

VILLAGE BREEZE

SEPTEMBER/OCTOBER 2023

Recreation + Transportation + News + Services + More



Turning 65?

We can help answer your Medicare questions.

If you need care now or expert guidance enrolling in Medicare, we can help. With video visits day or night, a nurse advice line and 24/7 telephone support from our local patient navigation center. Close-to-home health centers and conveniently located urgent care centers. Plus easy access to Medicare specialists, resources and education. Whether it's Sunday afternoon or 3 a.m., get high-quality care no matter when or where. With MemorialCare.



Consult our Medicare specialists.
(657) 241-8475
[memorialcare.org/Medicare](https://www.memorialcare.org/Medicare)





LETTER FROM THE EDITOR

PLAYING, WORKING AND SIMPLIFYING WHERE YOU LIVE



Woodstock, one of the largest music festivals in history and number 19 of Rolling Stone magazine’s “50 Moments That Changed the History of Rock and Roll,” saw more than 400,000 attendees descend upon a dairy farm in Bethel, New York, in 1969. Headliners included such iconic musicians and bands as Jimi Hendrix, the Grateful Dead, Janis Joplin and Creedence Clearwater Revival. Boomers Club Publicity Chair Susan Schneider shares a flashback to June’s Laguna Woodstock 2023, which saw roughly 1,300 attendees who jammed to Joplin, Ronstadt, Rolling Stones and Doobie Brothers tributes, among many others. Haven’t been to a Laguna Woodstock event in its 15-year history? Turn to page 18 for more of the lowdown, complete with photos.

Did you know that 225 Village residents are employed part-time by Village Management Services? Many are part-time gate ambassadors, golf course attendants, recreation leaders and bus drivers; others are fitness assistants, golf shop coordinators, golf starters, stables assistants, facilities technicians, ceramic technicians, bartenders, security inspectors, security patrol officers and security dispatchers. All are dedicated to contributing their time and expertise toward making Laguna Woods Village the best community it can be for their neighbors.

“I wanted to serve my community,” said retired FAA air traffic controller Jim Mathews, part-time dispatcher. “I love retirement, but 24/7 is a lot after you’re used to working,” said Christine Schechter, part-time gate ambassador. To learn more about who works in the Village and why, check out our feature starting on page 20.

Too much clutter and disorganization can be a problem at any stage in life, but during the senior years, when physical health, vision and energy levels are not what they used to be, it can be overwhelming and downright dangerous. But it’s a typical challenge that many face and one that needn’t be overly stressful to tackle, according to Penny Lambright, president and CEO of Huntington Beach-based Clutter Cleaners. Starting on page 24, author Jennifer Karmarkar outlines simple strategies used by professional organizers that anyone, regardless of age or mobility level, can use to get started decluttering and organizing their homes.

In addition to some of our usual columns, including General Services, Security Services, and Recreation and Special Events—this issue features a new column from your Financial Services team on page 15. Of course, be sure to check out content from your boards of directors, including GRF and your housing mutual, all starting on page 46.

Please enjoy this issue, and please share your feedback, ideas, photos and more.

Ellyce

Ellyce Rothrock, Editor

ellyce.rothrock@vmsinc.org



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Laguna Woodstock 2023 was a gas, man.

BY SUSAN SCHNEIDER, BOOMERS CLUB PUBLICITY CHAIR



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VMS resident employees share what it's like to live and work in the Village.

BY SUSAN LOGAN-MCCRACKEN



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Strategies from the pros to declutter your mind, body, spirit and space.

BY JENNIFER KARMARKAR



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



VILLAGE BREEZE

THE OFFICIAL MAGAZINE OF
LAGUNA WOODS VILLAGE

SEPTEMBER/OCTOBER 2023

CEO: Siobhan Foster

EDITOR: Ellyce Rothrock

MANAGING EDITOR: Susan Logan-McCracken

VICE PRESIDENT, MEDIA SERVICES 55,

SALES & MARKETING: Jon Noell

ADVISORY BOARD: Golden Rain Foundation Media and Communications Committee: Elsie Addington, Margaret Bennett, Maggie Blackwell, James Cook, Joan Milliman (chair) Cris Prince and Sue Quam; advisors: Catherine Brians, Theresa Frost, Tom Nash, Carmen Pacella and Lucy Parker; alternates: Deborah Dotson, Peter Sanborn and Moon Yun

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

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

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

Submissions will not be returned.

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

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

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 GOLDEN RAIN FOUNDATION
of LAGUNA WOODS

 THIRD LAGUNA HILLS
— MUTUAL —

 UNITED LAGUNA WOODS
— MUTUAL —

 Village Management Services, Inc.

 THE TOWERS
at Laguna Woods Village

in every issue

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WHAT'S UP IN THE VILLAGE

MOTORIST SAFETY REMINDERS

Driving while impaired, speeding or ignoring traffic signs is never OK.

- Never drive under the influence of alcohol and/or drugs—including prescription medication that may impair safe driving.
- Use extra caution when driving in hard-to-see conditions, such as nighttime or bad weather.
- Slow down and be prepared to stop when turning or otherwise entering a crosswalk.
- Yield to pedestrians in crosswalks and stop well back from the crosswalk to give other vehicles an opportunity to see the crossing pedestrians so they can stop, too.
- Never pass vehicles stopped at a crosswalk—there may be pedestrians crossing that you cannot see.
- Always be aware of posted speed limits.
- Be extra cautious when backing up—pedestrians can move into your path.



FAKE? REAL? HOW DO YOU KNOW?

Learn how to buy prescription drugs safely over the internet.

According to the Centers for Disease Control and Prevention, fentanyl is a synthetic opioid that is up to 50 times stronger than heroin and 100 times stronger than morphine. In its prescription form, it is prescribed for pain, but fentanyl is also made illegally.

Illicit fentanyl is used to make fake prescription pills. Fake pills are easy to purchase, often contain fentanyl or other synthetic opioids, and can be deadly. The only safe medications are those prescribed by licensed and accredited medical professionals.

Learn how to buy prescription drugs safely over the internet by visiting [fda.gov/besafex](https://www.fda.gov/besafex).



NEW TO THE VILLAGE?

For residents who are new to the Village but have not yet experienced new resident orientation, now is a great time to do so. This informational session is a wonderful opportunity to familiarize yourself with the operating rules of your mutual and to talk with a board member who represents the mutual. Some of the topics discussed during these sessions include insurance, maintenance and service requests, the Manor Alterations process and how to get involved in the community. These meetings are held for each mutual and are presented in the Community Center board room. Reservations are required by emailing info@lagunawoodsvillage.com. Please type “New Resident Orientation” in the subject line.

See below for the upcoming schedule:

Third Laguna Hills Mutual

- Wednesday, October 18, at 4:30 p.m.
- Friday, November 17, at 9 a.m.
- Wednesday, December 20, at 4:30 p.m.

United Laguna Woods Mutual

- Friday, October 6, at 9 a.m.



BACK TO SCHOOL

With the Saddleback Emeritus program

The Saddleback College Emeritus Institute, the largest older adult noncredit program in California, promotes lifelong learning by providing academically rigorous, mentally stimulating, socially engaging, and health improving courses for older adults throughout South Orange County.

Learn more about online and in-person class offerings at saddleback.edu/emeritus.

For more information, call **949-582-4835** or email scemeritus@saddleback.edu.



NEW SENIOR MOBILITY PROGRAM IN EFFECT

Find out how you can get to where you need to go at no or low cost.

Made possible in part by the generous support of the Orange County Transportation Authority and Orange County's Measure M2 (OC Go) half-cent sales tax, the Senior Mobility Program promotes mobility through affordable, older adult-oriented transportation services. The program subsidizes the cost of taxi travel for Laguna Woods residents who are at least 60 years of age.

Laguna Woods has simplified the program; riders no longer need to purchase vouchers. Instead, residents simply pay the California Yellow Cab driver directly based on reduced regular fares for all trips starting or ending in Laguna Woods:

- \$0 to or from Laguna Woods City Hall/Public Library
- \$0 to or from Irvine Station (access to Amtrak, Metrolink and OCTA buses)
- \$5 for trips up to 10 miles within Orange County (each way)
- \$10 for trips over 10 miles within Orange County (each way)
- \$15 to or from VA Long Beach
- \$25 to or from John Wayne Airport

There is no enrollment fee, up to two guests ride free when picked up with an enrolled resident, and wheelchair-accessible taxis are available. Qualified residents who enroll in the program will be issued a new ID card with an assigned number required when scheduling rides. Enrollment is valid for fiscal years 2023/2024 through 2024/2025.

Interested residents may enroll in the program at Laguna Woods City Hall, located at 24264 El Toro Road. Call **949-639-0500** for more information.



WHAT'S UP IN THE VILLAGE



COUNCIL ON AGING LOOKS OUT FOR YOU

Council on Aging Southern California senior protection program offers scam education and prevention.

California leads the nation in the epidemic of scams in cases and estimated dollars lost. The most common scams targeting older adults include government impersonators, sweepstakes scams, catfishing and robocall scams.

To help seniors spot current frauds and recover from them, the Council on Aging offers an online resource guide, "How to Spot Fraud and Report It," in English, Korean, Spanish and Vietnamese. Download the guide at coasc.org/programs/senior-protection-program-fast.

The site also offers additional links to information regarding credit freezes, where to report fraud, important organizations and more.



GREAT SHAKEOUT OCTOBER 19

This year's International ShakeOut Day is Thursday, October 19, when millions of people worldwide will participate in earthquake drills at work or home.

At 10:19 a.m. (local time) on October 19, join millions of people across California practicing earthquake safety (visit shakeout.org/california/dropcoverholdon for more information).

Visit bit.ly/47kk6fh to be included in the 2023 Great California ShakeOut.



USE DWELLINGLIVE TODAY!

Welcoming guests to the Village is simple.

DwellingLIVE is the easiest, fastest way to welcome friends and family to the Village. The app's user-friendly interface allows residents to send guests and vendors passes via email or text 24/7 using a smartphone, tablet or computer.

Simply visit lagunawoodsvillage.com/passes to register or log in. If you are a resident who has not received an email with login instructions or if you do not know what email address is on file with Resident Services, please contact the department at residentservices@vmsinc.org or 949-597-4600.

