tools, and other helpful information, visit staysafeonline.org/stay-safe-online.



MemorialCare Saddleback Medical Center's 100th Watchman FLX cardiac procedure helps preserve Laguna Woods resident's active lifestyle. BY SUSAN LOGAN-MCCRACKEN

Mary Manthorne enjoyed a healthy, active lifestyle for 82 years. She loved playing table tennis and traveling, and especially going on cruises. So, when she experienced a rapid heartbeat in April, it caught her by surprise. "It went on for hours and would not stop," she said.

She was driven to MemorialCare Saddleback Medical Center's emergency room. The physician there asked for the name of her cardiologist. "I told him I didn't have one," she said. "I never had this issue before."

The ER doctor diagnosed her with atrial fibrillation and prescribed heart medicine. Following her release from the hospital, she started seeing Ashish Shah, D.O., a cardiac electrophysiologist with MemorialCare.

Dr. Shah adjusted her heart medication and felt that she was not a suitable candidate for long-term blood thinners, and recommended a transesophageal echocardiogram (TEE) to assess whether she was a candidate for an alternative to blood thinners. A TEE test uses an endoscopic ultrasound device passed down the esophagus so cardiologists can view the heart close up. Manthorne had the test in August and discovered she was a candidate. After weighing her options, she decided to have the alternative procedure.

What Is Atrial Fibrillation?

AFib is a common arrhythmia in which the upper chambers of the heart fibrillate, or quiver, due to uncoordinated contractions. This irregular

heartbeat causes blood-pooling, which can lead to blood clots, which can then dislodge and cause a stroke.

Manthorne experienced a rapid heartbeat. Other AFib symptoms include fatigue, shortness of breath, chest discomfort, light-headedness and fainting.

There are many causes of AFib, including the aging process itself, said John Bahadorani, M.D., in an interview on Village Television's "This Day" with host Lisa Hart. Dr. Bahadorani is an interventional cardiologist with MemorialCare and was one of the physicians for Manthorne's procedure.

Other causes of atrial fibrillation include plaque buildup and clogging of arteries, valve abnormalities in which

valves don't open or close properly, blood pressure and thyroid abnormalities as well as genetic and environmental components.

Two environmental components are excessive caffeine and alcohol intake. However, coffee drinkers need not fear, as long as they don't consume a high volume. "The average American is probably not hitting that amount," said Dr. Bahadorani. "Habitual alcohol consumption has a strong correlation to atrial fibrillation," said Dr. Shah, "and reduction in alcohol and living a healthy lifestyle reduces atrial fibrillation."

Standard Treatments

To prevent blood clots and reduce stroke risk, standard treatment for AFib involves a class of medications known as blood thinners, which effectively prevent the formation of blood clots, but not without some adverse effects, such as spontaneous bleeding.

Blood thinners can be a burden on people and limit their lifestyle, Dr. Bahadorani said, adding that individuals with gastrointestinal bleeding or who have had a hemorrhagic stroke can't take blood thinners. The expense of the medication could be another issue, causing lack of compliance if the patient can't afford the medication.



On September 28, MemorialCare Saddleback Medical Center performed its 100th Watchman FLX procedure and Village resident Mary Manthorne was the patient. Pictured from left: John Bahadorani, M.D., Mary Manthorne and Ashish Shah, D.O.

procedure. "The first 45 days, we want to make sure proper fit for the device and appendage closure,"

Dr. Bahadorani said. Then the patient is weaned off blood thinners and transitioned to a lifelong baby aspirin regimen. "The device is a wonderful option, as you have stroke protection for life without the use of life-long blood thinners," Dr. Shah added.

Saddleback Medical Center is on track to be one of the highest volume centers for this procedure in Orange County. In fact, on September 28, Saddleback performed its 100th Watchman FLX procedure and Manthorne was the patient. On October 29, another TEE to check her heart and implant showed that everything was fine, and she began tapering off of blood thinners.

"I'm feeling fine," she said. "I'm out and about and I'm thrilled that I'm not going to be having so many bruises. Maybe next year I'll think about going on a cruise."

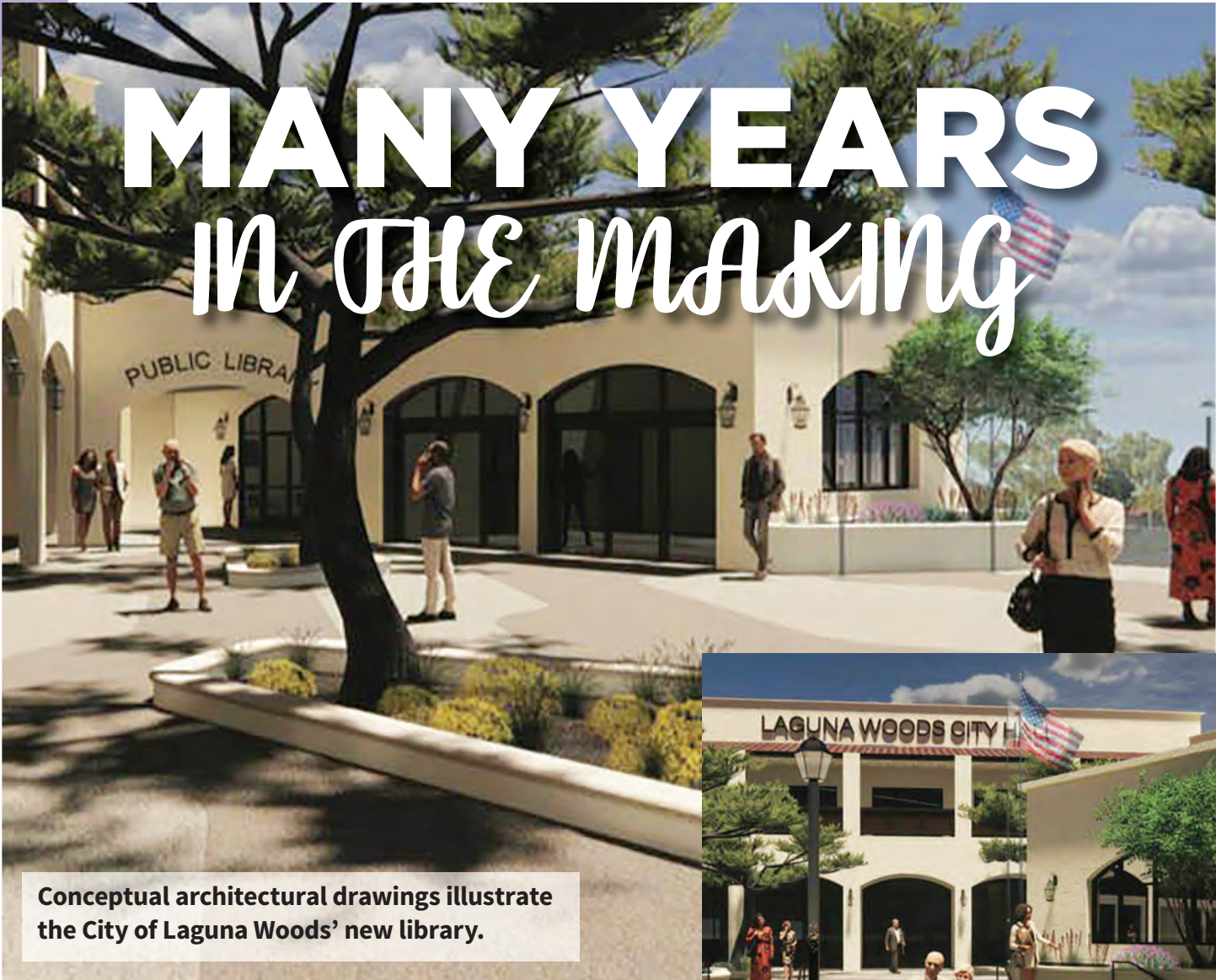
These risks and the impact on the person's lifestyle propelled the search for an alternative to blood thinners as the standard treatment for AFib.

An Alternative Treatment

Around 10 years ago, the Watchman implant became the first alternative to blood thinners for treating people with nonvalvular AFib to reduce the risk of stroke. The complication rate for the first-generation device was from 1% to 4%. Recently, the device was modified and renamed the Watchman FLX, which is a rounder, safer device with a lower complication rate of below 1%.

The Watchman FLX is less invasive than regular surgery. The procedure usually involves a one-night stay at the hospital and requires that the patient remain on blood thinners for another 45 days after the

MANY YEARS IN THE MAKING



Conceptual architectural drawings illustrate the City of Laguna Woods' new library.

Laguna Woods gets its own grown-up OC public library at city hall.

BY LYNN JARRETT

I recall when Councilwoman Shari Horne, past mayor of Laguna Woods, mentioned that she was so excited when she first became a councilwoman in 2014 and discovered that the City of Laguna Woods was interested in building its own library. Now that we know the small county library located inside city hall and manned by one employee is going to be a much larger library when a building addition turns into a full-fledged county library, our residents have a gift to which they can look forward to enjoying.

Project Background

A contract agreement was awarded to iBuild Spectrum Inc. for the construction of the "City Hall/Public Library Project," in the amount of

\$2,270,413.01, plus authorized change orders not to exceed 15% of the base amount. The agreement authorizes City Manager Chris Macon to execute a contract agreement and approve change orders, subject to approval of the contract agreement by the city attorney.

Most of this is to be funded using existing appropriations in the Federal Grants Fund



(American Rescue Plan Act Coronavirus Local Fiscal Recovery Funds; \$1,552,044), the State of California Grants Fund (allocated by Assemblywoman Cottie Petrie-Norris; \$500,000) and the Capital Projects Fund (\$558,931). Additional and very-much-appreciated funding came from the Calligraphy Club (part of the Chinese American Club). All this funding equates to a resounding endorsement of future education and enjoyment for all.

A notice of exemption was granted to the project, as it is categorically exempt from the California Environmental Quality Act and authorizes Macon to cause the notice of exemption to be filed pursuant to applicable law. This translates to mean that there will be no environmental impact.

"The contracts are signed so the shovel is as good as in the ground," said Horne. "It is very exciting to have a new library for the city and everyone surrounding us. It will have a retractable awning, which will have a beautiful event space with a large plaza for seating or reading, computers inside with Wi-Fi, plus all the nice things a new library would need. Many books, some in large print, periodicals, newspapers, DVDs, CDs and books on tape will be available. I can't wait until it's finally opened."

Orange County Library Director Julie Quillman, also enthusiastic about the library, stated she "is looking forward to the expanding service when the building addition is completed."

The library will be open to the entire City of Laguna Woods as well as to the public, which is a

The library will be open to the entire City of Laguna Woods as well as to the public. Anyone who gets a digital library card can access the 32 Orange County libraries.

big step forward in reaching out to those who need to use a full-service library. One much-needed enhancement is painting city hall as part of the contracted work.

Services Aplenty

Anyone who gets a digital library card can access the 32 Orange County libraries that contain 1.6 million items, including more than 300,000 eBooks shared among those libraries. Items can be ordered and delivered overnight. Other offerings will include virtual speaker events, systemwide programming, online classes, craft classes and more.

The new library also will be a boon for book clubs who need to reserve multiples of any one book at a time for their members. Book club kits, available through the county library system, will consist of a box of up to 12 books, with questions and discussion suggestions.