Visit bit.ly/44intRk to view a DwellingLIVE tutorial or visit bit.ly/47UbFb1 to watch a Village YouTube channel tutorial. Visit bit.ly/3P5eTAV to watch GRF Director Deborah Dotson demonstrate DwellingLIVE on her show, "Let's Talk Tech."

Download the DwellingLIVE app at the App Store or Google Play.



THIRD, UNITED OR MUTUAL NO. FIFTY?

Do you know what mutual you live in?

As a Village resident, you hear the terms "Third Mutual" and "United Mutual" used frequently, particularly around the time when annual elections occur. Do you know what mutual in which your manor is located? Locate your manor number in the chart below.

Third Mutual	United Mutual	Mutual No. Fifty
961-969	1-960	101 South Tower
2109-2120	2001-2108	151 West Tower
2126-2129	2121-2125	
2131-2136	2130	
2166-2182	2137-2165	
2192-2208	2183-2191	
2221-5598	2209-2220	



WHAT'S UP IN THE VILLAGE



A WALK IN THE PARK

Enjoy a new, relaxing space in the Village known as United Passive Park.

The long-awaited passive park, located in United Laguna Woods Mutual, features pet-friendly drought-tolerant plantings, decomposed granite walkways, and multiple benches and picnic tables to encourage togetherness among friends. The new park is located near Building 695 on Avenida Sevilla.



GONE TO (FIND) THE BIRDS

Apps that identify feathered friends

More than 33,000 trees in the Village equates to lots and lots of birds. Use these apps to identify our local and far-flung feathered friends.

- Merlin Bird ID by The Cornell Lab: This app asks simple questions for possible matches, listens and makes suggestions on who's singing, identifies possible matches with your photo and builds a "life list" digital scrapbook. Visit merlin.allaboutbirds.org for more information.
- Picture Bird: This app claims to identify 10,000+ bird species by photo or sound. Simply take/upload a picture of a bird or record its sound to learn everything you want to know about it. Plus, learn how to find birds, get tips for beginning bird watching and more. Visit picturebirdai.com for more information.
- Smart Bird ID: Identify birds via your camera, a photo or song ID. Plus, create a birding profile, listen to bird songs and browse photos and more. Visit smartbirdid.com for more information.
- Audubon Bird Guide: This award-winning app offers a field guide to more than 800 North American bird species, helps identify birds around you, keeps track of the birds you've seen and more. Visit audubon.org/app for more information.
- Seek by iNaturalist: Image recognition helps identify wildlife as well as plants and fungi. Drawing from millions of wildlife observations, Seek shows you lists of commonly recorded birds, insects, plants, amphibians and more. Visit inaturalist.org/pages/seek_app for more information.



VILLAGE LOCALES LOOPED FOR HEARING ACCESSIBILITY

The Laguna Woods Village Hearing Well Club merged with the Hearing Loss Association of America (HLAA), Mission Viejo chapter, to serve all of South Orange County. HLAA seeks to open the world of communication to people with hearing loss by providing information, education, support and advocacy, and enable people with hearing loss to live fully and without compromise.

For residents with hearing loss who would like to gain greater audio accessibility in the community, most Village clubhouses, as well as the Community Center board room and the PC Club Learning Center, offer hearing assistance systems and equipment.

To view the Laguna Woods Clubhouse Accessibility Chart, visit bit.ly/3YtThRJ. For more information, visit lagunawoodsvillage.com/amenities/clubs/hearing-well-club.



SHERMAN GARDENS SEEKS VOLUNTEERS

The Sherman Library & Gardens Volunteer Association seeks individuals interested in helping keep the gardens the warm and wonderful place so many know and love.

Volunteers help horticultural staff with garden maintenance, attend monthly meetings to keep abreast of events, socialize with other volunteers at the monthly Monday coffee and assist with field trips and special projects. The many volunteer opportunities include the ambassador program; the Newport Beach garden party; Creatures of the Night; Night of 1,000 Lights; the Holiday Gift Faire; the library; story time, crafts and camps; the gift shop and more.

After completing a training class, the monthly volunteer commitment is six hours a month (provisional training orientations are held two to four times a year).

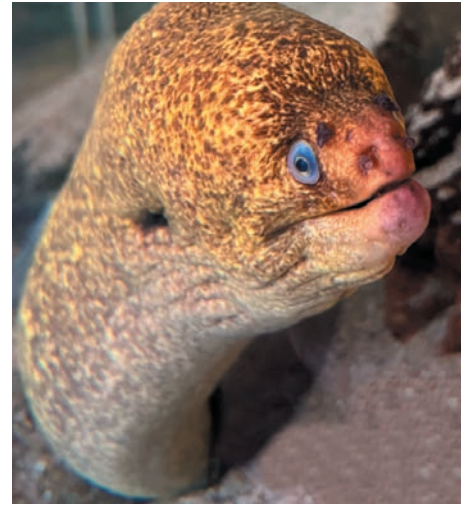
Sherman Gardens is one of Southern California's gems, just under 12 miles up Pacific Coast Highway, at 2647 E. Coast Hwy., Corona del Mar, CA 92695.

For more information about the gardens, visit thesherman.org; to learn more about volunteering, email shermangardenvolunteers@gmail.com.



BEYOND THE GATES

BEYOND THE GATES



MARITIME MORNINGS

Dana Point’s Ocean Institute now offers senior-exclusive hours.

Less than 25 miles from the Village, located on 2.4 acres in Dana Point Harbor, the Ocean Institute, founded in 1977, educates 100,000 children, teachers, parents and visitors annually through over 30 marine science and maritime history programs. The facility also includes state-of-the-art teaching labs, the spectacular Maddie James Seaside Learning Center, an oceanographic research vessel and more.

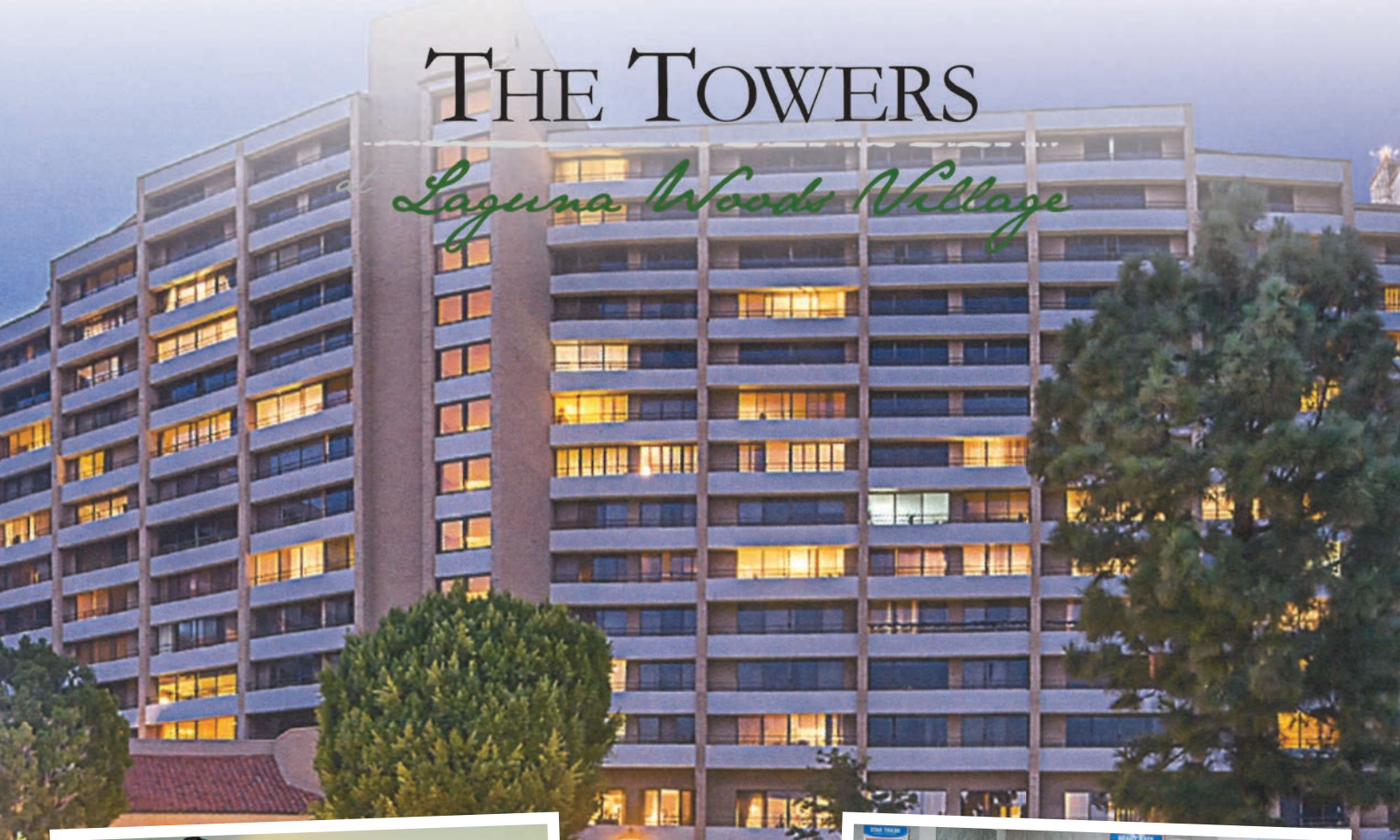
The institute is pleased to offer additional special senior hours on the last Saturday of every month from 9 to 10 a.m. During this time, seniors only (55+) will have access to the facility where they can stroll through the beautiful courtyard, engage with staff through interactive activities and learn all about the native species in the aquariums.



Ocean Institute
24200 Dana Point Harbor Drive
Dana Point, CA 92629
949-496-2274
oceaninstitute.org
Open Saturdays and Sundays 10 a.m. to 3 p.m.
Senior hours: 9 to 10 a.m. last Saturday Monthly
Senior admission: \$10

THE TOWERS

Laguna Woods Village



The Towers offers an ideal environment for active adults with abundant programs and functions for an enriching and vibrant lifestyle.

Expect opportunities to stay fit and healthy.

COMING SOON: OUR NEWLY RENOVATED OUTDOOR LIVING EXPERIENCE!

Schedule a tour today to view our condominiums • Realtors welcome



Visit TheTowersatLagunaWoodsVillage.com

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WE HEAR YOU!

QUESTIONS ASKED & ANSWERED

WE HEAR YOU!



We are thinking about buying an RV. Does the Village have a place to park one?

There are two RV storage areas in the Village. One is located at Moulton Parkway near Ridge Route Drive; the other is on Via Campo Verde off of Moulton Parkway. Trucks, trailers, vans, boats and other recreational vehicles as defined in the California Vehicle Code may be stored in RV lots by owners who are Laguna Woods Village residents. RV parking is not permitted in residential areas, except during loading and unloading for a period not to exceed six hours. The rules, established by GRF and the mutual corporations, require that all such vehicles be parked in the RV lots. Contact Laguna Woods Village Security to arrange for RV rental space at [949-268-2284](tel:949-268-2284).

I just moved into the Village, and I want to make several changes to the landscape around my manor. Can I just start making changes?

Most of the area around your manor is the property of the mutual, so before you start making changes you must first submit a Landscape Request form, which can be found on lagunawoodsvillage.com at [Residents > Maintenance & Landscaping > Landscape Forms](#) (at the bottom of the page). Your request to change landscape will be presented to the Landscape Committee for consideration and



Before you start making any changes to the landscaping surrounding your manor, you must first submit a landscape request form.

presented to the board of directors for action. You will be notified of meetings regarding your request and have an opportunity to appeal any decision.

I disagree with an answer VMS staff provided to me. What recourse do I have?

Staff of VMS, the managing agent for the boards of directors, may enforce only those policies and procedures approved by the boards. If a resident asks for a decision outside of VMS' authority, staff cannot override the boards' policies. In this scenario, a resident can request to Meet and Confer with the board. The committee is comprised of board members who will listen to your request and have the jurisdiction to make a decision.

Where can I find the rules for my mutual?

Third and United each have their own distinct set of operating rules that can be found on the Village website at [Documents > \(select your\) Mutual > Operating Rules](#).



SECURITY SERVICES



KEEP HOME FIRES FROM BURNING

According to the U.S. Fire Administration, cooking is by far the leading cause of home fires and home fire injuries. In 2021, U.S. fire departments responded to more than 170,000 home cooking fires, or roughly 470 home cooking fires a day. These fires caused an estimated 135 deaths, 3,000 injuries and more than \$494 million in property loss.

From January 2014 to July 2018, 58 documented kitchen fires or kitchen-related smoke incidents have occurred in Laguna Woods Village requiring a response by the Orange County Fire Authority.

Of those incidents, 46% of the residents had left the stove unattended and 36% had left the residence with the stove or oven turned on. Only 17% of the residents were actually in the kitchen when the incident occurred.

In review of each incident, the leading causes of fire/smoke were attributed to unattended food cooking on the stove and/or placing certain items (plastic, cardboard, towels, etc.) on a hot stove. Damage ranged from minor smoke to complete destruction of the kitchen and nearby rooms.

Follow the tips below to protect yourself and others from cooking fires.

COOKING FIRE SAFETY TIPS

- Stay in the kitchen when frying, grilling or broiling food. If you have

- to leave the kitchen, even for a second, turn off the stove.
- Check food often while cooking. Use a timer to remind you that the stove or oven is on.
- Keep anything that can catch fire, including, oven mitts, paper towels, paper or plastic bags, curtains, or loose clothing away from the stove, oven or other kitchen appliances.
- Keep the stovetop, burners and oven clean.
- Turn pot and pan handles toward the back of the stove.
- Always check the oven to make sure it's empty before turning it on. Use the oven for cooking only, never for storage.
- Keep a lid or a fire extinguisher nearby when cooking.
- Avoid cooking while tired/sleepy or under the influence of drugs or alcohol.

IN CASE OF FIRE

- Never pour water on a grease fire. Cover the pan with a lid and turn off the stove.
- If there's a fire in the oven or microwave, keep the door closed and turn off the appliance.
- Leave your home immediately if a cooking fire is large or spreading quickly.
- Close the door behind you to slow the spread of fire and call 911 from outside the home.
- If you choose to use a fire extinguisher, make sure the fire is not spreading, smoke and fire have not filled the room, and that you have a clear escape path.



LATE-LIFE DEPRESSION

According to the National Institute on Aging, feeling sad or down periodically is normal; however, feelings that persist could signal depression—older adults are at an increased risk for experiencing symptoms.

COMMON SYMPTOMS OF DEPRESSION

- Feelings of hopelessness, pessimism, guilt, worthlessness and/or helplessness

To learn more about the Village’s Social Services Division, visit lagunawoodsvillage.com/residents/social-services. To speak to someone about short-term counseling, crisis intervention, support groups, educational programs, long-term care planning and resource referrals, call **949-597-4267**.

- Irritability, restlessness, decreased energy
- Loss of interest in activities or hobbies
- Difficulty concentrating, remembering details and making decisions
- Change in sleep habits and/or appetite
- Thoughts of suicide, suicide attempts
- Aches/pains that persist, even with treatment

RISK FACTORS OF DEPRESSION

- Loneliness and social isolation
- Physical limitations that complicate daily activities
- Stress
- Medical conditions
- Lack of exercise or physical activity
- Genetics/Family history
- Sleep challenges
- Addiction

LOWER YOUR RISK

- Participate in activities you enjoy
- Keep in touch with family and friends
- Engage in physical activity and eat a healthy diet
- Get seven to nine hours of sleep each night
- Let family, friends and your physician know when you’re experiencing symptoms of depression
- Try cognitive behavioral therapy, a short-term, goal-based therapy proven effective for treating depression in older adults



FINANCIAL SERVICES



MONEY MATTERS

Helpful hints for paying your assessment from your Financial Services Department

The VMS Financial Services team enjoys talking to the many residents from Laguna Woods Village. Often, when residents come in with a question or a dilemma related to finances, we can sense their stress and concern. The number-one issue that brings residents to meet with staff is paying the monthly HOA assessment. In this issue, we hope to simplify the payment process for you.

There are several ways to pay your monthly assessment. Our most popular method is the EZPay program—more than 75% of owners use this fee-free payment method. Read “Assessments Made EZ” on page 17 for details.

For more information from VMS’ Financial Services Department, including facility and service fees, budgets and financial statements, reimbursement forms and procedures, and more, visit lagunawoodsvillage.com/residents/financial-services.

YOUR BANK’S BILL-PAY PROGRAM

Arrange automatic payments through your bank for any day of the month. Enter your manor number exactly as it is shown on your assessment coupon (including the dash) as the account number in your bank’s bill pay system. Do not use your resident ID number as the account number. If bill pay is not set up correctly, the bank may issue a paper check, which delays processing, which could lead to your payment posting after the due date. Bank bill pay programs may use a third party to transmit funds, which can result in up to a 10-day delay from the withdrawal from your bank account to your payment posting into Laguna Woods Village’s bank account. Your bank may charge you a fee for this service. The EZPay program does not have any processing delay or fee.

CHECK OR MONEY ORDER WITHOUT A COUPON

Bring a check or money order to Resident Services in the Community Center (24351 El Toro Road) and pay in person at the window or place a check or money order in a sealed envelope in the drop box on the wall opposite the concierge desk. You may also mail the check to Laguna Woods Village, P.O. Box 2220, Laguna Hills, CA 92654-2220. Please write your manor number in the memo line on your check or money order.



FINANCIAL SERVICES

FINANCIAL SERVICES



CHECK WITH A COUPON

Send the coupon with a check for the **exact** amount of the assessment to the lockbox address on the coupon. Do not round the amount up or down to get an even dollar amount. The lockbox only processes payments if the check is for the same amount listed on the coupon. If there is a different amount between the two documents, payment takes longer to process.

ONLINE PORTAL

Make payments online using a credit card through the resident portal. Remember that all HOA assessment payments incur a 3.5% convenience fee. The fee is collected by the third-party vendor we use for the portal. GRF does not receive any portion of the convenience fee.

CASH

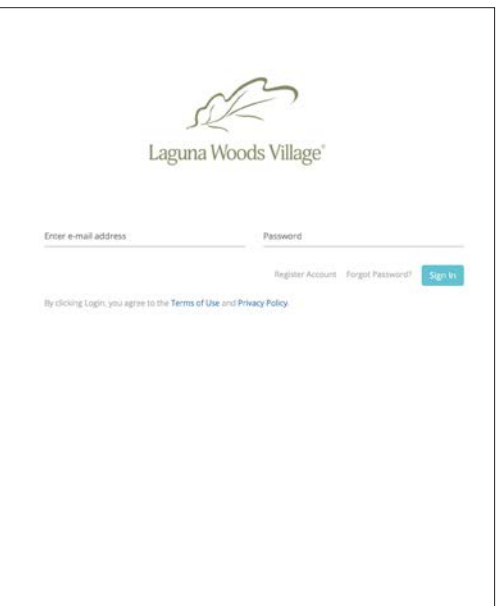
Although we prefer you use one of the other payment methods listed, you can pay your HOA assessment at Resident Services in the Community Center with cash (U.S. dollars) at a window with a customer service representative. **Do not place cash in the drop box on**



The most popular way to pay your monthly assessment is via the EZPay program. Read “Assessments Made EZ” on the next page for details.

the wall. After completing the transaction, take your receipt from the customer service representative and keep it for reference. It is best to have exact change, as there is limited change in Resident Services.

Remember to make all payments by the due date to avoid a late fee, which will be added to the account for all payments received after the 16th of every month. Late fee pricing varies by mutual.





ASSESSMENTS MADE EZ

Automate your payments and enjoy peace of mind.