A Round of Thanks

"We are thankful to Cottie Petrie-Norris, for although the library has been our dream, Cottie's help in accessing the large state grant initiated the actual process," said Mayor Carol Moore. "Our council and staff look forward to the excitement of this project. The Orange County Library system is celebrating 100 years of service. The first O.C. library

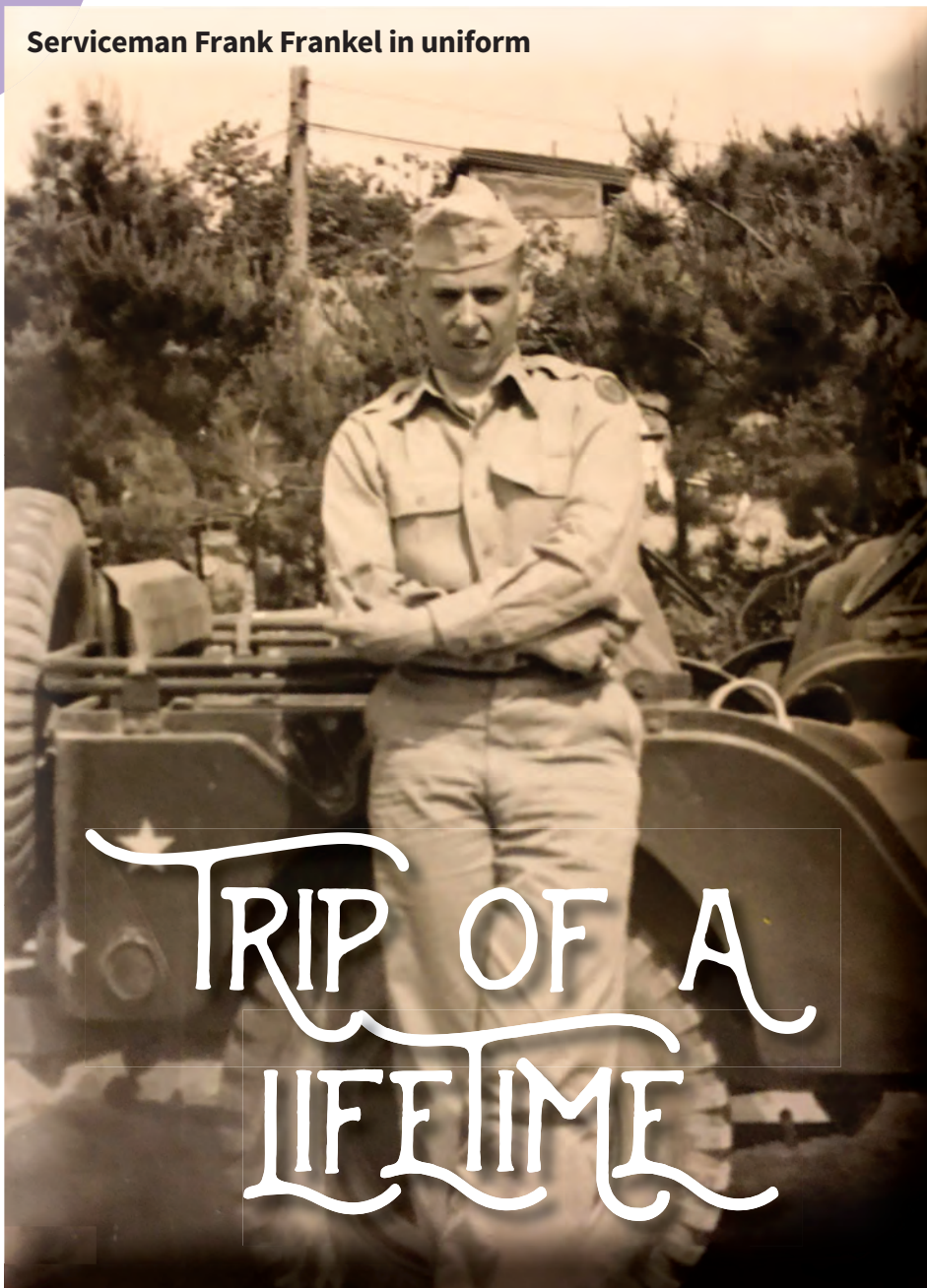
opened August 1, 1921, in Santa Ana. Over the past 100 years more than 32 Orange County libraries joined and currently receive service. Our city is proud to be a member of this system that caters to approximately 8.7 million (pre-COVID) residents of the county each year. The Laguna Woods branch is one of the busiest and ran out of space some time ago."

"I am very happy to have the new addition as a conduit to the people who love libraries and all the enhancements this library will provide," said Councilman Ed Tao, who also is working closely with the project.

Working in Tandem

Our Laguna Woods Village library offers so much to our residents, and we're very fortunate to enjoy such a wonderful resource. However, a county government library can provide additional resources. Our community's library is widely popular and will continue to provide all the same items and services offered now, including a vast array of large-print books along with the History Center offerings adjacent to the library. It is fully staffed by many dedicated volunteers and may offer more extensive hours than the city library. Between the two, Village residents are in a fine position to enjoy reading, viewing and more!

Serviceman Frank Frankel in uniform



Korean War veteran Frank Frankel shares his Honor Flight to D.C.

BY LYNN JARRETT

Korean War veteran Frank Frankel, 88, who lives with his wife, Shirley, in Gate 14, recently had the privilege and honor of joining the Honor Flight, which transports America's veterans to Washington, D.C., to visit the memorials dedicated to honoring those who served and sacrificed for our country. Frankel was chosen out of the San Diego Honor Flight Program, as the Southland program postponed its trips during the pandemic.

Frankel's flight numbered 90 veterans, including 30 who served in World War II and 60 who were primarily Korean War veterans, with a few

having served in Vietnam, all 85 to 104 years of age. Six veterans were women. Top priority is given to senior World War II and Korean War veteran survivors along with other veterans who may be terminally ill.

The adventure began with a Friday flight from San Diego to D.C. Special T-shirts were gifted on the plane but, best of all, a surprise in the form of a most welcome mail call left the veterans with plenty to read along the way. Frankel received 48 letters from friends and family thanking him for his service and wishing him a wonderful trip. To top that off, each veteran received 50 letters from 50 different local school students thanking them for their service, all of which proved special to each veteran on the flight.

A Flurry of Activity

During the trip, the veterans visited Arlington National Cemetery; the U.S. Marine Corps and the U.S. Air Force; the World War II, Korean War Veterans and Vietnam Veterans memorials; the Lincoln Memorial; and the U.S. Navy Yard. While Frankel thought the WWII Memorial was the most beautiful, his favorite was the Korean memorial because he thought the sculptures were so perfect.

The itinerary was a busy and active one for veterans of advanced ages, but nothing was lost on any of the travelers. When their return flight arrived at San Diego International Airport, a crowd of more than 1,000 people waited to greet them, all

expressing their thanks to the veterans, who truly enjoyed this once-in-a-lifetime experience.

Memories Revisited

Frankel entered the service as a second lieutenant, served as an infantry officer patrolling the demilitarized zone from 1955 to 1956, and ended his service in 1957 as a captain. Reflecting on his time in Korea, Frankel noted that being together with such an elite group in a country far from home evoked a lot of wonderful memories, some good and some unpleasant, as is understandable during war.

The emotions and camaraderie felt by the veterans were hard to describe, Frankel reminisced. He also shared his memories of mingling with some of the soldiers in Korea from the United Nations forces there, meeting some men from countries he had only read about in history books up until then.

Frankel recalled one of his favorite local trips while in Korea. A young officer whose name was General Johnson called for a sedan. A master sergeant drove up with a three-star general flag on each side of the car and asked



Korean War Memorial

for the general. Lt. Johnson stepped up and the sergeant almost fainted. The sergeant removed the general's flags from the car and drove Johnson and his buddies, including Frankel, around the city of Seoul at a cost of a couple of bottles of spirits procured from the officers' club. A fun day was had by all and another unforgettable memory was etched in their minds.

One of Frankel's proudest moments in later years was receiving an Ambassador of Peace commendation from the Korean government, which was presented to him by the Los Angeles Consul General during a Jewish War Veterans meeting honoring Frankel and nine other veterans who served in Korea. The Korean Club here at home honored him at a meeting soon afterward.

The trip was funded 100% by the Honor Flight organization at

\$2,500 per veteran. Honor Flights throughout the United States depend on monies donated by individuals, foundations, associations, business owners and corporations that wish to recognize our veterans' contributions and thank them for their service. A wonderful group of guardians paid their own expenses of about \$800 each and travelled with each veteran to help them every step of the way. They assisted veterans with mobility, flight and tour bus logistics, and managing hotel accommodations and any dietary needs to make them comfortable.

APPLY FOR, SUPPORT THE NEXT HONOR FLIGHT

Now is the time for interested veterans to apply for the next San Diego Honor Flight, which is scheduled for an April departure.

Honor Flight San Diego is a nonprofit organization and donations are tax-exempt.

Those interested in taking the trip, helping to raise funds or applying can contact Leslie Granger at lesliegranger@rocketmail.com or visit honorflightsandiego.org to

apply as a veteran or a guardian.



Korean War
veteran Frank
Frankel and his
guardian, Dr.
Michelle Grad
from North San
Diego County.



A PLACE IN HISTORY

Laguna Woods' hidden gem comes of age.

STORY BY JENNIFER KARMARKAR
PHOTOS BY PAT WILKINSON

The Laguna Woods History Center may be the greatest little history center you've never seen. Tucked in a corner of the parking lot near Clubhouse 1, the building is separated by a few inches from the better-known and widely used Village Library.

Residents new to Laguna Woods Village may know the center as a stop on the docent tour, where eager volunteers enthuse about local lore to Village newbies, gathered around an 8-foot-by-5-foot, topographically accurate diorama of the Village.

Tourgoers are likely to learn that the History Center was founded in 1977 as the Leisure World Historical Society of Laguna Hills. Or that its physical collections are stored in a climate-controlled setting, maintained at a constant 70 degrees Fahrenheit, with 30% to 50% humidity—exceeding national standards for archive storage.

They also might learn that television personality Huell Howser ceremonially broke ground for the building in 1997 and later returned to cut the opening ribbon.

Good information, all of it. But, for the dozen or so dedicated volunteers who breathe life into its four walls, the Laguna Woods History Center is more than just a stop on a tour or some random dates and facts. To them, the center is a living, breathing legacy to the people, places and events that ultimately charted the course of this retirement paradise.

Labor of Love

"The history of Laguna Woods does not start where your neighbors might think it does," Laguna Woods History Center

CEO Dean Dixon writes in “Once Upon Laguna Woods,” his ode to local history. “There are deep roots and local venues for you to explore further”—from the Acjachemen and Tongva tribes that established villages in the area some 16,000 years ago, to Las Manillas, the gang of Mexican outlaws who hid out near present-day Aliso and Wood Canyon Wilderness Park, to the wealthy landowners whose flocks of sheep grazed the rolling pastures of Moulton Ranch and much more.

Dixon recalls when he and his wife, Gail, joined the history center’s board of trustees in 2012, they were stunned to discover local history was being treated as though nothing happened before 1964, when the first residents moved into Leisure World.

“That’s not the way local history is supposed to be done. It is human history for a locale,” Dixon says. “So, when I expanded [its] purview beginning in 2016, it was not simply my own idea. I knew this from our experience with other such organizations.”

Dixon developed his love for history as a teen when he and his grandmother traced their family history 10 generations back. “It was fascinating to me to find out the family history, so I kind of had the background and understanding that what I was learning in the way of dates and events was incomplete,” he says.

In the mid-1970s, the Dixons moved to a community with a historical society, and Dean joined its board of trustees. There, his interest in local history

was piqued. Upon moving to Laguna Woods Village in 2012, one of the first things the couple did was visit the Historical Society of Laguna Woods.

“I got interested in local history when Dean did, back all those years ago,” says Gail Dixon, the center’s chief administrative officer. “When we first moved to Laguna Woods, we thought we should go to the history center and find out what’s what around here, and that began the passion.”

Finding Their Niche

Gail Dixon, who oversees the center’s archives, says she does “a little bit of everything,” including



Gail Dixon and Trish Cassidy in the Laguna Woods History Center archives

Laguna Woods History Center

24266 Calle Aragon

949-206-0150

lagunawoodshistory.org

Open weekdays 11 a.m. to 1 p.m. and by appointment

operations, billing clubs for storage fees, paying bills and making copies. “Whatever needs to be done, I just jump in and do it.”

Her passion is doing research for individuals seeking information on a specific topic. “It’s like a treasure hunt, searching and finding things, and it’s a whole new discovery,” she says.

Ten-year volunteer Trish Cassidy, the center’s chief governance officer, keeps the archives labeled and organized. “I’ve volunteered all my life, and this appealed to me,” she says. “I love putting things together and making things easy for people.”

The center’s chief communications officer, Catherine Brians, wasn’t a history buff; nor did she plan to stay on as a volunteer after organizing the community’s 50th-anniversary golf tournament in 2014. Then she realized her background in marketing and public relations was a perfect fit.

Brians found her niche doing research about Laguna Woods and the surrounding area, which helps her speak with authority on behalf of the history center and in her other role as a community docent, she says.

“I found that in learning a lot about this place, I became intrigued with (developer) Ross Cortese’s conception of what this

community could be, or what he wanted it to be, and where we are now,” she says.

While much of Brians’ activities involve fundraising and speaking to local groups, she treasures the times she is able to connect individuals with a piece of their past. She recounts a story about a man from England who had just discovered his birth father had been an American soldier.

“He was told his father had made a video for our Veteran’s History Project,” Brians recalls. “His father had just passed away, and we were able to send the man something about himself.”

Another time, a woman came in with paperwork she found while cleaning out a family member’s manor. “He was a well-known producer, and there were stage stories, Broadway plays,” Brians says. By connecting with other agencies, center volunteers learned the University of Texas had an entire section on that man, so the family was able to

send the documents to a place where they’d be appreciated.

“Those are really nice things,” Brians says about the encounters. “They’re not expected, but they’re certainly welcome.”

A Place In History

Leisure World Historical Society was founded on Oct. 24, 1977, but it would be another 20 years before it moved to its location next to the library. Dean Dixon credits longtime president Evelyn Shopp as the visionary and guiding force behind getting the facility built.

“As a charity, we accepted donations, hired the architects and designed our building,” he said. Once construction was completed, in 1997, the building was donated to Golden Rain Foundation.

The center is organized as a California domestic nonprofit corporation, qualifying as an educational charity under IRS regulation 501(c)(3). It operates solely on donations and the interest

from an endowment program established in 1997 with donations that exceeded the costs to build the facility. The all-volunteer staff is comprised of 10 board trustees and a few part-time assistants. Most are trained archivists.

The center collects a \$50 annual fee to store club archives and offers an annual \$500 Partners Program for selected businesses to advertise on its website. It does not take any monies from residents’ assessments, Dean Dixon notes.

“The independence this approach affords leaves us free to support historical preservation as needed, with no potential for conflicts of interest,” he says.

Expanding Archives

Brians and the Dixons joined the history center’s board of trustees prior to the center’s name change to Laguna Woods History Center in 2015. The rebranding was part of a strategic attempt to attract younger residents, past president Bob Ring said at the time.

About \$12,000 in upgrades included a new reception area, a kiosk to watch videos and a high-end copier to digitize archives of local newspapers.

The center’s two-terabyte server currently contains over one terabyte of digital information, including 40 years of predigital newspapers and tens of thousands of documents, photographs and videos.

The physical archives house thousands of historical documents, genealogies and club records in the center’s climate-controlled space.

During her tenure, Shopp initiated the center’s participation in the Veterans History Project, for



Trustees Dorothy Pacella, Trish Cassidy, Catherine Brians, Joan Milliman, Burt Baum and Mary Stone; volunteer Kathy Schill; Trustees Gail Dixon and Dean Dixon; not pictured: Larry Freedman and Susan McKeague

which volunteers have preserved video interviews of more than 1,100 local veterans for the Library of Congress. Biographies of the veterans can be found on the center's website, and copies of the videos will be made on request.

In 2015, center Treasurer Larry Freedman talked to the Orange County Register about the importance of the Veterans History Project: "We've had families of veterans that we've interviewed thank us because their fathers or relatives wouldn't talk about their war experiences with them."

The center ended the project due to a disagreement over the Library of Congress' standards; however, the center has launched a similar project to collect oral histories of notable Laguna Woods

residents—"those who have lived history here," Dean Dixon says.

About a dozen oral histories have been preserved, with more in the works.

Looking Ahead

Archiving history is important work, but the volunteers don't stop there. In 2017, the center marked its 40th anniversary with an exhibit featuring the paintings of Nellie Gail Moulton—wife of ranch owner Lewis Moulton—and her granddaughter, Jane Barnes. The show was an overwhelming success, extending the event an additional five weeks.

In 2018, in response to an oft-asked question, "Where are the woods?" volunteers Pat Wilkinson and Jean Lustig authored a

series of tree guides, in written and video format. The guides enable residents to learn about the Village's 200 species of trees while traveling its beautiful walking paths.

Next up for the center are digital upgrades. In August, the board approved an expansion of its website for archival information and reorganization of the center's digital collections to professional national standards. Both projects are being conducted by professional consultants.

As the Village reopens, Brians' focus is on providing residents, clubs and VMS staff opportunities to learn what the center offers. "It's important for the community to know that we're here for them," she says.



We're here with incisionless essential tremor (ET) treatment.

Learn more at a free Zoom event on Tuesday, January 25, 2022, from 6 – 7 p.m.

Now you can get back to the simple things, whether it's writing a letter, cooking, or combing your hair, all with a minimally invasive procedure. Learn about the new MR-guided Focused Ultrasound treatment offered through Orange Coast Medical Center – only one of two centers in Southern California to offer this procedure – to treat ET and tremor-dominant Parkinson's disease in the dominant hand.

Find out if this treatment is right for you.

Register for our Zoom event at [memorialcare.org/OCETevent](https://www.memorialcare.org/OCETevent).


MemorialCare
Orange Coast Medical Center



SOCIAL MEDIA SAFETY

It isn't all fun and games! BY DEBORAH DOTSON

Facebook, Nextdoor and other social media platforms are always just a click away. The pull of social media addiction isn't just in our heads. It's real, thanks to dopamine and oxytocin, the two "feel good" chemicals our brains produce. Social media keeps us coming back for the rewards—likes and shares. However, social media safety should be a priority, as the dark side of the internet is ever present.

Don't Take That Quiz!

Two of the most popular phishing methods designed to steal your personal data are social media quizzes or asking "fun" questions. These "click-bait" posts work via catchy entertainment: Determine your rockstar name using your birth month and the name of the first street you lived on, name the top 10 concerts you attended, name a weird smell you like or complete a math problem.

Hackers are looking for easy ways to locate passwords, and these posts can expose information that can be used to find your passwords. Hackers' automated tools and your information helps them determine

your password—all from items you disclosed in your quiz answers.

When you respond to a post that has hundreds of thousands of responses, you invited someone to click your name and view your and your friends' personal data. Some 300,000 posts and shares could multiply into millions of names and access to the associated data. An innocent comment may adversely affect many in your life by unintentionally exposing their data. Mitigate the risk by simply not participating, no matter how tempting or innocuous the post seems. Keep scrolling if

you don't personally know who created the post.

Social Engineering

Hackers take your personal information to send a tailored message to your friends that looks and sounds like you. Attackers create communications and entice those who respond to phishing pages and malware activities with an effective message. They can do this in a tweet, on a social media post or video hosting site or in a direct message advertising a gift, a special offer or worse.

Don't Advertise Your Status

Crooks look for posts that highlight your vulnerability and imply your home is empty and ripe for theft. Post vacation photos after you return home and never post your physical location.

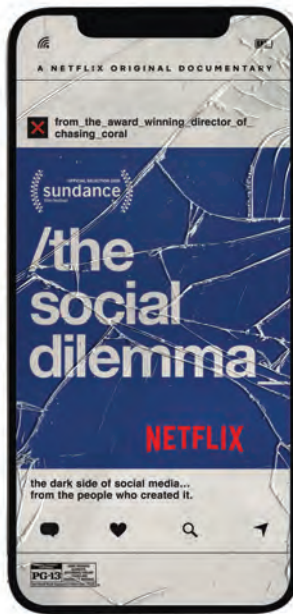
Choose Your Audience Wisely

On Nextdoor, choose who sees your posts. Don't unwittingly post your email address and phone number for tens of thousands to see. It simply isn't safe for you or your contacts using the site if you don't pick the audience you want.

Settings and Safety Measures

Go to your settings on each of the sites you use regularly and review your security and privacy settings.

Create a very strong and different password for each platform featuring a combination of words or phrases, numbers and special characters, and change it every 30 days. As difficult as it may be to track multiple passwords, consider the hassle of identity theft.



The 2020 movie “The Social Dilemma” on Netflix provides an in-depth look at the reach of social media in our lives and may give you a different perspective of exactly how our lives are influenced as a result.

Use two-factor authentication, where a website or an app must confirm a password change by using a secondary method. This adds an extra layer of security to your account and prevents a hacker from logging in, even if they have your password. Typically, this is done via a code texted to your mobile device.

Set your privacy settings to the strongest available. For Facebook this is multilevel, and you should spend the time to review every setting. Keeping everything private will limit potential hackers from seeing your and your friends' personal information. Facebook even offers a “privacy check” to highlight your vulnerability. “Privacy Shortcuts” give users quick access to every safety option available on Facebook.

Instagram is owned by Facebook and users can link the accounts. Just realize that a post to one automatically posts on the other. Find Insta's security settings by clicking the three vertical lines in the upper-right corner.

Locate Twitter settings by clicking the three dots to the left of your screen, under settings and

privacy. From there you can click “privacy and safety” and control your tweets, disable your location, find out information on who can see your posts and more.

The ability to secure your information on Nextdoor is adequate, and it has recently changed for the better. Go to the Settings tab to determine how your name is displayed and whether you get notifications. But most important is ensuring that you choose certain neighborhoods to follow when you post. This is the site's single greatest security risk, which is easily remedied by taking time to review security settings.

Enjoy social media but do it safely with some precautions. If you don't supply personal information and invite the damage, chances are minimal that losses will occur. Monitor your personal information, credit reports and bank accounts regularly. Set your security and privacy settings to the strictest options available. Stop playing games and making comments on posts of those you don't know personally. It won't ever be worth the seconds of amusement if you or your friends suffer a cyberattack as the result.

For the full story, visit
lagunawoodshistory.org/daguerre-family.



FRENCH BASQUE TO CALIFORNIA BASKING

Excerpts from the “Moulton Ranch and the Jean Pierre Daguerre Family” biography by Barbara Letter.

You may be familiar with the history of Orange County’s Moulton Ranch, a combination of the former Mexican land grant of 13,316 acres called Rancho Niguel and several other properties that comprise 21,723 acres under the ownership of LF Moulton and Co.

Much has been written about the primary owner, Lewis Fenno Moulton. Moulton and his wife, Nellie Gail Moulton, had two children, and there are many grandchildren and great-grandchildren living in California today to tell the ongoing story of the Moulton Ranch and family.

Much less is known about the friendship and business partnership between Moulton and Jean Pierre Daguerre, a French Basque immigrant. Daguerre and his wife had six children, three of whom lived to adulthood. With the death of the last daughter in 1970, the Jean Pierre Daguerre family died out, with no one left to tell the family’s history.

Coming to America

In 1874, shepherd Jean Pierre Daguerre immigrated from the Basque region of France and Spain to the United States at the age of 18. On his voyage to America, he met the Domingo Amestoy family, who offered him employment at their California ranch. Sailing with the Amestoy family was Marie Eugenia Duguet, a Basque girl whom Daguerre would eventually marry. This group landed in New York, continued on by train to San Francisco and traveled to San Pedro by boat.

In 1882, Daguerre had been working for Amestoy for eight years when he moved south to what is now Orange County, where he formed a partnership with fellow sheep man Marco Forester.

Daguerre’s skills and trustworthiness were well known. After cutting ties with Forester, Daguerre first worked for Lewis Moulton as a ranch manager, becoming a trusted friend and business partner. Moulton had been leasing the land known as Rancho Niguel since 1884. When Lewis Moulton considered purchasing the 17,000-acre ranch, he put the matter before Daguerre. In 1895, Moulton purchased two-thirds and Daguerre invested \$35,000 for a one-third share. Together, they successfully raised sheep and dry farmed. Wool prices were at a premium and sheep were the most profitable livestock. In fact, this was virtually the main enterprise west of the foothills between Santa Ana and San Juan Capistrano between 1874 and 1888.

As LF Moulton and Co. grew and prospered, a family compound was established on a hill overlooking what was then El Camino Real. Among the structures on the almost 22,000-acre ranch were two houses, an office, a stable, a barn and tack areas, corrals, windmills and water tanks. The Daguerre family moved into a one-story white house within the compound; just a few hundred feet away, Moulton took up residence in another single-story house.



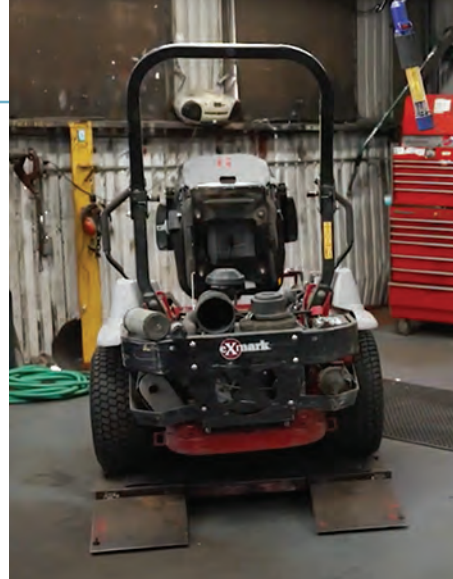
LANDSCAPING

LANDSCAPING ON TOUR

A special video highlights important aspects of one of VMS' largest departments.

Ever wonder about what goes on behind the scenes at Landscaping Services—one of VMS' largest departments? It's an immense and impressive operation, designed to deliver maximum results at minimal cost. That includes irrigation management, tree maintenance, turf maintenance, shrub bed and slope maintenance, composting and an expansive nursery, pest control, creek maintenance, rain event response, herbicide testing and more. Landscaping manages 303 acres of turf, 158 acres of shrubs, 142 acres of slopes, 56 miles of edging and 39,000 trees!

Much of what landscaping provides to the Village begins with three vital areas: the mower shop, the mulch yard and the nursery. To share with the community all the amazing things that are accomplished via these important functions, VMS and a few Landscaping Services crewmembers filmed a special video presentation (visit <https://bit.ly/3Cxu2Bt>), which includes incredible bird's-eye views and an in-depth look at how Landscaping works hard for you!



LANDSCAPING



In a special video tour (visit <https://bit.ly/3Cxu2Bt>), Landscaping Senior Supervisor Manuel Tafoya takes viewers on a behind-the-scenes look at the Village mower shop, nursery and mulch operation.