The Golden Rain Foundation and your housing mutual offer you the opportunity to make your monthly homeowner's assessment payments automatically through the auto-debit EZPay program. Simply provide written authorization to transfer funds from your checking or savings account, payments are made without fail—and there's no risk of a late fee – **unless your account does not have proper funds available!**

- **Withdrawal date.** EZPay withdraws on the sixth of every month, unless that date falls on a weekend or holiday, in which case it will withdraw on the next business day.
- **EZPay forms.** Find the EZPay authorization form at lagunawoodsvillage.com > Residents > Financial Services or request one from a customer service representative in Resident Services at the Community Center. The form authorizes Laguna Woods Village to withdraw funds to pay your monthly assessment fee.
- **Set up a new EZPay account.** Complete and sign the EZ Pay authorization form and attach a voided check to the application.
- **Update current EZPay account information.** Complete an EZPay authorization form updating the information that has changed. If your account number has changed, provide a new voided check with the form.
- **Cancel your EZPay account.** Find the EZPay cancellation form at lagunawoodsvillage.com > Residents > Financial Services or request one from a Resident Services representative at the Community Center. Complete and sign the form.
- **Turn in new or updated EZPay forms or cancellation forms.**
 - **Email** ezpay@vmsinc.org (scan the voided check with the application)
 - **Mail:** Laguna Woods Village, Attn: Manor Payments, P.O. Box 2220, Laguna Hills, CA 92654-2220
- **In person:** Deliver it to a customer service representative at the Community Center or place the application and voided check (if required) in an envelope, and place the sealed envelope in the drop box located on the wall outside of Resident Services.
- **Turn-in date.** Forms must be turned in before or by the 25th of the current month to be effective the following month (i.e., turned in by September 25 to be effective October 1). If you are a new owner and escrow paid the first month assessment for the manor, EZPay will be effective the second month.
- **Confirmations.** Due to the volume of forms received each month for new and updated account information, the Financial Services Department cannot send out individual confirmations upon receiving forms. Assume that the application will be processed if you sent it in prior to the monthly deadline. If a payment was not withdrawn the following month after you turned in the form, please contact the accounts receivable specialist at **949-597-4217**. If you reach voicemail, please leave your name, phone number and manor number, and explain you are inquiring why an EZPay withdrawal was not made.
- **General EZPay inquiries.** Email ezpay@vmsinc.org or call **949-597-4217**.



RIGHTEOUS AND OUTTA SIGHT



Laguna Woodstock 2023 was a gas, man.

BY SUSAN SCHNEIDER, BOOMERS CLUB PUBLICITY CHAIR

Nearly 1,300 Laguna Woods Village tie-dye-clad hippies descended upon the grounds of Clubhouse 2 at the end of June to celebrate the original 1969 Woodstock festival, which was so much more than a concert. It was a social, political, musical event that changed our culture and our lives.

Laguna Woodstock 2023, hosted by the Boomers Club, may not have changed lives, but everyone certainly enjoyed all the day had to offer in the splendor of beautiful Southern California weather.

Five bands graced alternating stages nonstop from 1 to 9 p.m., providing what many are calling the best musical performances in Laguna Woodstock's 15-year history.

The Art of Sax opened the festivities with the cool, mellow sounds of saxophone, bass and smooth vocals. Next up was the Tricia Freeman Band, with vocals by Tricia Freeman, who is often compared to Janis Joplin, Stevie Nicks, Linda Ronstadt and Melissa Etheridge. Then Crossroads Band took over the stage, playing top hits from Journey,

Queen, The Doobie Brothers, Tom Petty, Styx, Van Halen, the Eagles, Peter Frampton, the Beatles and the Rolling Stones. California's premier southern rock band, Southbound, rocked the house in the early hours of the evening before The Who Experience and their shirt-free lead singer honored The Who and Led Zepplin with "Who Are You" and "Stairway to Heaven" to close out the festival.

In addition to great sounds, the eight-hour festival boasted myriad gastronomic delights from burgers, hot dogs and polish sausages to tacos, pizza, snow cones and ice cream.

More than a dozen vendors of the Hippy Happy Boutique were delighted as a constant flow of busy shoppers purchased hand-made jewelry, essential oils, glass art, tie-dyed clothing, ties, caps, glass art, wood works, hair accessories, macrame apparel and memorabilia.

As expected, the well-appointed and decorated photo booth, complete with cardboard cutouts, was a huge draw, as was all-over body painting.

The event was not, however

without "controversy." In addition to a tree covered with long-banned bras, a peaceful protest throughout the grounds included signs such as "Hate Has No Home Here," "If We Had a Bong, We'd All Get Along" and "Let Your Freak Flag Fly."

According to Boomer Club Woodstock co-chair Darlene Marvin, the event took a solid year of planning and preparation.

"There's so much planning that goes into an event of this magnitude," said Marvin. "Everything is literally done by volunteers throughout the year, from planning to execution, including a host of on-site resident volunteers working behind the scenes to perform duties such as guest check-in, parking lot patrol, feeding and hydrating performers, and waste management. We owe them a debt of gratitude."

"And of course, a big shoutout to our lead sponsor, Optum, and the many other sponsors without whom Laguna Woodstock simply would not happen," said club co-chair Susie Swain.

Everyone's efforts paid off. The day was one for the ages.





MAKING NEIGHBORS' DAYS

VMS resident employees share what it's like to live and work in the Village.

BY SUSAN LOGAN-MCCRACKEN

Mark Rabinowitch experimented with photography when he was a kid, but as an adult, his career in wholesale management took him away from that passion.

"I was always traveling and had no time to mess with photography," he said. Once he retired and moved into the Village in 2010, he picked up photography, joined the Camera Club and energized his photography again. "I'm a product of the Village," he said. Today he is a part-time clubhouse technician for Village Management Services Inc. (VMS), the professional management company for Laguna Woods Village.

In fact, 225 Village residents are employed by VMS; 136 are part-time gate ambassadors, 23 are golf course attendants, 22 are part-time recreation leaders and 10 are part-time bus drivers. Other job titles include fitness assistant, golf shop coordinator, golf starter, part-time stables assistant, facilities technician, part-time ceramic technician, bartender, docent tour/new resident orientation host/hostess, security inspector, security patrol officer and security dispatcher.

MORE THAN NEIGHBORS

Retired FAA air traffic controller Jim Mathews has worked for the Village since 2012 and currently serves as a part-time dispatcher.

"I wanted to serve my community," Mathews said. He enjoys helping people, keeping up with a high volume of work and using his life experience and good judgment to perceive issues that are sometimes unsaid to send help to those in need.

After retiring from full-time work, Christine Schechter found

going from full-time work to full-time leisure was too much of an adjustment.

“I love retirement, but 24/7 is a lot after you’re used to working,” Schechter said. As a part-time gate ambassador, the six-hour shifts three days a week gave her the balance she needed.

As a docent tour hostess, former retail corporate manager and Disney employee Dorothy Pacella enjoys welcoming prospective buyers to the Village and giving them “the opportunity to see the magic behind the gates.” When the docent tours resumed after the pandemic, VMS needed a team of volunteer docents to keep up with the demand for tours and someone to train them. Pacella had three and a half years of experience as a docent.

“I was eager to support those team members, train them and give them a full docent tour,” Pacella said.

Since moving to the Village in January, part-time recreation leader Jeff Slaughterbeck uses his experience as a human resource professional to support residents at the Performing Arts Center. He works at the box office, sells tickets, sets up and tears down event rooms, answers questions, acts as a sounding board and more.

“I try to decipher what residents are really asking to solve a problem,” he said.

As a part-time recreation leader since last November, Rehana Baluch-Cornelison sets up and diagrams events when residents reserve a room

in Clubhouse 7, at the PAC or wherever she can be of service.

“I really enjoy the public contact,” Baluch-Cornelison said, adding that her work in real estate made interacting with and helping people come naturally to her.

FRINGE BENEFITS

For these residents, working in the Village has its fringe benefits.

“I chose to work here because there is no commute,” Mathews said. “I can be at work in 10 minutes.”

Slaughterbeck, who lives a quarter mile from the PAC, can walk or bike to work. Aside from the ideal commute, he wanted to get out into the community to get to know people.

“It’s always the people,” Rabinowitch said. “That to me is very important. The camera helped to increase the people I’ve met in the Village.”

Schechter also met a lot of new people from multicultural backgrounds she wouldn’t have met in her usual Village activities over the past five years.

“When you’re able to help someone, people come up to the gate and leave gifts, food or flowers, or just say thank you for being here. Residents going hiking as they go in and out of the gate share their routes with us. The people you meet, the things you learn—it’s cool,” Schechter said.

“The Village is such a nice entity,” Baluch-Cornelison said. “VMS is a nice organization. Everyone is kind. As employees, they embrace us as a family. I



HOW TO APPLY

VMS seeks part-time employees to fill various positions throughout the community. To view open positions, visit lagunawoodsvillage.com and click **Careers** at the bottom of the home page. From there, under Search Our Current Job Openings, click **Residents**. Click on the job(s) of interest for details and to apply. Be sure to check back periodically for updates.



worked in the corporate world and never experienced a family setting like this. I enjoy the community and making life comfortable for the residents. If I can make their event successful, I'm happy."

"When I meet new residents throughout the Village, many tell me they purchased their manor because they did our tour, and it doesn't get any better than that," Pacella said.

PLEASANT SURPRISES

Working backstage at the PAC involves a lot of heavy lifting, Rabinowitch said, but it's provided some unexpected opportunities. When Tony Orlando performed at the PAC, Rabinowitch managed the stage. During his performance Orlando invited him out on stage to sing a song.

"He told me to just say 'na, na, na, na, na, na' to the beat of the song and he put the

microphone under my face and I kept singing," Rabinowitch said. "Where else can you go to have an experience like that?"

After a graduation party for a resident's grandchild, Baluch-Cornelison was pleasantly surprised when the grandson expressed his appreciation to her.

"When I can make someone else happy and their event goes well, it makes me happy," Baluch-Cornelison said. "Their family members come and enjoy these clubhouses and events too."

Sometimes their work saves a life. Schechter recalled a time when a nonresident runner came up to the gate with heat exhaustion. After calling Dispatch, she provided water and wet towels before help arrived.

"We work as a team to serve our residents," Mathews said. "It makes my day when a resident calls back to say thank you for resolving a problem. The most satisfying is when we conduct

a welfare check that saves the life of an injured or ill resident. Welfare checks often begin when a neighbor calls Security Dispatch."

HELP THEM HELP YOU

Security Dispatch is open 24/7.

"We are there to listen to your security concerns and do our best to address them. On weekends and after regular business hours we respond to a variety of other calls including plumbing and electrical problems," Mathews said. "Always clearly state your name, manor number, then briefly state your concern. Provide the exact location of person, place or thing you're calling about. We can often read your phone number from the caller ID. If describing a person, provide gender, age and clothing. When reporting a vehicle, provide make, model, color and license plate. Help us help you."

Schechter commended how much our Security patrol

officers do for the Village. If people need help or a family is worried about a resident, they will check on them.

“It’s incredible what these people do,” she said. “Remember that we’re neighbors, friends, people who live among the rest of the residents. We welcome family members, contractors, delivery people. Call us, let us know that they are coming. Use DwellingLIVE or otherwise call us.”