WE HEAR YOU!

QUESTIONS ASKED & ANSWERED

I do not own a horse, but it has always been a dream of mine to learn to ride. Is the Equestrian Center open to residents who do not have a horse?

Laguna Woods Village's distinctive equestrian facility, located at 24312 El Toro Road, offers boarding for resident-owned horses and a riding program (lessons/trail rides) for residents and their sponsored guests. The riding program is offered Wednesday through Sunday; contact the facility office for lesson schedules. Instructors lead several trail rides a week. Interested residents may sign up for guided trail rides after they have reached an adequate skill level, which is determined by an instructor during assessment lessons.

Residents may also tour the facility Wednesdays and Thursdays at 2 p.m., and Fridays, Saturdays and Sundays at 12:30 p.m. and 2 p.m.

The Equestrian Center was one of the first amenities in the community. The facility's intimate and immaculately maintained boutique stables feature old Kentucky-style architecture in a parklike setting. In addition, riders and nonriders alike can enjoy various events at this venue, including summer Saddle Club barbecues, the Harvest Hoedown, Easter at the Equestrian Center and horse shows.

For more information, visit lagunawoodsvillage.com > **Amenities > Equestrian** or call **949-597-4275** Wednesday through Sunday from 8:30 a.m. to 4 p.m.



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. Include your name, unit number and email in your message, and label the subject line My Community Question.

I missed a board meeting held the other day. How can I see what happened at that meeting?

All monthly board meetings held on Tuesdays are replayed on Village Television (TV6) the Thursday of that same week at 1:30 p.m., as well as the following week on Wednesday at 6 p.m. The meeting can also be accessed at lagunawoodsvillage.com > Residents > Board Meeting Videos (on the left-hand side under Governance). Monthly board meetings past to present can be viewed by selecting the video option. The most current meeting videos post within a few hours/days of the meeting's adjournment.

I have wonderful plans to remodel my manor and I want to get started on my project. What are the association's requirements?

It is exciting to remodel; however, the mutuals have specific guidelines that must be followed to ensure a project can proceed. First visit lagunawoodsvillage.com > Residents > Manor Alterations (to the right under the Services heading). There you will find information detailing the permits and alterations process for your mutual. FYI: The main reason residents experience project approval delays is because the application they or their contractor submits to the Manor Alterations Division is incomplete and the required documentation has expired or was not provided.

The holidays are coming and I want to mail cards and packages with the least amount of hassle. A neighbor said the Village has a post office. Is that true?

Laguna Woods Village U.S. Post Office Substation is open to Village residents Monday through Friday from 10 a.m. to 3:30 p.m. (closed for lunch from 11:45 a.m. to 12:15 p.m.). It is located in the back of the parking lot of the Performing Arts Center/Clubhouse 3.

After being cooped up inside all last year, I really want to get out and volunteer my time to the Village. What opportunities are available?

The Village website features a list of volunteer positions within the Village. This list provides descriptions, the time commitment required for each position and a phone number to call for more information. If you are interested in becoming a volunteer and would like to apply, go to lagunawoodsvillage.com and select Amenities > Recreation > Volunteer Opportunities (at the bottom of the page). There you can view all volunteer positions, then download and print the Volunteer Application or fill out on your device and email it to recreation@vmsinc.org.

I have family whom I want to be able to come in to the community without my having to call the gate. What should I do?

Resident Services is ready to help residents who wish to

welcome longer-term guests to the Village. To obtain an annual guest pass, which is good for up to one year, residents must contact Resident Services by calling **949-579-4600** or emailing residentservices@vmsinc.org. Annual passes can be obtained through Resident Services only.

Temporary guest passes are not managed through Resident Services; residents may grant guest access via DwellingLive, which is the easiest, fastest way to welcome friends and family to the Village.

Register guests online and print passes 24/7/365 using a computer, tablet or smartphone. At the Laguna Woods Village website, click **Guest Passes** in the top right corner, and click on the **DwellingLIVE** link to register or log in. Residents who have an email address on file should have received an email with login instructions. If you do not know what email address you have on file, please contact Resident Services at **949-579-4600** or residentservices@vmsinc.org.

View a DwellingLIVE tutorial at bit.ly/3BYvCfB, watch a Village YouTube channel tutorial at bit.ly/3mUSVCr or check out the tutorial at lagunawoodsvillage.com > Residents > Resident Services > At Your Service > DwellingLIVE Video.

Download DwellingLIVE at the App Store or Google Play.



SECURITY SERVICES

HOLIDAY SAFETY TIPS FROM THE CHIEF



Security Chief Carlos Rojas and the entire Security Department team wish you a happy and safe holiday season. Here are some timely reminders to keep the season jolly.

- Lock your vehicles after parking; do not leave any gifts or valuable items in your vehicle.
- Keep any travel plans offline. This will avoid potential thieves from being tipped off that you will be away from home.
- Inspect string light strands to ensure there are no frayed cords or broken bulbs that can easily ignite a fire.
- Ask for decoration help from friends or family if you think you may need extra support.
- Request that any online orders be held at your local post office for pickup rather than having packages delivered to your home, where they may sit unattended on your front porch while you are away.
- Ask a trusted friend or neighbor to collect your mail or newspaper while you are away. If it stacks up, it may alert potential thieves that you are not home.
- Follow all traffic rules while driving, inside and outside of the community. During the holidays, some people may drive in a hurry, increasing the potential for accidents.
- If you see something, say something. Report any suspicious activity within the community to Security at **949-580-1400**.

DECORATION DOS AND DON'TS

Let's celebrate the diversity of our community, decorate for the season and add some holiday cheer to the Village. Before you get started, here are some dos and don'ts of holiday decorating:

- Placement of holiday decorations is acceptable within your exclusive-use common area (i.e., patio, balcony). Decorations can be placed on lawns and within planting beds adjacent to your unit. If decorations extend into common areas/lawns, please be considerate of your neighbors.
- Avoid placing decorations near a neighboring unit.
- Turn off any holiday lights and noise decorations from 10 p.m. to 7 a.m. to conform to City of Laguna Woods quiet hours.
- Remove decorations by the end of the first week in January.
- Third Mutual has more specific rules (see Manor Alterations, Section 12, Exterior Wall Attachments at bit.ly/3bR6iNM).
- United does not permit attachments to mutual property.



Protect yourself against fraudsters who are becoming more sophisticated.

Gift card scammers are becoming increasingly sophisticated and hard to spot, sending emails to victims' friends that sound convincingly like the victim! These scammers may pose as a friend asking for financial help or instruct people to make payments over the phone using gift cards for things such as taxes, hospital bills, bail money, debt collection and utility bills.

How Gift Card Scams Operate

These scams follow a formula: The victim receives a call or an email instilling panic and urgency to make a payment by purchasing certain gift cards from a nearby retailer. After the cards have been purchased, the victim is asked to pay by sharing the code(s) on the back of the card with the caller over the phone.

Don't Panic

Don't lose your cool. If the call or email feels wrong, it probably is. No real business or government agency will ever insist you pay them with a gift card. Also, if a "friend" is asking for help in the way of you purchasing gift cards, call that friend personally to ask if they've recently sent an email with a request for help.

Avoid Becoming a Victim

If you're approached to use the cards for any other payment, you could very likely be the

target of a scam and should immediately report it to your local police department as well as the Federal Trade Commission (FTC) at ftccomplaintassistant.gov.

Never provide the numbers on the back of a gift card to someone you do not know. Once those numbers are provided to the scammers, the funds on the card will likely be spent before you are able to contact law enforcement.

Tips from the Federal Trade Commission

The FTC offers an in-depth description of the problem with its Gift Card Scams online tip sheet at consumer.ftc.gov/articles/gift-card-scams. It includes information about the following:

- What gift card scams look like
- How scammers convince you to pay with gift cards
- What to do if you paid a scammer with gift cards (and includes contact information for popular gift card companies)
- Safely buying and using gift cards and how to report fraud

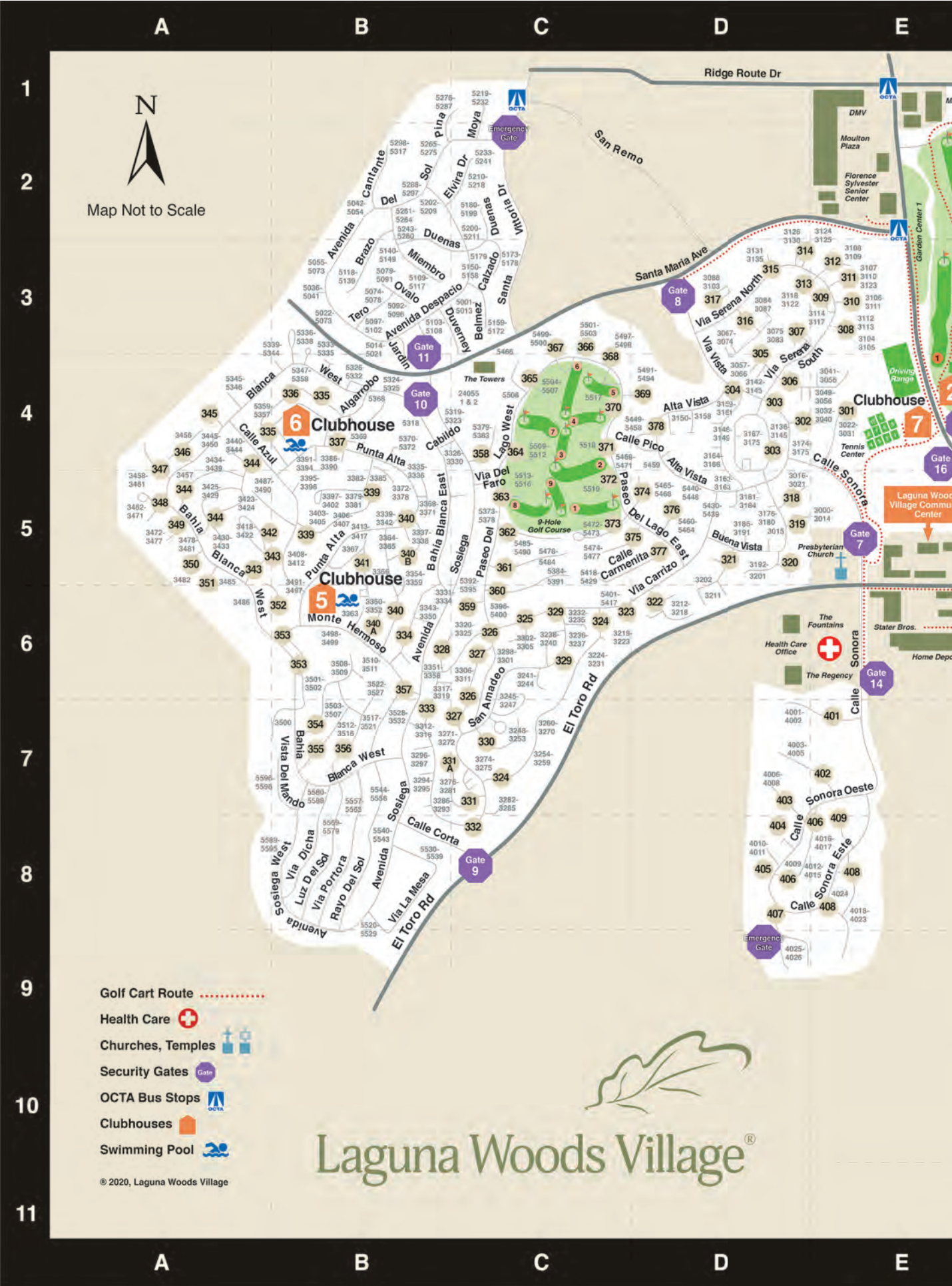
Your Reports Help Stop Scams

If someone asks you to pay them with gift cards, report it to the Federal Trade Commission at ReportFraud.ftc.gov—even if you didn't pay. You can also report it to your state attorney general (find yours at consumerresources.org/file-a-complaint). If you lost money, also report it to local law enforcement. A police report may help when you deal with the card issuer.

Become a DPTF Volunteer

The Disaster Preparedness Task Force (DPTF) needs you! If you're interested in learning more about all the ways you can volunteer in the community, view the DPTF volunteer registry form at bit.ly/3C4k1f2. Visit the DPTF website at lagunawoodsvillage.com/disaster or email disasterprep@vmsinc.org for more information.