Schechter recalled one Mother’s Day when someone came to see Grandma with no address or last name. “We don’t want to turn them away. We’re mostly residents who want to get your family and friends in. Make sure your guests and

friends know your address, number and unit, not necessarily street name. Give us what we need to allow us to let them in.”

Slaughterbeck wants residents to know that “we are there for them. We are the help.” There are limits, though, to what they can accommodate, so it’s “always welcome when residents have patience.”

Baluch-Cornelison agrees. “Some things are out of our control, so be patient with VMS and us as employees,” she said.

“It’s a lot of work and time consuming at times,” Rabinowitch said. “I try to learn something new every time we set up a stage. And that keeps my mind young. If any of us let our minds stop

gathering new information, they start to deteriorate. I find it so important to keep learning something new.”

Pacella commended Transportation staff for their role in docent tours.

“Without them, the bus, the driver, there is no tour,” Pacella said. “They’re always on time and they know the route every week. We don’t have to worry about the ride, we just concentrate on the message.”

“Because the needs of the Village are constantly changing, it doesn’t mean that new jobs aren’t created to meet those needs. Because the Village is constantly evolving, opportunities are always appearing,” Pacella added.



**MemorialCare**[™]

Mark Your Calendar: 2023 Flu Vaccine Clinic

Saturday, October 7, 2023 at the
Laguna Woods Village Health &
Wellness Expo in Clubhouse 5

MemorialCare will be offering 400 flu vaccines by appointment only to Laguna Woods Village residents at the Health & Wellness Expo. Residents will also have an opportunity to meet with MemorialCare physicians and learn about heart disease prevention, cancer prevention, joint pain management, stroke prevention and more. There will also be raffle prize drawings.

Schedule your flu vaccine.

Visit [memorialcare.org/LWFlu](https://www.memorialcare.org/LWFlu) or call Jessica Sanders at (949) 452-3791.

Keep, Donate, Discard



Strategies from the pros to declutter your mind, body, spirit and space.

BY JENNIFER KARMARKAR

Eighty percent of what we have we're never going to touch again. That's one of the insights professional organizer Penny Lambright has gleaned during her 20-plus years helping people declutter their homes. The trick, she said, is to pare our belongings to the 20% that is useful.

Too much clutter and disorganization can be a problem at any age, but in our senior years, when our physical health, vision and energy levels are not what they used to be, it can be overwhelming and downright dangerous. That pile of clutter on the floor could present a trip hazard; that vase you need a step stool to reach could result in a serious fall.

"As people age it becomes harder to do the things they used to do," said Lambright, president and CEO of Huntington Beach-based Clutter

Cleaners, which specializes in home organizing for seniors. "Sometimes, you can't pick up things. Often, every piece of mail is important. A lot of junk and paperwork builds up—along with treasures you've accumulated and want to keep. And sometimes our space doesn't allow us to hold on to those things any longer."

Living in a clearer, more organized home has many

Village Social Services Is Here for You

The Laguna Woods Village Social Services Division is available for in-home assessments for residents who struggle with clutter issues. They can offer tips, resources, referrals and services. The Village Social Services Division also connects residents to community programs and services—such as caregiver services, transportation, meal delivery programs, mental health programs, dementia care programs, social engagement programs and much more—to help those residents maintain independence and enhance their quality of life.

For more information, call the Laguna Woods Village Social Services Division at **949-597-4267**.

benefits. Not having to clean or maintain the things we're not using creates more time to engage in the things we enjoy, whether it be taking a class, socializing with friends or playing a round of golf. Our mental health may benefit, as well. Studies show that clutter can increase our levels of stress and anxiety, and make it difficult to focus. And a clutter-free home is simply easier to manage.

"It's true that as we move to different life stages, the things we used often when we were younger, we no longer use," said Carrie Lane, a professor of American Studies at Cal State Fullerton and an expert on home

organizing. "Often, clearing those things away can make more space to navigate or for the new things that one needs for this new phase of life."

GETTING STARTED

So, you've decided to dive in and tackle that decluttering project you've been putting off for eons. Bravo! Here are some simple strategies used by professional organizers that anyone, regardless of age or mobility level, can use to get started decluttering and organizing their homes.

Set a deadline. It can be any date you choose (a holiday, a birthday or a random day) as long as it's realistic.

Start small. Your clutter didn't accumulate overnight, so don't think you're going to organize your house in a day or over a weekend, Lambright said. Breaking it up into smaller chunks can make the task less overwhelming. Set a goal of 15 minutes a day, starting with small areas, such as a desk drawer or the kitchen utensil drawer, and moving on to cabinets and closets.

She recommends first emptying the space of all the items to see what you have. Once that's done, determine which items you don't use (or have duplicates of). Those items go in bins marked "donate" or "trash." For the items in the donation bin, have a plan for where the item is going (more about this later).

Decide how to organize your stuff. Once you know what you're keeping, figure out how to organize it in a way that makes sense. There's no one way to organize, said Lane. Some people need to see what they have to remind themselves; others can pack it away and know how to access it. "The system that works for you is the best system," she said.





Think of things in terms of real estate. Lambright noted that just because it's a linen closet doesn't mean it must contain linens. Think about the things you want to keep but rarely use. They can go in a closet down the hall. "That shelf is now Bakersfield—you still have access to it but it's not taking up expensive real estate," she explained. "The things you use regularly should be on Balboa Island."

Enlist help if needed. For those who are physically unable to tackle a large decluttering project, they can start with smaller projects (such as a drawer) and enlist family members to help with larger areas. "When I visit my mom, we'll do her closet together and we'll decide which outfits she'll keep," Lane said. "Sometimes, having a friend there can help emotionally." She noted there is an entire industry in senior downsizing that is attuned to the issues older adults face as well as space-saving solutions. In

addition to helping to declutter, they have access to resources like hauling your things away or have ideas about where to donate them.

Regina Lark, owner of A Clear Path, an accredited senior move management company, advised ensuring the company has experience working with older adults and has business insurance. It's also a good idea to speak with former clients to make sure the person you're letting into your home is reputable. Be sure to clearly communicate your goals ahead of time.

Create a reward for yourself when you finish. This could be eating at a new restaurant, going to see a movie or hitting

a bucket of balls. Make it something pleasurable as a reward for what you've done. Most importantly—don't make the reward something that brings more clutter into the house.

Letting go. Lane said older adults in particular often have difficulty parting with cherished family possessions, especially if it's something connected to their parents. Just a random mixing bowl might not seem special to others, but the memory of making cookies for your kids carries more emotional weight. It's fine to ask your family members if they want the item, but understand that it may not be as meaningful to them as it is to you.

"Don't let 'I'm going to give this to so-and-so' be your solution unless it's somebody you think would really love it," she said. "It's important for people to remember their legacy to their children and grandchildren is not the stuff—the legacy is the relationship you have with them. It doesn't take away from your love and memories to give that thing away."

Sometimes, people just need somebody else to hear the story of that item and share that moment, and then they can let

"It's true that as we move to different life stages, the things we used often when we were younger, we no longer use. Often, clearing those things away can make more space to navigate or for the new things that one needs for this new phase of life."

—Carrie Lane, a professor of American Studies at Cal State Fullerton and an expert on home organizing

RESOURCES

Professional organizers for seniors:

- Clutter Cleaners, **877-662-4267**, cluttercleaners.com
- A Clear Path, **818-400-9592**, aclearpath.net
- Maid in California, **714-505-0900**, maidincalifornia.com

Donate/recycle:

- Vietnam Veterans of America (clothing, shoes, kitchenware, small furniture, appliances), vvapickup.org
- American Book Drive (books, CDs, DVDs), **877-870-7701**, americanbookdrive.com
- Rebookit.org (free book pickup)

Laguna Woods Village resources:

- Bulky-item pickup: Place unwanted bulky items out by your shared trash enclosure or on the curb where your personal trash and recycling carts are collected on your area's collection day between 7 p.m. the night before and 8 a.m. the day of your pickup. No call to Resident Services is necessary. CR&R will collect the items by the end of the day.

Look up your bulky-item area collection day and learn what bulky items are accepted at bit.ly/3FmqZzd.

Please only place bulky items at the enclosures you typically use to discard your trash and recycling. If you have a personal cart, only place bulky items at the curb where you normally place trash and recycling carts for collection.

When placing out bulky items for collection, please do not block access to any enclosure, containers in any enclosure or vehicle travel. Car parts, construction/demolition/hazardous waste and items not safely loaded and unloaded into a vehicle by two people will not be accepted.

For more information, contact CR&R at LagunaWoods-Recycles@CRRMail.com or **949-625-6735**.

- Free hazardous waste pickup: WM Curbside, **800-449-7587**
- Medication drop-off: Rite Aid (24330 El Toro Road, in the plaza with Home Depot and Stater Bros.) and CVS (24167 Paseo De Valencia, next to Mother's Market)
- Free document shredding: City of Laguna Woods, **949-639-0500**, cityoflagunawoods.org
- Trading Post – Village Television, **949-830-0182** (sell, buy or trade)

it go, Lane said. Or, you can take a photo of the object so you can look back at it. "It's not the thing itself—it's all the stories and emotions attached that people are reluctant to let go of. If you can relieve or share that moment with others, it's easier to let that thing go."

Where to donate. Most people feel more comfortable giving away their possessions if they know the items will have a purpose and a place, Lambright said. For example, some animal shelters are happy to take your sheets, blankets and pillowcases. Convalescent homes often will take comfortable, casual clothing, and libraries and used book stores may take your books and DVDs. But call before you start your decluttering project, she advised, or you might end up with piles of items "for donation" that never leave your home.

You may be interested in selling your items, but Lane cautions that often, people believe their objects have more value than they actually do. "Finding a person who might buy it could be more work than it's worth," she said. "If the goal is to declutter, it's best to just let it go."

Finally, it's important to remember that being disorganized or having clutter doesn't mean you're flawed or a bad person, Lane said. "We all struggle with organization and clutter to one degree or another. Sometimes people are so hard on themselves. We should all give ourselves a little grace. It's a typical challenge, and there are a lot of people around who can help."