LAGUNA WOODS VILLAGE COMMUNITY STREET MAP



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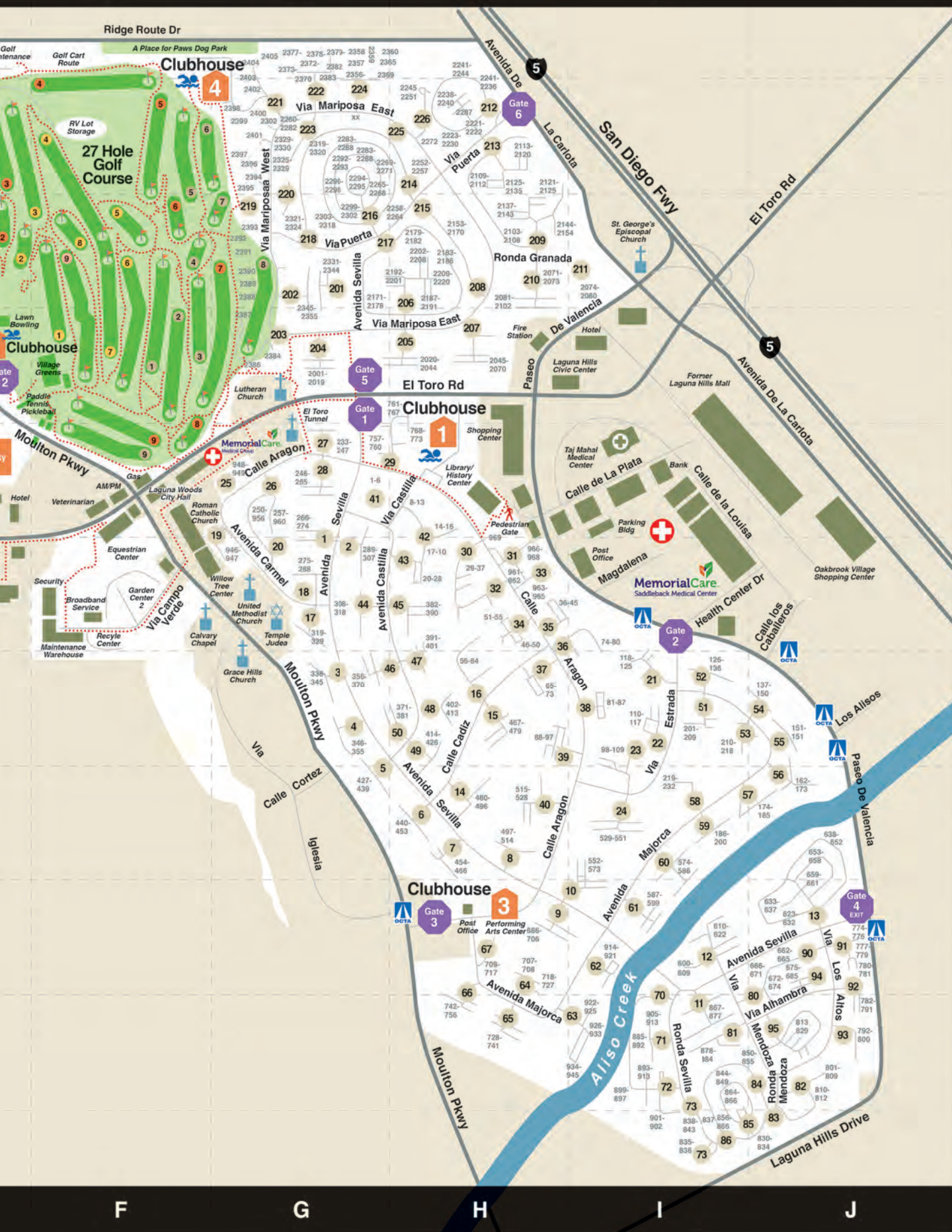
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KEYS TO THE COMMUNITY



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KEYS TO THE COMMUNITY

In Your Neighborhood

To find out what's going on in and around your neighborhood, visit lagunawoodsvillage.com, 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
info@vmsinc.org

AMENITIES AND RECREATION

General Information 949-597-4273
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
 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
 City of Laguna Woods 949-639-0500
 Florence Sylvester Senior Center 949-380-0155
 Foundation of Laguna Woods Village 949-268-2246
 Laguna Woods Globe 949-837-5200
 Laguna Woods History Center 949-206-0150
info@lagunawoodshistory.org
 Lost and Found 949-597-4435
lostandfound@vmsinc.org
 RV Storage 949-268-2284
 Saddleback College Emeritus Institute 949-770-9669
 The Towers 949-597-4278
thetowerslvv@pmpmanage.com

RESIDENT SERVICES

Manor Alterations 949-597-4616
alterations@vmsinc.org
 Resident Services 949-597-4600
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
949-597-4600

Emails provided where
 available

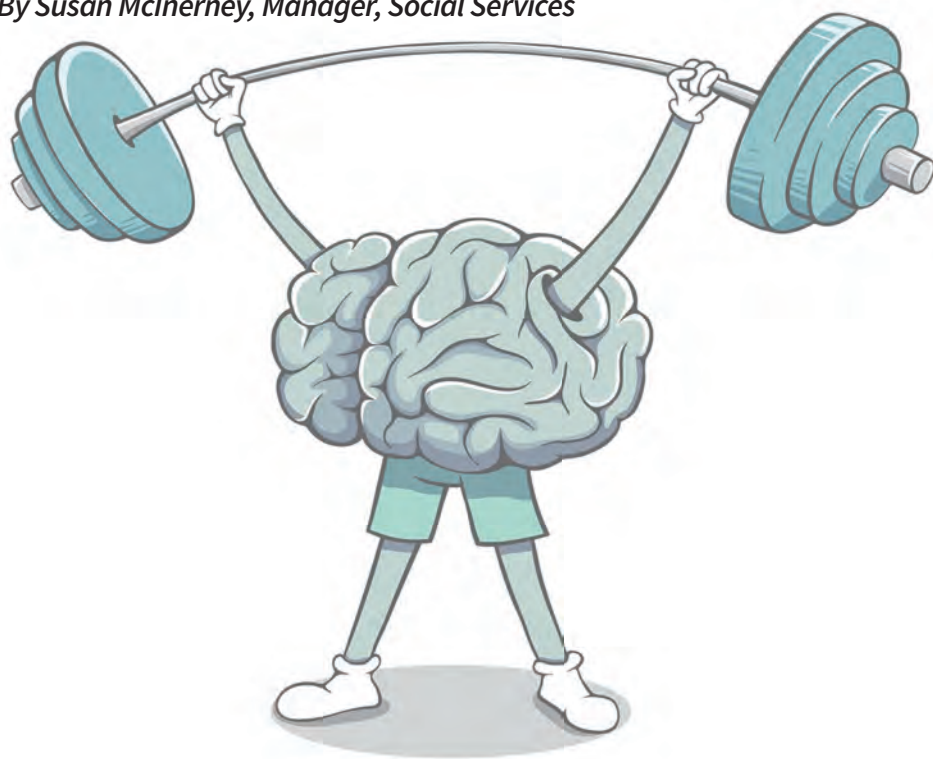


SOCIAL SERVICES

BRAIN POWER

New classes that build mind muscle and keep you aging well

By Susan McInerney, Manager, Social Services



Laguna Woods Village Social Services and Alzheimer's Orange County want to help you age well. We offer education programs aimed at improving brain health and reducing the risk of cognitive decline in 2022.

MindFit OC programs can help you take the first steps to being a healthier you. Please contact Social

Services at **949-597-4267** for days and times of upcoming classes.

How to Keep your Brain Healthy & Lower Risk of Cognitive Decline

This health education program is based on the latest research from the Cleveland Clinic. Learn about the six pillars of brain health, age-related changes in memory and

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.

learning, possible risks and threats to brain health, and practical steps to protect your brain health and lower your risk of cognitive decline.

4 Weeks to a Better Memory

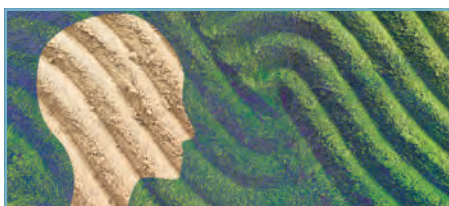
This is an evidence-based four-week memory training program offering two-hour sessions each week for healthy older adults with normal-aging memory challenges who wish to improve or maintain their memory ability. This program is not intended for people with a diagnosis of cognitive impairment, Alzheimer's disease or other forms of dementia.

Brain Boot Camp

Brain Boot Camp is an evidence-based program designed for people with age-related memory concerns who wish to improve or maintain their memory ability. This program is held over two weeks and each session is 90 minutes. Come learn basic techniques to respond to everyday memory challenges and gain advanced memory techniques to master memory of names and faces. You will also receive take-home strategies, exercises and assignments to continue improving on a daily basis.

Caregiver Support Group

Are you a Village resident caring for a loved one with Alzheimer's/dementia and looking for connection and support? Join our interactive virtual support group to explore feelings and concerns, share ideas that work and receive support from other Village residents. Call Social Services at **949-597-4267** to learn more about the group.



SCHEDULE YOUR "MIND CHECK"

Mind Check is a cognitive wellness screening that helps identify possible changes in cognition and thinking in a "first-step" approach to create a baseline for individuals and to identify those at risk for cognitive impairment.

A screening contributes to early detection and treatment of cognitive decline. Mind Check is available by appointment; call Social Services at **949-597-4267** to schedule an appointment with Jessica Valenzuela, MSW.



JESSICA VALENZUELA JOINS SOCIAL SERVICES

Laguna Woods Village and Alzheimer's Orange County have been in partnership since 2019 in order to provide direct services to Village residents who are experiencing memory loss or cognitive impairment. Jessica Valenzuela, MSW, our newest social worker, holds a Master of Social Work with a concentration in integrated health from California State University, Long Beach. Jessica is employed by Alzheimer's Orange County to provide direct services to residents of Laguna Woods Village at no additional cost.

Jessica has the training and knowledge to educate residents on brain health, tips to lower the risk of cognitive decline, treatable causes of memory loss and signs to look for if Alzheimer's disease or related dementias are suspected.

Confidential memory screenings are offered as a tool to help identify possible changes in memory and cognition. In-home or office visits help residents learn about the disease, community resources, caregiver tips and strategies, and plan for the future.



GENERAL SERVICES

ORGANIC WASTE REVOLUTION COMES TO LAGUNA WOODS

California's newest recycling law fights climate change—and changes the face of trash pickup starting January 1.



Please note: This information was current as of press time.

Due to California Senate Bill 1383, on the first day of the new year, Village residents will notice Waste Management's green trucks with white cabs have been replaced by CR&R Incorporated trucks, which are blue with red, white and blue cabs.

The whys and hows behind this major shift in solid waste handling services, which takes place January 1, 2022, are many. FAQs shared below address the bill's details, why changes must be made now, information about the new solid waste handler and more.

"What's Up in the Village" and other communications platforms



will provide additional details provided by the City of Laguna Woods regarding this very significant news each week as our community draws closer to Jan. 1.

What is California Senate Bill 1383?

In September 2016, former Governor Jerry Brown signed into law SB 1383, which aims to reduce methane, hydrofluorocarbon gas and anthropogenic black carbon emissions in a statewide effort to combat climate change and improve public health.

Central to the reduction of landfill disposal-related methane emissions are targets to reduce organic waste disposal by 75% and recover 20% of edible food waste by 2025.

SB 1383 applies throughout California (including incorporated cities and unincorporated areas) and creates significant new regulatory mandates affecting solid waste handling services.

The most visible change for Laguna Woods Village will be the implementation of source separated organic (food waste) recycling effective January 1, 2022, mirroring a similar state law that required the implementation of source

separated organic recycling for certain clubhouses and commercial waste generators beginning in 2016.

SB 1383 received strong support in Sacramento with efforts earlier this year to delay the implementation of residential organic recycling ultimately proving unsuccessful.

Why will there be a change in waste haulers?

Waste Management elected to opt out of an extension of its existing agreement due to the need for changes related to the impending implementation of residential organic recycling and other requirements under SB 1383. Following a competitive request for proposals process, the Laguna Woods City Council awarded a new agreement to CR&R Incorporated, which succeeds Waste Management as Laguna Woods Village's waste hauler effective January 1, 2022. Village governance has no involvement in the decision regarding waste haulers.

Who is CR&R Incorporated?

CR&R Inc. is a family-owned company that has provided solid waste handling services since 1963. Current clients include the cities of Aliso Viejo, Costa Mesa, Dana Point, Irvine, La Habra, Laguna Hills, Laguna Niguel, Lake Forest, Newport Beach, Orange, Rancho Santa Margarita, San Clemente, San Juan Capistrano,

Stanton and Tustin, as well as the County of Orange (for the unincorporated communities of El Modena, Rancho Mission Viejo and Rossmoor), Costa Mesa Sanitary District and Midway City Sanitary District.

Why are changes necessary now?

SB 1383 includes several organic waste reduction goals, including (1) to reduce organic waste disposal by 75% by 2025 and (2) to recover 20% of edible food waste by 2025. To achieve those goals, SB 1383 requires that residential organic recycling programs begin no later than January 1, 2022. SB 1383 does not allow the deferral of residential organic recycling programs until 2025.

How will California Senate Bill 1383 affect solid waste costs?

Source separation requires an entirely new set of containers, additional vehicles and the associated labor to drive and operate those vehicles. In Laguna Woods Village, that will result in the addition of a new

third stream (organics) to the existing two-stream disposal model (trash and recycling) in most shared trash enclosures. Once collected, SB 1383 requires residential organic waste to be recycled by means such as anaerobic digestion or composting, both of which require specialized facilities at considerably greater cost than landfilling.

When will additional information be available on residential organic recycling?

Laguna Woods Village, including representatives from GRF, Third, United and VMS boards of directors, is working with the City of Laguna Woods and CR&R Inc. to identify shared trash enclosure locations for new organic recycling carts. Materials to assist with the implementation of residential organic recycling will be available in December, in advance of the start of residential organic recycling in January 2022. Until then, please continue to separate your trash and recycling as you currently do.

SB 1383 includes several organic waste reduction goals, including (1) to reduce organic waste disposal by 75% by 2025 and (2) to recover 20% of edible food waste by 2025.



RECREATION

WHAT A BONANZA!

Residents enjoy all that the talented artists of Clubhouse 4 have to offer.

The much-anticipated Bonanza event that took place over the first weekend in November was an overwhelming success, with more than 2,000 visitors over the two days. Artists showcased their talents, the Village Music Club encouraged the audience to dance, Nostimo's food truck was a hit and a fun time was had by all!



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



ENJOY CELTIC MUSIC WITH ERIC RIGLER AND DIRK FREYMUTH

Enjoy Eric Rigler's performance on a seldom-seen Celtic wonder, Ireland's traditional uilleann bagpipes—a complicated and evocative ancient instrument capable of producing sounds from mournful and sublime to euphoric. With Dirk Freymuth on acoustic guitars, along with special guests playing Irish fiddle and other Celtic instruments, the ensemble performs traditional Irish music and select themes from Eric's recording career that spans "Outlander," "The Road to Perdition," "Braveheart" and "Titanic."

Event is Saturday, January 22, at 7 p.m. at the Performing Arts Center. Purchase tickets at the box office or at [tickets.lagunawoodsvillage.com](https://www.lagunawoodsvillage.com/tickets) (\$25, \$20 and \$15).

Call [949-597-4288](tel:949-597-4288) or email recreation@vmsinc.org for more information.



COMMUNITY CONCERTS OPENING EVENT

On Sunday, January 30, at 2 p.m. in the Performing Arts Center, the Minetti Quartett, a preeminent string quartet of musicians bringing each member's incredible energy and superior virtuosity, will open the season for Community Concerts.

Since being nominated for the "Rising Stars" Award by the European Concert Hall Organization in 2008/2009, the Minetti Quartett, comprising Austrian Musicians living in Vienna, has performed in the renowned venues in Vienna, Berlin, Cologne, Amsterdam, Barcelona, Stockholm, Brussels and London. Invitations to chamber music festivals have taken the Minetti Quartett to South America, Australia, Japan and China. Many of their concerts have been recorded and broadcast by international radio stations.

The quartet has won the Schubert and Haydn International Competitions for chamber music and was awarded Austria's Grosser Gradus ad Parnassum Prize.

Community Concerts membership for 2022 is \$60, which includes admission to all concerts. Membership is open to residents of Laguna Woods Village and their guests; residents may purchase subscriptions for their guests.

Download application forms at the club's website hosted at [lagunawoodsvillage.com](https://www.lagunawoodsvillage.com) under Clubs or find applications attached to club fliers in the clubhouses. Residents may also apply by simply mailing a membership fee check to Community Concerts of Laguna Woods Village, P.O. Box 2821, Laguna Woods, CA 92637. Include applicant(s) name(s), a phone number, an email, a mailing address and a self-addressed stamped envelope.

All concerts will be held on Sundays at 2 p.m. at the PAC. Proof of vaccination and masks required per state and county guidelines.



RECREATION



“LAST CHRISTMAS” AT CLUBHOUSE 5

On December 27 at 4 p.m. in the Clubhouse 5 Main Lounge, enjoy “Last Christmas.” In this 2019 rom-com, nothing seems to go right for young Kate, a frustrated Londoner who works as an elf in a year-round Christmas shop. But things soon take a turn for the better when she meets Tom, a handsome charmer who seems too good to be true. As the city transforms into the most wonderful time of the year, Tom and Kate’s growing attraction turns into the best gift of all—a Yuletide romance.

Make required reservations one week in advance through ActiveNet. Seating is limited. Bring your own favorite snacks.

Call **949-597-4381** or **949-597-4273**, or email recreation@vmsinc.org for more information. Call **949-597-4227** to verify your ActiveNet account.

NEW YEAR, NEW YOU!

Meet fitness couple Tracy and Ron Murray, who teach Zumba Gold and kickboxing self-defense classes.

Join Tracy Murray for her Zumba Gold class Mondays and Fridays at the Clubhouse 2 ballroom (10 to 11 a.m. and 9 to 10 a.m., respectively) and on Wednesdays at the Clubhouse 5 ballroom (9 to 10 a.m.). Zumba Gold is a considered a low-impact exercise designed for seniors but all ages are welcome. The fee per class is \$5. Classes are 50 minutes, including a cool-down at the end. Tracy likes to vary her dance and music styles to keep the class fresh and provides easy-to-follow routines.

Enjoy an International Kickboxing and Thai Association (IKTA) self-defense class in which students, with hands wrapped and using 14-ounce boxing gloves, will learn proper striking and kicking techniques using balance, timing and combinations. Instructor Ron Murray, California IKTA representative, third-degree black belt and three-time world champion kickboxer, will hold mitts and bags for small class groups to simulate fighting situations.

Classes occur Tuesdays and Thursdays from 3:30 to 4:30 p.m. at the Clubhouse 5 fitness room. Purchase a class punch card (\$5 per class) at Clubhouse 5 or in the recreation office.

Call **949-597-4273** or email recreation@vmsinc.org for more information.





10 VILLAGE TRAILS CALLING YOUR NAME

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

MINDFUL FLOW YOGA FRIDAYS

Resident teaches a free, drop-in class.

On Fridays, join Mindful Flow Yoga with Jill Camera from 1 to 2 p.m. in the Clubhouse 1 main lounge. This free, drop-in class features a style of yoga where poses flow together with the breath to create strength, flexibility and balance. It's a fun and invigorating experience for body, mind and spirit that is suitable for all experience levels. The only requirement is that you should be able to get up and down from the floor. Bring a yoga mat; two yoga blocks and a yoga strap are recommended.

Jill, certified to teach yoga since 2001, teaches private, corporate and group classes, and is co-author of the little book of poses, "Yoga Fan Feel." Learn more about her at jillcamera.com.

For more information, contact Recreation at [949-597-4273](tel:949-597-4273) or recreation@vmsinc.org.

PAC BOX OFFICE

Purchase tickets online or in person.

Now you can conveniently purchase and print Performing Arts Center tickets from your home 24 hours a day, 7 days a week. Visit tickets.lagunawoodsvillage.com to create an account and purchase and print your tickets with ease. If you don't own a printer, you may show a smartphone screenshot of your purchase or, at checkout, you have the option to pick up your tickets at the box office. Visit <https://bit.ly/3u3Bi5E> to read a tutorial for using the online box office.

The box office is also open for in-person purchases Mondays, Wednesdays and Fridays from 9 a.m. to noon.

For more information, call [949-597-4288](tel:949-597-4288) or email recreation@vmsinc.org.



PERSONAL TRAINERS ARE HERE FOR YOU

Do your body, mind and soul good with a workout led by a personal trainer right here in the Village at the Community Fitness Center or Clubhouse 1. Five 30-minute sessions cost \$200; 10 30-minute sessions cost \$400.

Call the Community Fitness Center at [949-268-2275](tel:949-268-2275) or Clubhouse 1 at [949-597-4284](tel:949-597-4284) for more information and to check trainer availability.



RECREATION



TOUR THE EQUESTRIAN CENTER

Your special invitation to visit the facility and have a photo op with a GRF-owned horse

Tour our very own Equestrian Center! Simply arrive at one of three scheduled tour times, sign in, and Equestrian Center staff will greet and prepare you for a fun and informative tour. No reservations are necessary, but close-toed shoes are required to interact with any horse. Every tour features a photo opportunity with a GRF-owned horse at the conclusion of the event.

Tour schedule:

- Wednesday and Thursday: 2 p.m.
- Friday, Saturday and Sunday: 12:30 and 2 p.m.

The Equestrian Center is located at 24312 El Toro Road.

PAINTING HORSES FOR A CAUSE

Art available for purchase that supports the Equestrian Center

The Art Association offers a new opportunity for plein air painters to sketch and paint horses at the Equestrian Center, auction their work for the benefit of GRF horses and donate the proceeds through the Village Community Fund. Six Art Association artists participated during the first week.

This ongoing event is open to artists at the Equestrian Center on Mondays and Tuesdays from 8 a.m. to noon. To participate and paint on site, artists must first fill out a waiver, check in with the office and stay clear of horse walkways and grooming areas.



JOIN A CLUB!

In addition to the many amenities and activities offered through the Recreation and Special Events Department, more than 250 clubs, special interest groups and organizations offer residents a wealth of fun and entertainment. With so many clubs to choose from, there's sure to be like-minded new friends to make.

Visit lagunawoodsvillage.com/amenities/clubs to browse clubs, including arts and crafts, cultural, dance, games, health and wellness, performing arts, political, religious and spiritual, science and tech, sports and fitness, support groups and more.



GARDEN CENTER OFFICE HOURS

Garden Center Office Hours are Tuesday, Thursday and Friday from 8 a.m. to noon. For questions or concerns during non-office times, please contact the Recreation office at [949-597-4273](tel:949-597-4273).

THINGS THAT MAKE YOU SAY "AHHHH!"

Join Dr. Lois Rubin Mondays from 11 a.m. to noon at the Clubhouse 2 Palo Verde loggia for stress-less mindfulness meditation. This drop-in class is free; all meditation experience levels are welcome. For a Zoom link, email soulhlr@yahoo.com.



POOL RENO SCHEDULED

All Village pools to undergo important TLC.

Renovations for 2021 and 2022, which typically include mechanical rebuilds, seal replacements, general mechanical cleaning, loose tile replacement and locker room/shower rehabilitation, are scheduled from November 1 through May 6, 2022, with opening day for all pools scheduled for May 27.

For a calendar that details the renovations, visit <https://bit.ly/3bATwD1>. For the most up-to-date pool schedule, visit <https://bit.ly/3jZcw2F>.



RECREATION

AMENITY INFO



Bocce

- Open 8 a.m. - 10 p.m. daily

Clubhouse 1

- Open 8 a.m. - 10 p.m. daily
- Indoor gym 8 a.m. - 5 p.m. Monday - Friday, 8 a.m. - 2 p.m. Saturday/Sunday
- Indoor mini-gym (badminton, pickleball, volleyball, basketball)
- Archery
- Shuffleboard
- Game rooms
- Billiards
- Drop-in lounge

Clubhouse 2

- Open 8 a.m. - 5 p.m. Monday - Thursday, 8 a.m. - 6 p.m. Friday
- Indoor recreation classes

Clubhouse 4

- Open 9 a.m. - 4 p.m. Monday - Friday, 10 a.m. - 2 p.m. Saturday/Sunday
- Contact the clubhouse for specific studio days/times

Clubhouse 5

- Open 8 a.m. - 5 p.m. Monday - Saturday, 8 a.m. - 2 p.m. Sunday
- Game room
- Indoor recreation classes
- Gym 5:30 a.m. - 9 p.m. daily
- Monday movies

Clubhouse 7

- Open for bridge 11 a.m. - 5 p.m. Monday - Friday

Community Center

- Open 8 a.m. - 4:30 p.m. Monday - Friday
- Table tennis: 8 a.m. - 4:30 p.m.
- Mac Learning Center: 9 a.m. - 3 p.m.
- PC Workshop: 11 a.m. to 3 p.m.
- Community Fitness Center 7 a.m. - 7 p.m. Monday - Friday

Equestrian Center

- Call **949-597-4275** to inquire about riding program or schedule a tour

Guests

- Pools: 15 and older
- Fitness centers: 16 and older
- Golf: Allowed during non-primetime hours

History Center

- Open weekdays from 11 a.m. to 1 p.m.