LAGUNA WOODS VILLAGE COMMUNITY STREET MAP

KEYS TO THE COMMUNITY



N
Map Not to Scale

- Golf Cart Route
- Health Care +
- Churches, Temples ✚ ✚
- Security Gates Gate
- OCTA Bus Stops A
- Clubhouses ■
- Swimming Pool 🏊

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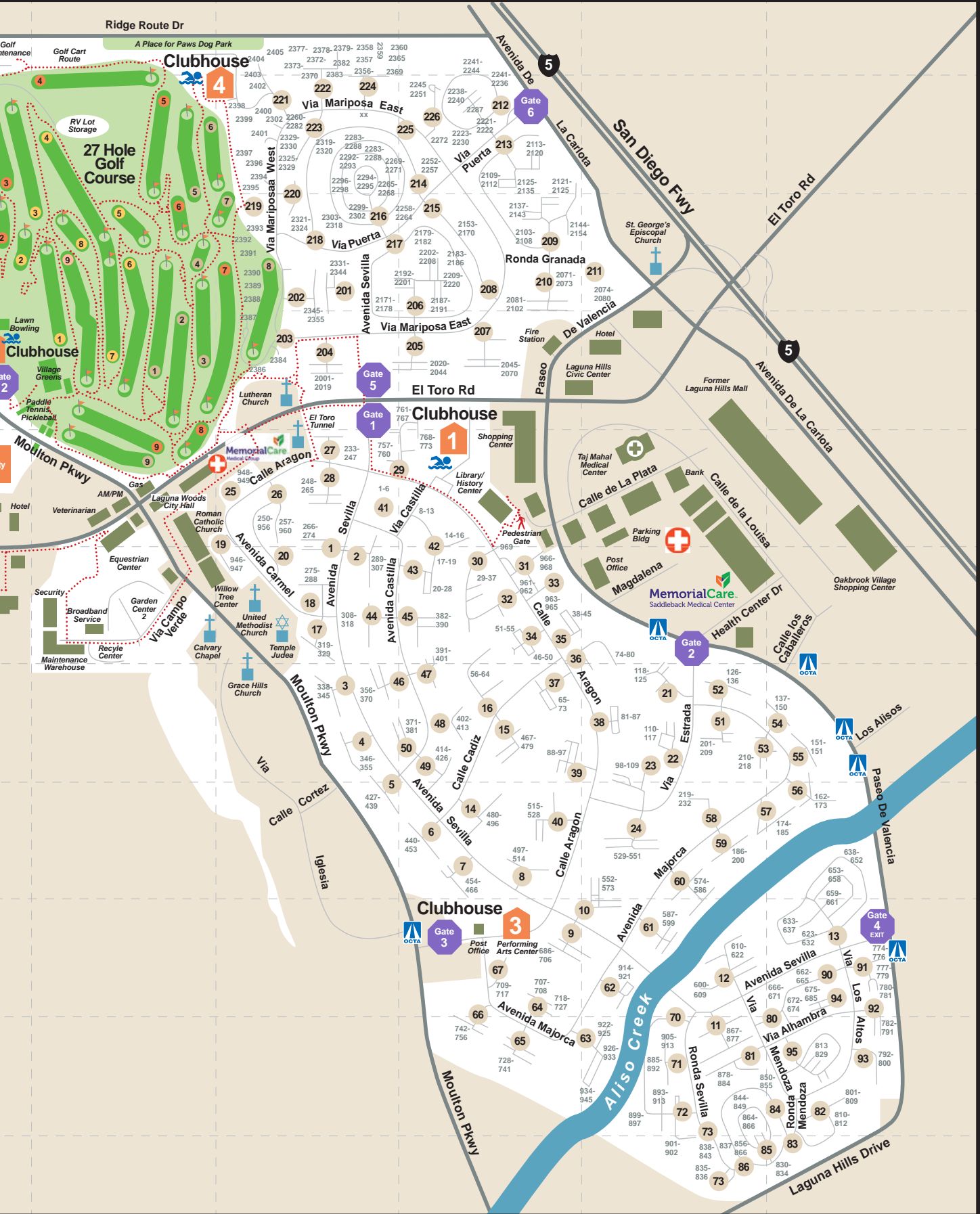
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KEYS TO THE COMMUNITY



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KEYS TO THE COMMUNITY

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
Performing Arts Center 949-597-4289
Performing Arts Center Box Office 949-597-4288
Village Library 949-597-4274
lvillagelibrary@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 949-582-4835
The Towers 949-597-4278
thetowerslwv@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
CR&R Inc. (Trash) 949-625-6735
LagunaWoods-Recycles@CRRmail.com
El Toro Water District 949-837-0660
Southern California Gas Company 877-238-0092
Southern California Edison 800-655-4555
West Coast Internet Customer Service 949-487-3302

The Laguna Woods Village Community Center

24351 El Toro Road
Laguna Woods, CA 92637
lagunawoodsvillage.com
949-597-4600

Emails provided where available

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

Street Sweeping Schedule

**All times are approximate and subject to change*

MONDAY TO FRIDAY

7:30 a.m. to 3:30 p.m.

Cul-de-sacs

MONDAY

7:30 to 11:30 a.m.

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

Gates 1, 2, 3 – Calle Aragon to Via Estrada South

TUESDAY

7:30 to 11:30 a.m.

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

Gates 11, 14 – All streets in this area

WEDNESDAY

7:30 to 11:30 a.m.

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

Gates 7, 8, 9 – Calle Sonora/Alta Vista (West Area)

THURSDAY

7:30 to 11:30 a.m.

Gate 10 – East of Ave. Sosiega & North of Monte Hermoso

11:30 a.m. to 3:30 p.m.

Gate 9 – South of Monte Hermoso

FRIDAY

GRF Facilities

Please see GRF Facilities Sweeping Schedule.

Every other week

Gate 9 – Towers Parking Lot

Gate 11 – Check area and re-sweep if needed.

GRF 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



COMMUNITY CONNECTED

COMMUNITY CONNECTED



COMMUNITY CONCERTS SEASON OPENING

By Ian Samson, for Community Concerts of Laguna Woods Village

Community Concerts is delighted to announce that pianist Jon “Jackie” Kimura Parker will perform at our season-opening concert at the Performing Arts Center on Sunday, October 15, at 2 p.m.

A veteran of the international concert stage, Parker has performed regularly at the Berlin Philharmonie, Carnegie Hall, London’s South Bank, the Sydney Opera House and the Beijing Concert Hall. He is artistic director of the Honens International Piano Competition and artistic advisor for the Orcas Island Chamber Music Festival.

A collaborator in a wide variety of styles, Parker has performed with Doc Severinsen, Audra McDonald, Bobby McFerrin, Pablo Ziegler and Sanjaya Malakar. As a founding member of “Off the Score,” he also performed with Stewart Copeland, legendary drummer of The Police, for the Orcas Island Chamber Music Festival’s 20th anniversary season, featuring his own arrangements of music by Prokofiev, Ravel and Stravinsky.

A committed educator, Parker is professor of piano at the Shepherd School of Music at Rice University. His students have won prizes in major international competitions and have given concerto performances in the U.S., Europe, Russia and China.

Winner of the gold medal at the 1984 Leeds International Piano Competition, Parker is an Officer of the Order of Canada and has

received honorary doctorates from the University of British Columbia and the Royal Conservatory of Music in Toronto.

Membership in the Community Concerts Club is open to residents and guests. GRF bylaws are generous in the number of nonresidents permitted to attend our concerts, so you may still purchase memberships for them. To enroll and pay via check or credit card, please visit comconcertslwv.com.

MEET PUBCLUB AUTHORS

By Nancy Brown, president of the Publishing Club of Laguna Woods Village

The Publishing Club of Laguna Woods Village welcomes residents and their guests to its Autumn Author Forum on Wednesday, October 18, from 2 to 4 p.m. at the Performing Arts Center, where attendees can chat with accomplished authors and browse their books for sale (cash or check only).

The Performing Arts Center is located at 23822 Avenida Sevilla. The event will be held in the PAC’s Dining Room 2. For more information, email pubclublw@gmail.com.

CAPTURED IN THE VILLAGE

All resident photographers are cordially invited to share their favorite photos taken in the Village. Please email your submissions to ellyce.rothrock@vmsinc.org.



James DiLonardo



Linda Kolstee-Ozkaynak



David Emgen



Carolyn Thelen



WHAT HAPPENS AFTER A FALL?

By Marcy Sheinwold, for The Foundation of Laguna Woods Village

What happens after you fall? Can you get up on your own? Are you seriously injured? Can you call for help? What if you live alone? Having fallen late at night in my own manor, I've had to answer those questions myself.

Emergency response devices, or medical alert systems, can provide an answer. For those of us who live alone, these devices provide an easy way to request help. For family members and caregivers, a medical alert system provides peace of mind knowing that their loved one is protected and can get help quickly in the event of an emergency. Knowing that help can be requested also permits greater independence, while also reducing anxiety and stress.

The Foundation of Laguna Woods Village is helping fall-prone residents with limited financial means get the benefit of emergency response devices. The foundation has rented approximately 70 such devices for Village residents in the past year. Access to such help is available through Social Services, which determines need and financial eligibility. Social Services is located on the first floor of the Community Center (24351 El Toro Road) and can be reached at [949-597-4267](tel:949-597-4267).

For more information, please contact the Foundation of Laguna Woods Village at [949-268-2246](tel:949-268-2246) or foundation@comline.com. For more information about the foundation, please visit foundationoflagunawoodsvillage.org.



RECREATION

YOUR GUIDE TO EVENTS, FITNESS AND FUN



RECREATION OFFICE VILLAGE COMMUNITY CENTER

24351 El Toro Road

949-597-4273
recreation@vmsinc.org

Visit lagunawoodsvillage.com > **Amenities** for activities, classes, fitness and sports, golf, facilities, clubs and more. For registration, visit the Recreation office or the facility where the class/event is held.



DRUM CIRCLE

Performing Arts Center

Tuesdays from 5:15 to 6:45 p.m.
Free, drop-in class

The heartbeat is the first rhythm we hear and feel. Drums are the first instruments that resonate with our body rhythms and that we can play easily. The act of drumming is good for our health and makes us happier, and drum circle provides an easy way to connect with others without words.

Circle leaders introduce rhythms played on djembes (African drums), hand drums and other percussion instruments. Participants learn to play together, creating uplifting music as a group and establishing a welcoming community. Some drums and shakers are provided.

All drumming ability levels are welcome, we find ways to help those with disabilities participate.

Call 949-597-4273 or email recreation@vmsinc.org.

RECREATION

MONDAY MOVIES AT THE PAC



Doors Open
1:45 p.m.

FREE!

Movie Begins
2 p.m.

SEPTEMBER 18 • Till
OCTOBER 16 • Puss in Boots: The Last Wish
NOVEMBER 20 • Living
DECEMBER 18 • White Christmas

949-597-4288 • 949-597-4289 • EMAIL RECREATION@VMSINC.ORG



RECREATION



LIBRARY & HISTORY CENTER

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

Library Hours

- Monday to Friday: 10 a.m. to 4 p.m.
- Wednesday: 10 a.m. to 7 p.m.
- Saturday: 10 a.m. to 1 p.m.
- Sunday: Closed

949-597-4274; lwvillagelibrary@yahoo.com

History Center Hours

- Monday through Friday from 11 a.m. to 1 p.m. or by appointment

949-206-0150; info@lagunawoodshistory.org; lagunawoodshistory.org



COMING SOON TO A CLUBHOUSE NEAR YOU!

Clubhouse 4

Bonanza: Enjoy this free event at Clubhouse 4 on Saturday, November 4, and Sunday, November 5. If you're an arts and crafts aficionado, you'll love the Bonanza! Laguna Woods Village's talented artists and craftsmen present an extensive collection of works for purchase. Browse a unique array of gifts, home décor, wall art, jewelry, accessories and more crafted from ceramic, porcelain, wood, glass, fabric, yarn, semiprecious metals and oil, acrylic and watercolor paints. Be sure to check "What's Up in the Village" for details.

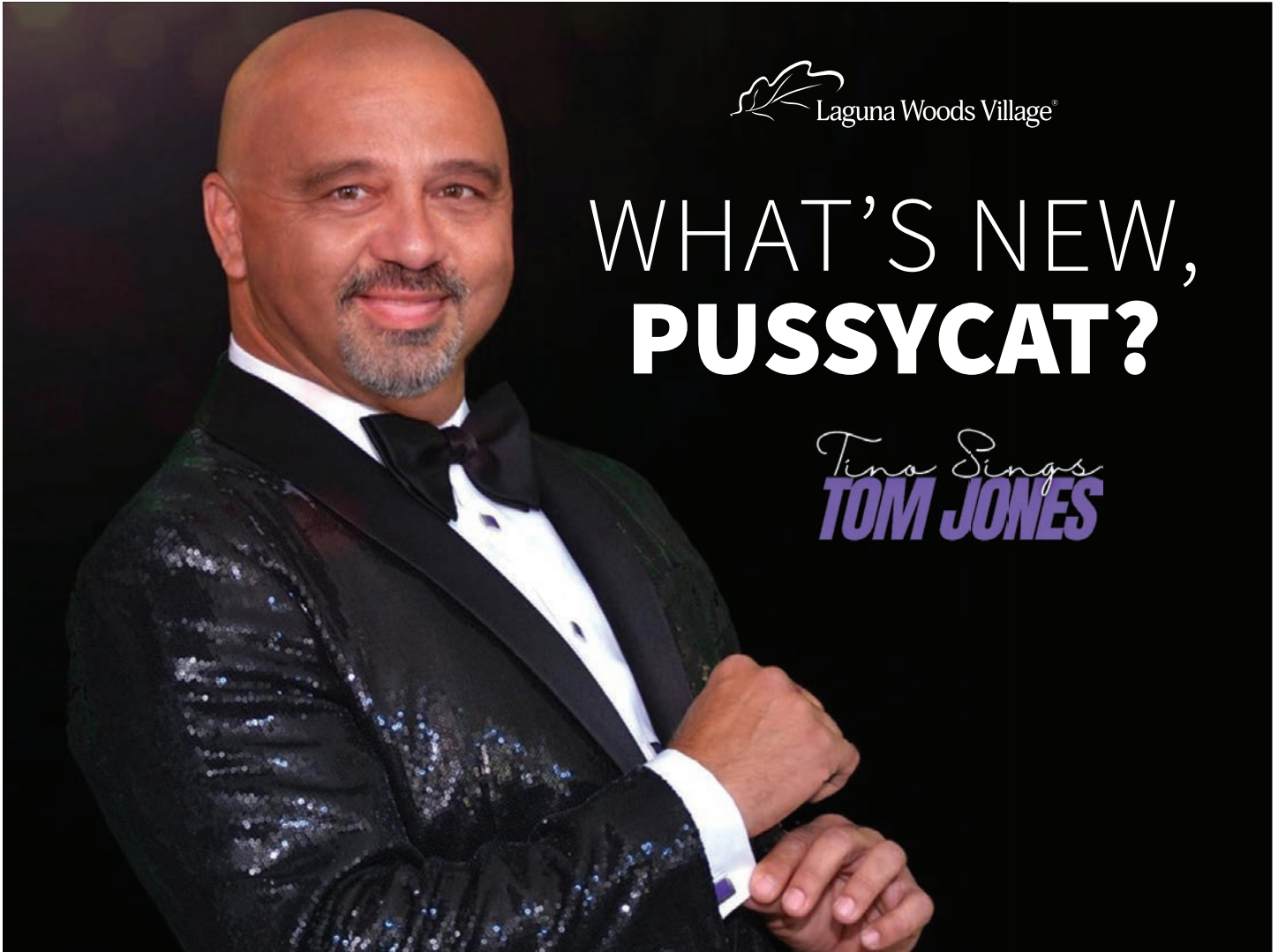
Clubhouse 5

Health and Wellness Expo: Be sure to mark your calendar for this highly anticipated event, Saturday, October 7, from 10 a.m. to 1 p.m., and the Village Bazaar, Saturday, October 28, from 10 a.m. to 2 p.m.



WHAT'S NEW, PUSSYCAT?

Tino Sings
TOM JONES



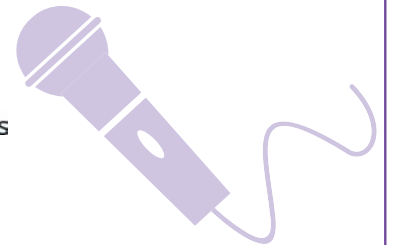
SATURDAY, SEPTEMBER 30

Clubhouse 2 Lawn | 4 to 6 p.m. | Free

Don't miss Tino Macchia's new critically acclaimed Tom Jones tribute! Born in Italy, Tino, backed by a superb band, is one of the most in-demand singers in Orange County.

Parking is limited at Clubhouse 2. Additional parking is available at Clubhouse 7. Bring blankets and lawn chairs; seating will not be provided. Picnics are welcome (glass bottles and containers are prohibited). Bring the whole family!

SPONSORED BY



CALL 949-597-4285 OR EMAIL RECREATION@VMSINC.ORG.

RECREATION



RECREATION



EQUESTRIAN CENTER

Our charming and unique equestrian facility offers boarding for resident-owned/lesson horses and a riding program for residents and their sponsored guests. In addition, riders and non-riders alike enjoy various events at our facility, including summer barbecues, the Harvest Hoedown, Easter at the Equestrian Center and horse shows..

LOCATION

24312 El Toro Road
Laguna Woods, CA 92637
949-597-4275

HOURS

Business hours: Wednesday through Sunday from 9 a.m. to 3 p.m.

Tour hours: Wednesday and Thursday at 2 p.m.; Friday, Saturday and Sunday at 12:30 and 2 p.m.

Riding program: Wednesday through Sunday; contact the Equestrian Center office for lesson schedules.

Tours and riding program are closed Monday and Tuesday.



HORSEMANSHIP CLASSES

Horsemanship classes at the Equestrian Center are all about developing the horse-man relationship. Horsemanship is a journey rather than a destination.

In these group classes, staff combines lectures, handouts, herd observation and hands-on education in the care of and communication with horses. It's a great opportunity for those who would like to someday own a horse or for those who just want to learn how to work with horses.

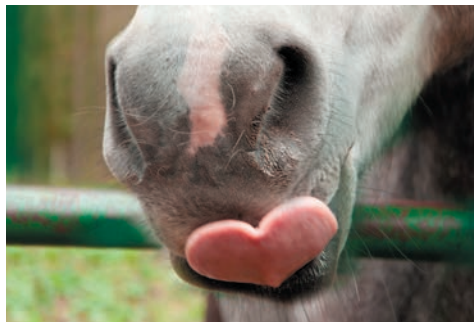
Six-session drop-in classes are offered Sunday at noon.

Those who graduate Level 1 are invited to join Level 2. Call or drop by the Equestrian Center for more information.

HELP THE HERD FUNDRAISING

The Help the Herd fundraising program was created by the Village Community Fund to help ensure the Equestrian Center horses continue to thrive and be available for all residents to enjoy.

Visit villagecommunityfund.org/help-the-herd to donate to the Village Community Fund's Help the Herd or visit villagecommunityfund.org for more information.



 GOLDEN RAIN FOUNDATION
of LAGUNA WOODS

SPONSOR A GRF HORSE

PLEASE DON'T SAY NEIGH!

The Equestrian Center is one of the happiest places in the Village—thanks to its many wonderful horses. Let's work together to keep that joy alive—please consider sponsoring a GRF horse!

SPONSORSHIP BENEFITS

- You and your sponsored horse will be thanked in the equestrian newsletter
- A special sign on the horse's stall door sporting the horse's and sponsor's names:
"Sebastian is generously sponsored by Jane Smith"
 - Receive an 8-by-10-inch color photo of your sponsored horse
- Visit your special horse once a month to pet and take pictures during business hours

SPONSORSHIP RULES

- Handling, grooming or riding are not permitted
- Giving food or treats may not be given without staff approval
- Horses must remain in their stalls/paddocks • Staff must supervise visits

SPONSORSHIP RATES PER HORSE

\$650 Monthly • \$3,500 Six Months • \$6,500 Yearly

Sponsorship includes a percentage of the cost of care and maintenance of a GRF horse, which are total board, feed and farrier costs.

We truly are grateful for the generosity of those who sponsor our GRF horses. Please contact the Equestrian Supervisor for details on sponsorship.

EQUESTRIAN CENTER | 24312 EL TORO ROAD | 949-597-4275



RECREATION



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** today.



GET MOVING!

Visit lagunawoodsvillage.com > **Amenities** > **Recreation** to enjoy the Village's resort-style amenities.