Lawn Bowling

- Open daily; call **949-951-3027** for more information

Library

- Open 10 a.m. - 4 p.m. Monday - Friday (until 7 p.m. Wednesday), 10 a.m. - 1 p.m. Saturday

Paddle Tennis

- Monday, Wednesday, Friday noon - dusk
- Tuesday, Thursday 7 a.m. - noon
- First, third Saturdays 7 a.m. - noon

Pickleball

- No reservations required 7 a.m. - 3 p.m.
Monday - Friday (paddle tennis has priority
Tuesday and Thursday mornings)
- Courts reservations required 3 - 10 p.m.
Monday - Friday (last reservation 9 -10 p.m.)
- Courts reservations required all day
Saturday, Sunday
- Second, fourth Saturday 7 a.m. - 9 p.m.
(last reservation 9 -10 p.m.)

Pools (Expanded Hours)

- Visit <https://bit.ly/3jZcw2F> for the most up-to-date pool schedule.

Tennis

Five courts will be available for reservations during prime time (7:30 a.m. to noon) and five courts will be available for drop-in.

Morning Play

- Courts 1, 7, 8, 9 and 10 will be reserved via the Kourts reservation system for 1½ hours at 7:30, 9 and 10:30 a.m.
- Courts 2, 3, 4 will remain one-hour drop-in and sign-up courts
- Courts 5 and 6 will remain 1½-hour drop-in and sign-up courts

Afternoon/Evening Play

- All tennis courts will be reserved via Kourts from noon until 10 p.m. for 1½ hours of play time.

Visit bit.ly/35qWuYn for instructions on how to make reservations using the Kourts online reservation system.



GET MOVING!

Take full advantage of Village amenities.

Laguna Woods Village residents enjoy resort-style amenities that are the envy of the nation at just a fraction of the cost. The Village is one of the most recreational-focused communities in the country, and the Recreation and Special Events Department strives to provide you with the best services, programs and amenities possible.

Visit lagunawoodsvillage.com/amenities/recreation or any of the bit.ly links below to get involved.

- View a list of amenities, location, contact information, registration process and more at <https://bit.ly/3tXFP9w>.
- Purchase event tickets, register for outdoor classes, sign up for Clubhouse 4 activities via ActiveNet at <https://bit.ly/39sfreE> or by telephone between 10 a.m. and noon, Monday through Friday, at **949-597-4382**. Visit <https://bit.ly/3CDWAd9> to view an ActiveNet tutorial video.
- Consider taking one or more of the 15 classes currently offered by Recreation and Special Events, including mat/chair yoga, ballroom dance, English or Korean language classes, cycling, aquatic classes and more. Check out our schedule of current recreation classes at <https://bit.ly/3u086MB>.
- Visit <https://bit.ly/3u2eovu> for a comprehensive list of virtual activities, classes and more.
- Email the recreation office at recreation@vmsinc.org or call **949-597-4273** for more information.

THE TOWERS

at Laguna Woods Village



AFFORDABLE, INDEPENDENT RESORT-STYLE SENIOR LIVING INCLUDES

Nightly dining service • All utilities except telephone • 24-hour front desk • Housekeeping services

24-hour on-site maintenance • Free laundry facilities on each floor

Weekly fitness, movies, bingo, entertainment and more

Free bus service at the front door to seven Village clubhouses, nearby stores and medical facilities

Schedule a tour today to see our condominium purchase or lease options

Realtors welcome



Visit TheTowersatLagunaWoodsVillage.com

Follow us   

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

Debbie Dotson
Second Vice President
2021-2023

Joan Milliman
Secretary
2020-2023

James Hopkins
Treasurer
2019-2022

Elsie Addington
Director
2020-2023

Yvonne Horton
Director
2019-2022

Gan Mukhopadhyay
Director
2018-2021

Juanita Skillman
Director
2021-2024

Don Tibbets
Director
2021-2024



THE VILLAGE COMMUNITY FUND

How the VCF supports programs, services and facilities that enrich the lives of older adults

By Joan Milliman, GRF Secretary, VCF Board Member

Did you know there are two charitable organizations here in the Village? One you know well—the Foundation of Laguna Woods Village, whose primary mission is to provide temporary financial assistance to qualifying, economically disadvantaged community residents. The other is a 501(c)(3) charitable organization, the Village Community Fund (VCF), whose mission is to provide support for programs, services and facilities that enrich the lives of older adults.

VCF is a separate entity from Laguna Woods Village's three housing mutuals and GRF, which manages the community's shared amenities. These nonprofit entities each have their own board of directors; however, they are not 501(c)(3) organizations and cannot accept tax-deductible donations.



Village Community Fund

A few years ago, a resident approached Village management asking how he might donate \$250,000 to improve the community he cherished. Unfortunately, at that time no tax-deductible structure existed to accept his gift.

Seeing a definite need, a group of residents began to meet monthly to develop an organization designed to serve community needs beyond those served by the Foundation of Laguna Woods Village. Modeled after the successful Leisure World Foundation of Mesa, Arizona, VCF was incorporated on December 13, 2017. Organizational assistance came from the mayor of Laguna Beach, the Quadrant Law Group of Irvine, lawyers, a paralegal and an operations director.

Incorporating officers included President John Parker, Secretary Kay Levingston and Treasurer Mindy Armstrong. Donations from the early planning group funded the start-up costs.

The Laguna Woods Village community has achieved many significant improvements over the years. However, the conflict between maintaining affordable fees and asking homeowners to pay extra for improved programs, services and facilities is a long-standing one.

VCF was developed because some residents, their family members and other close friends of the Village expressed interest in supporting planned improvements here as charitable donations. In addition, many of the Village's 260 registered clubs have dedicated members who wish to enhance their clubs through

charitable donations for approved projects. Facilitating such gift opportunities is VCF's role, in cooperation with GRF, Village Management Services and individual clubs or resident groups.

Beneficiaries of such support for programs, services and facilities include Village residents as well as older adults who enjoy community access but live outside our gated community. Saddleback College, through its Emeritus Institute, offers some 80 college-level extended-learning classes on site that are open to all Orange County seniors. Community seniors are also welcomed at Village events as resident guests. Village clubs also welcome up to 10% nonresident members. In addition, VCF makes donations to local nonprofits outside the community whose programs serve older adults, including Age Well Senior Services and the Florence Sylvester Senior Center.

VCF projects, so far, have included:

- Golf starter clocks
- Video studio control room improvements
- COVID pandemic fundraising
- Help the Herd
- Lite the Nite

For more information on how to donate or participate in such community-enhancing projects visit the VCF website at villagecommunityfund.org.

The Village Community Fund was developed because some residents, their family members and other close friends of the Village expressed interest in supporting planned improvements here as charitable donations.

Third Board of Directors

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

Robert Mutchnick
President
2020-2023

Annie McCary
First Vice President
2020-2023

Ralph Engdahl
Second Vice President
2019-2022

Lynn Jarrett
Secretary
2018-2021

Donna Rane-Szostak
Treasurer
2020-2023

Cusrow “Cush” Bhada
Director
2019-2022

Jim Cook
Director
2021-2024

John Frankel
Director
2020-2023

Mark Laws
Director
2021-2024

Nathaniel Lewis
Director
2021-2024

Craig Wayne
Director
2019-2022



JOIN THE BOARD AT TOWN HALL MEETINGS

Ask questions, get facts and provide feedback.

By Annie McCary, First Vice President

The Third Mutual Board of Directors is hosting monthly town hall meetings, which began in October and will be held on the fourth Wednesday of each month for the near future.

These meetings aim to:

- Provide another path of communication between Third board members and residents
- Create a dialogue to clarify the misinformation circulating in various outlets
- Provide residents an opportunity to ask questions or provide feedback without the three-minute time limit requirement at monthly open board meetings

Third town hall meetings will be held the fourth Wednesday of every month in the Sequoia Room at Clubhouse 2 from 3 to 5 p.m.

Please note that not all board members can attend all meetings and that the meetings will not be televised.

We encourage all Third residents to join in these meetings to help facilitate transparent, efficient and meaningful communication.

GVA REORGANIZATION

Governing board holds annual meeting, elects officers

By Lynn Jarrett, Secretary

The governing board of GVA held their annual meeting and elected officers for the coming year. Heading up the organization is Martina Mangan, who has been an association regional representative for 11 years. Former GVA President Stuart Hack is now first vice president and Theresa Keegan is second vice president. Secretary Bonnie Colling and Treasurer Sharon Molineri will continue to serve in their same positions. Cindy Baker, Pam Murray, Gail Berra and Lynn Jarrett are the remaining regional representatives on the governing board. Past President Shari Horne serves as an advisor.

Bimonthly meetings will now be held in person at Clubhouse 5, Room 1. In addition, instead of having two speakers, only one will be scheduled to allow time for a Q&A period with attending building captains and other residents. Coming out of the pandemic, one goal is to get captains out and among each other, hear a speaker, bring their questions and get some answers. Another goal is to have at least one Third board member attend GVA meetings to help answer questions. Building captain workshops for new captains will begin after the first of the year.

APPROVALS AND BOARD ACTIONS

SEPTEMBER AND OCTOBER MEETINGS

By Lynn Jarrett, Secretary

SEPTEMBER

- Ratified the board's review of Third's preliminary financials for July be confirmed per Civil Code 5501
- Approved Third's 2022 Business and Third Reserves Funding Plans
- Approved M&C Committee's recommendation to cancel 12 of the 14 applications for SCE Charge Ready 2 Program
- Approved Resolution for Third's Parking and Golf Cart Subcommittee charter and mission statement
- Approved removal of rusty leaf fig tree at 3094-C Via Serena N
- Approved landscape revision plan at 3085 -C Via Serena N
- Denied request for removal of canary pine tree; approved request for removal of Hollywood juniper at 5158 Avenida Despacio
- Denied request for rusty leaf tree removal; approved request for canopy reduction at next-scheduled trim cycle at 3075-C Via Serena S

OCTOBER

- Approved removal of Indian laurel fig tree at 2151-C Rhonda Granada
- Approved removal of Indian laurel fig tree at 5348-Q Algarrobo
- Approved removal of carrotwood tree at 3316-C San Amadeo
- Approved request for variance to construct handrail along driveway at 5236 Elvira
- Approved resolution to revise pest control policy to allow for unscheduled fumigation of single-unit buildings, at member expense
- Denied request for rusty leaf fig tree at 4007/2G Calle Sonora Oeste
- Recorded lien with Resolution 03-21-72
- Announced an all-directors training session scheduled for Nov. 15
- Announced harassment training will take place online
- Passed resolution to update 2022 Reserve Funding Plan
- Accepted Director Parsons' resignation and appointed Lynn Jarrett, subsequently elected board secretary
- Approved election of officers;
 - Robert Mutchnick, President
 - Annie McCary, First Vice President
 - Ralph Engdahl, Second Vice President
 - Lynn Jarrett, Secretary
 - Donna Rane-Szostak, Treasurer

United Board of Directors

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

Anthony Liberatore
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

Maggie Blackwell
Director
2021-2024

Diane Casey
Director
2021

Patricia English
Director
2021-2024

Pearl Lee
Director
2021-2024

Andre Torng
Director
2019-2022



SUMMARY OF CHARGEABLE MAINTENANCE SERVICES

The chart on page 51 highlights the most common items in/around United Laguna Woods Mutual manors that occasionally require repair or replacement. The mutual may perform certain repair services in addition to those provided under the general conditions of the occupancy agreement. Some repair services that are performed by the mutual are the responsibility of the mutual member will be charged to the mutual member. The charge for the service will include a \$10 service charge; the cost of direct materials used and prorated labor.

Please note: There is a \$50 missed maintenance appointment fee charged to residents who are a no-show during their scheduled appointment time frame or do not cancel/reschedule 24 hours prior to their scheduled appointment.

Please contact **Resident Services** at [949-597-4600](tel:949-597-4600) with specific questions or in regard to areas not addressed in the following document.

The mutual is responsible for the maintenance, repair and replacement of concrete and asphalt within the mutual, except for alterations. VMS staff may provide services for non-mutual items as a charge to the mutual member.

Please see the chart to view the party responsible for repair or replacement under normal conditions (responsibilities subject to change per board resolution).

MUTUAL	MEMBER	APPLIANCES
The mutual will install and maintain major appliances in accordance with Resolution 01-03-43		
X		Major standard appliances (oven, range/cooktop, hood, refrigerator and dishwasher)
	X	Dishwashers not of mutual record
	X	Upgraded appliance features
	X	Appliance pans and rings
	X	Appliance alterations
MUTUAL	MEMBER	ELECTRICAL
X		Radiant heat (except when damaged by member)
X		Thermostat
X		Electrical fixtures (outlets, switches, panels, breakers, starters, transformers)
X		Doorbells
X		Original installation fans and wall heaters
X		Interior duplex plates, damaged, cracked
	X	Ceiling light chrome rings (for cosmetic reasons)
X		Temp tray
	X	Resident-controlled light bulbs
	X	Dimmer switch
	X	Electrical alteration
MUTUAL	MEMBER	CARPENTRY
X		Roof (excluding alterations)
X		Flashing, gutters, downspouts (original)
X		Window screens (non-alteration)
X		Main entry door locks
X		Storage cabinets, built into patios (original)
	X	Storage cabinets, free standing (not original)
	X	Rekeying of locks (entry, mail box)
	X	Dead bolts
	X	Entry door peep holes, mail slots and entry door screen doors
X		Sliding screen doors (original)
X		Broken or cracked windows (unknown cause)
	X	Broken or cracked windows (resident cause)
X		Wall cracks
	X	Wall holes from picture hangers
X		Bath accessories (soap dish, glass holder, etc.)
X		Built-in clothes hamper
X		Closet poles and brackets (non-alteration)
X		Replacement of medicine cabinet
X		Shower and tub enclosures
X		Kitchen cabinets, building movement only
X		Carport cabinets (original)

MUTUAL	MEMBER	CARPENTRY
	X	Carport condensation panels
X		Towel bars, repair of (non-alteration)
	X	Towel bars, replacement
	X	Grab bars
X		Interior doors and locks
	X	Size interior doors for new flooring
	X	Door bumpers/stops
X		Ceramic tile tub (non-alteration)
X		Shower door sweep
X		Wardrobe doors
X		Hinges, catches
X		Chop board/breadboard
	X	Diffuser light panel
X		Tile (non-alteration)
X		Baseboards and moldings (non-alteration)
X		Countertops and floors (non-alteration)
X		Drawer guides
X		Structural repairs
	X	Alterations
MUTUAL	MEMBER	PAINT
X		Entry doors (on program)
	X	Entry doors (by request, off program)
X		Plumbing leak damage
X		Rain leak damages
X		Appliance leak damage (mutual-owned appliances)
X		Building exterior
MUTUAL	MEMBER	PLUMBING
X		Faucets (non-alteration, non-upgraded)
X		Kitchen sinks, fittings, traps, etc. (non-alteration)
X		Toilets, fittings, traps, etc. (non-alteration)
X		Bath tubs and fittings (non-alteration)
	X	Shower head
X		Water heaters and fittings
X		Stoppers, tub and basin
X		Garbage disposals (non-alteration)
	X	Toilet seats
	X	Stoppages caused by resident
X		Stoppages (multi, main line or lateral)
X		Stoppages (single fixture)
X		Water leaks (in wall, below slab, under fixture)
	X	Plumbing alterations



BY COMMITTEE

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

Architectural Controls & Standards Committee

Meets 3rd Thursday monthly, 9:30 a.m., Community Center Board Room

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

Business Plan

Meets as Needed

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

Executive Committee Hearings

Meets 4th Thursday monthly, at 9 a.m., Community Center Sycamore Room

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

Finance Committee

Meets Last Tuesday, odd months, 2 p.m., Community Center Board Room

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

Governing Documents Review Committee

Meets 3rd Thursday monthly, 1:30 p.m., Community Center Sycamore Room

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

Landscape Committee

Meets 2nd Thursday, even months, 9 a.m., Community Center Board Room

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

Maintenance & Construction Committee

Meets 4th Wednesday, even months, 9 a.m., Community Center Board Room

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

New Resident Orientation

Meets 2nd Wednesday, odd months, 4:30 p.m., or 1st Friday, even months, 9 a.m., Community Center Board Room

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

Resident Advisory Committee

Meets 2nd Thursday monthly, 4 p.m., Community Center Sycamore Room

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



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

Norman Kahn
United, 2020-2023

Cynthia Rupert
United, 2019-2022

Judith Troutman
GRF, 2020-2023

Raquel Unger
Third, 2020-2023



2021 ACCOMPLISHMENTS, ENHANCEMENTS AND MORE

By Rosemarie diLorenzo, Chair, and Norm Kahn, Director

2021 was a year of recovery and reinvigoration that witnessed many changes in the Village and at Village Management Services. What follows are this year's accomplishments, efficiencies and enhancements brought about through cooperation between the boards of directors and VMS leadership and staff.

Landscaping Services

The Landscaping Services Department continued to identify ways to increase resident satisfaction and reduce service requests through various programs.

By renewing the Friday garden clipping pickup program, residents may neatly pile their clippings on the sidewalk or driveway for pickup service on Fridays. Schedule a pickup by calling Resident Services at **949-597-4600**.

Two-person ticket response crews—one per mutual—have been implemented to take action on services that can be completed in 30 minutes or less.

Landscaping's education campaign aims to help residents understand current service level increases and create awareness when landscape crews will service their area. Residents can view a special video presentation about Landscaping's mower yard, nursery and mulch operation at <https://bit.ly/3Cxu2Bt>. Residents can find landscaping schedules at lagunawoodsvillage.com > **Maintenance & Landscaping > Landscaping Activities**.



Village Management Services, Inc.

Community Services Efficiencies

A new temporary position within the Resales Division helps process documentation provided by escrow agencies and review membership application, income verification, assets evaluation and credit information to create management reports. The expected benefits of employing individuals with experience in loan modifications and mortgage solutions is expected to decrease resale packages processing time by 30%.

The division is streamlining the resale application process by requiring only a credit report summary if an applicant's FICO score is 700+, the first three pages of escrow instructions and a summary page of each investment account document reflecting high-level information.

Using DocuSign for board approval of resale applications also helps to expedite the process.

Operational Enhancements

Staff continually and proactively identify operational enhancements via thorough review of performance indicators as well as resident and board member input.

VMS holds monthly open meetings with GRF, Third and United board executives, which allows VMS a unique opportunity to discuss key topics with its clients in a timely and dedicated manner. Meeting topics include financial services, maintenance and construction, project management and manor alterations.

KNOW THE OPERATIONAL SCOPE OF VMS

As in our name, Village Management Services (VMS) is our mutual-owned business management company whose board of directors is responsible for the direction and safety of more than 800 paid employees in 10 departments with 50 subentities. VMS is the guiding force of the Village—a \$100 million-a-year service enterprise owned by our 18,000+ residents.

The VMS Board of Directors, as in any large business, is responsible for carrying out and overseeing all facets of operations as designated by United, Third, GRF and the foundation bylaws. VMS does not control the mutuals but simply enforces what the Village boards vote to accomplish on behalf of all residents.

The primary function of the VMS board is to oversee our large service organization; to assure efficiency, high-quality work, budgetary control, safety of staff and residents, and responsiveness to the ever-changing needs of the Village.

One enhancement to emerge from these meetings is the Manor Alterations News Bulletin, which is published biweekly to inform members, realtors and contractors and shares important division news, rule changes in effect, expected changes and a regularly updated permit status log. Residents interested in viewing past bulletins may visit lagunawoodsvillage.com > **Residents > Manor Alterations > Manor Alterations News Bulletins.**

Transportation is another area where many enhancements have been identified. With GRF board approval, staff eliminated Route 3, which had the lowest ridership, and incorporated it into other routes for an annual

savings of approximately \$70,000. Transportation also amended its obsolete equipment policy, which enhances efficiency and provides increased revenue from the sale of obsolete vehicles and equipment. A key provision of this is using a private auction company, which is an industry best practice as an efficient method to sell old equipment in a fair and consistent manner that reduces staff hours and expedites revenue collection.

By sunseting the vehicle decal program, residents can enter the Village via radio frequency identification (RFID) tag and license plate recognition tech. Now, 87% of vehicles no longer require employee assistance at the



gates and community security is enhanced through next-level vehicle validation, deactivation of RFID tags when residents move out of the community and elimination of decal tampering, all of which save approximately \$40,000 annually.

2022 Key Performance Indicators

VMS evaluates and measures achievement through key performance indicators (KPI), the critical (key) indicators of progress toward an intended result. KPIs provide a focus for strategic and operational improvement, create an analytical basis for decision-making and help focus attention on what matters most. “What gets measured gets done,” said management consultant, educator, and author Peter Drucker, widely considered the founder of modern management.

Going forward in the new year, the boards of directors and VMS staff will continue to evaluate ongoing service level enhancements and process improvements using KPIs.

Staff and boards will focus on critical customer-facing VMS divisions, including Manor Alterations, Resales, Damage Restoration and Moisture Intrusion.

Last but not least, boards and staff will receive a rolling forecast of expenditures that includes a recovery plan if any given project is over budget for the year.

Sensitivity Training

More than 200 VMS employees recently attended sensitivity training—otherwise known as diversity and inclusion training. This coaching aims to make staff more aware of their own goals as well as being more sensitive to others and to the dynamics of group interaction. It gives individuals tools to foster greater empathy for people from all backgrounds so that everyone involved in any given interaction feels heard and respected.

Maintenance and Construction Reorganized

The Maintenance and Construction Department, under the leadership of Director Manuel Gomez, is now reorganized into five divisions to deliver enhanced service

to residents: Capital Projects, Manor Alterations, Damage Restoration, Maintenance Operations and Maintenance Services. We expect great operating efficiencies and service time results from this change.

In Conclusion

We are so pleased by how VMS leadership and staff have persevered through the challenges of 2020/2021, and we are excited to witness how the accomplishments, enhancements and efficiencies established during this challenging period will lead to greater customer service and satisfaction for Village residents in 2022 and beyond. Also, we have many a more additional improvements in service levels VMS is considering for our future. We'll keep you posted!

The VMS Board of Directors has several key responsibilities with regard to the VMS chief executive officer (CEO), who is responsible for all VMS operations.

The VMS board evaluates the CEO's overall performance annually. All GRF, Third and United directors receive forms that invite them to comment on what the CEO has achieved and what areas may need further attention. These responses, along with those from the VMS board, are summarized and presented to the CEO to provide a guide for the board to monitor suggested improvements.

The VMS board also works closely with the CEO and the VMS chief operating officer (COO) in overseeing all operations. This is done through twice monthly meetings, one of which is available to all directors of GRF, Third and United. During these sessions, various issues are brought forth by the latter directors and executive staff, VMS board members and VMS department heads. Then, the VMS board and VMS executive staff work on steps that can be taken to improve the operations of the VMS organization and to meet the needs of all Village residents.

THEN AND NOW

IN THE BEGINNING

Houses of worship and the Village

In 1964, just two tiny chapels could be found within miles of what is now Laguna Woods Village. Both were located on El Toro Road east of the freeway: St. George's Episcopal Mission and St. Anthony's Chapel, donated to the Catholic Church after serving as the El Toro schoolhouse.

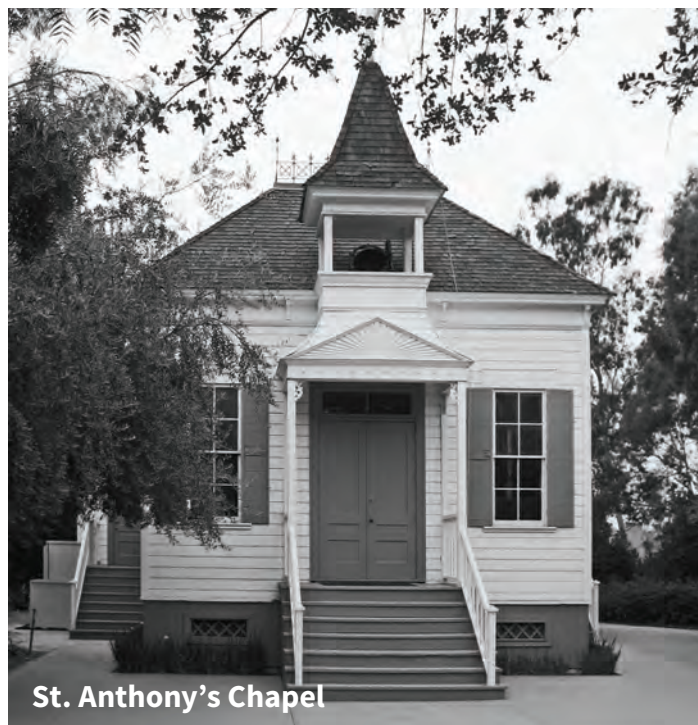
No houses of worship were built in the early years, but in 1964, denominations met at Clubhouse 1. An early demographic profile showed the move-in population was composed of 8.5% Catholic, 3.9% Jewish and 84% Protestant. Thirty-seven percent of this group claimed weekly attendance.

Leisure World founder Ross Cortese offered to deed property outside the walls to each faith that had at least 100 members living in the community, provided that construction would begin within two years of the grant. Groundbreaking and building of places of worship began during the next two years. In the meantime, rooms in Clubhouses 1 and 2 were used for Sunday services.

FOR MORE INFORMATION, READ
"HOUSES OF WORSHIP" FROM
"LAGUNA WOODS VILLAGE AT 50
YEARS," WHICH CAN BE FOUND AT THE
LAGUNA WOODS HISTORY CENTER.



St. George's Episcopal Mission



St. Anthony's Chapel

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 for more information. Donations are greatly appreciated.

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