- View a list of amenities, location, contact information, registration process and more.
- Consider taking one or more of the almost 20 classes currently offered, including mat/chair yoga, ballroom dance, English or Korean language classes, cycling, aquatic classes and more. Check out our schedule of current recreation classes.
- Find a comprehensive list of virtual activities, classes and more.



PERSONAL TRAINERS ARE HERE FOR YOU

Get in a good workout led by a personal trainer 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** or Clubhouse 1 at **949-597-4284** for more information.

RECREATION

ONGOING CLASSES

Schedules subject to change without notice.

MONDAY

Chi Kung

Clubhouse 1 patio, 8 to 9:30 a.m.

Free drop-in class

Zumba Gold with Tracy Murray

Clubhouse 2 ballroom, 10 to 11 a.m.

\$25 for 5 classes

Movement and Stretch with Sybil Moore

Clubhouse 5 fitness room, 10:30 to 11:30 a.m.

Free drop-in class

Ballroom Dance with Candi Davis

Clubhouse 1 ballroom, 10:30 a.m. to 12:30 p.m.

\$25 for five group lessons

Age-ing to Sage-ing with Dr. Lois Rubin

Performing Arts Center, 10:30 a.m. to noon

Free drop-in class

Mat Yoga with Kristine DeYoung

Clubhouse 2 ballroom, 11:30 a.m. to 12:30 p.m.

Free drop-in class

Chair Yoga with Kristine DeYoung

Clubhouse 2 ballroom, 1 to 2 p.m.

Free drop-in class

Aqua Zumba with Tracy Murray

Clubhouse 1 pool, 4 to 5 p.m.

\$25 for 5 classes

Cycling with Alisha Sullivan

Clubhouse 5 fitness room, 5 to 6 p.m.

\$40 per eight-class session



TUESDAY

Yoga with Kim Min

Clubhouse 1 ballroom 8:30 to 9:45 a.m.

Free drop-in class

Tai Chi

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

Free drop-in class

Clogging with Edith Jones

Performing Arts Center rehearsal room, 8:30 to 10 a.m.

Free drop-in class

Cycling with Alisha Sullivan

Clubhouse 5 fitness room, 9 to 10 a.m. and 10:30 to 11:30 a.m.

\$40 per eight-class session

Beginner's French with Sylvie Escande

Clubhouse 5 multipurpose room, 9 to 9:50 a.m. and 10 to 10:50 a.m.

Email escandesylvie122@gmail.com for schedule

Chair Fitness with Janet Gilliam

Clubhouse 1 gym, 10 to 11 a.m.

\$15 for five classes

Swim Clinic with Jan Levinrad

Pool 2, noon to 1 p.m. and 1 to 2 p.m.

Free drop-in class

IKTA Self-Defense with Ron Murray

Clubhouse 5 fitness room, 3:30 to 4:30 p.m.

\$25 for five classes



RECREATION

Aqua Fitness with Casey Chavez

Clubhouse 5 pool, 4 to 5 p.m.
\$25 for five classes

Meridian Yoga

Clubhouse 5 fitness room, 5:30 to 6:45 p.m.
Free drop-in class

WEDNESDAY

Chi Kung

Clubhouse 1 patio, 8 to 9 a.m.
Free drop-in class

Zumba Gold with Tracy Murray

Clubhouse 5 ballroom, 9 to 10 a.m.
\$25 for five classes

Cycling with Alisha Sullivan

Clubhouse 5 fitness room, 10 to 11 a.m.
\$40 per eight-class session

Mindful Movement Yoga with Jerry Bloch

Performing Arts Center dining room, noon to 1 p.m.
Free drop-in class

Russian Language Class with Janet Preissler

Clubhouse 2 Grevillea Room, 3 to 5 p.m.
Free drop-in class



IKTA Self-Defense with Ron Murray

Clubhouse 5 fitness room, 3 to 4 p.m.
\$25 for five classes

Contemporary Jazz with Laura Fremont

Clubhouse 5 fitness room, 5:30 to 6:30 p.m.
\$25 for five classes

THURSDAY

Cycling with Alisha Sullivan

Clubhouse 5 fitness room, 7 to 8 a.m.
and 8:30 to 9:30 a.m.
\$40 per eight-class session

Tai Chi Dance

Clubhouse 1, multipurpose room, 8 to 10:30 a.m.
Free drop-in class

Chi Kung

Clubhouse 2 ballroom, 8 to 9 a.m.
Free drop-in class

Tai Chi

Clubhouse 7 ballroom, 8:30 to 10 a.m.
Free drop-in class

Chair Fitness Janet Gilliam

Clubhouse 1 gym, 10 to 11 a.m.
\$15 for five classes

Tap Dance and Rhythms with Laura Fremont

Clubhouse 5 fitness room, 10:30 to 11:45 a.m.

Mat Yoga with Kristine DeYoung

Clubhouse 2 ballroom, 11:30 a.m. to 12:30 p.m.
Free drop-in class

Chair Yoga with Kristine DeYoung

Clubhouse 2 ballroom, 1 to 2 p.m.
Free drop-in class

Spanish Class with Walter Valencia

Performing Arts Center dining room, 1 to 3 p.m.
Email kevinvalencia@verizon.net to register

IKTA Self-Defense with Ron Murray

Clubhouse 5 fitness room, 3:30 to 4:30 p.m.
\$25 for five classes

Aqua Fitness with Casey Chavez

Clubhouse 5 pool, 4 to 5 p.m.
\$25 for five classes

Drum Circle

Performing Arts Center, 5:15 to 6:45 p.m.
Free drop-in class

FRIDAY

Cycling with Alisha Sullivan

Clubhouse 5 fitness room, 7 to 8 a.m. and
8:30 to 9:30 a.m.
\$40 per eight-class session

Chi Kung

Clubhouse 1 patio, 8 to 9 a.m.
Free drop-in class



Yoga With Kim Min

Clubhouse 7 ballroom, 9:30 to 10:45 a.m.
Free drop-in class

Ballroom Dance with Ed VanOrnum

Clubhouse 1 ballroom, 9:30 to 11:30 a.m.
\$30 for five classes

Zumba Gold with Tracy Murray

Clubhouse 2 ballroom, 9 to 10 a.m.
\$25 for five classes

Mindful Flow Yoga with Jill Camera

Clubhouse 1 ballroom, 1 to 2 p.m.
Free drop-in class

Circle of Love Meditation with Zahir Movius

Clubhouse 5 fitness room, 2:30 to 4 p.m.
Free drop-in class

SATURDAY

Tai Chi Dance

Clubhouse 1 multipurpose room, 8 to 10:30 a.m.
Free drop-in class

Mind and Body Fitness with Jean Reitz

Clubhouse 5 fitness room, 10:30 a.m. to noon.
Free drop-in class

Line Dance

Clubhouse 5 fitness room, 2 to 3 p.m.
Free drop-in class

Disco Dance

Clubhouse 5 fitness room, 3 to 4 p.m.
Free drop-in class



RECREATION

AMENITY INFO



Clubhouse Reservations | 949-597-4227

Schedule reservations at Clubhouses 1, 2, 5 or 7; the Village Greens; the Performing Arts Center; or the Community Center recreation office Monday - Friday, 8 a.m. to 5 p.m.

- Reservations may be scheduled through December 31, 2023.
- Reservations are limited to Clubhouse 1, 2, 5 and 7; the Village Greens; or the Performing Arts Center.
- Performing Arts Center reservations are limited to Monday through Friday from 8 a.m. to 10 p.m. and Tuesday and Thursday from 8 a.m. to 5 p.m.
- Clubhouse 6 and the Performing Arts Center reservations will resume at a later date.

Clubhouse 1 | 949-597-4281

- Open 8 a.m. to 10 p.m. daily
- Fitness center open Monday, Wednesday, Friday from 7 a.m. to 7 p.m.; Tuesday, Thursday from 7 a.m. to 5 p.m.; Saturday/Sunday from 8 a.m. to 2 p.m.
- Indoor mini-gym (badminton, pickleball, volleyball, basketball)
- Archery
- Shuffleboard
- Bocce
- Game rooms
- Billiards
- Drop-in lounge

Clubhouse 2 | 949-597-4286

- Open 8 a.m. to 10 p.m. daily
- Video lab and studio
- Card room
- Lawn bowling

Clubhouse 4 | 949-597-4344

- Art studio, ceramics, jewelry, lapidary, photo studio, sewing room, slipcasting, woodshop, machine shop
- Open Monday, Wednesday, Friday from 9 a.m. to 4 p.m.; Saturday/Sunday from 10 a.m. to 2 p.m.; Tuesday and Thursday from 9 a.m. to 8 p.m.
- Contact the clubhouse for specific studio days/times

Clubhouse 5 | 949-597-4382

- Open 8 a.m. to 10 p.m. daily
- Game room
- Gym open 5:30 a.m. to 9 p.m. daily

Clubhouse 7 | 949-268-2417

- Open 8 a.m. to 10 p.m. daily
- Bridge games Monday through Friday from 12:30 to 4 p.m.
- Bridge class schedule varies

Community Center | 949-597-4273

- Concierge, Resident Services Monday through Friday from 8 a.m. to 5 p.m.
- Table tennis: Monday through Friday from 8 a.m. to 9 p.m.; Saturday, Sunday from noon to 5 p.m.
- Mac learning center: Monday through Friday from 9 a.m. to 3 p.m.; 949-268-2263
- PC workshop: Monday through Friday from 11 a.m. to 3 p.m.; 949-268-2262
- Community fitness center Monday, Wednesday, Friday from 7 a.m. to 7 p.m.; Tuesday and Thursday from 7 a.m. to 8 p.m.; Saturday and Sunday from 8 a.m. to 2 p.m.

Equestrian Center | 949-597-4275

- Tours Wednesday and Thursday 2 p.m.; Friday through Sunday 12:30 and 2 p.m.
- Call to inquire about riding program

Garden Centers | 949-268-2387

- Daily sunrise to sunset

Golf | 949-597-4336

- 27-hole course open daily 7 a.m. to 6 p.m.
 - Online reservations only; see golf shop to create account
- Driving range open 7 a.m. to 4:30 p.m.
 - Wednesday close at 4 p.m. for clean pick
- Par 3 course open 7:30 a.m. to 5:30 p.m.
- Call the course condition hotline at **949-597-4373** for course updates



History Center | 949-206-0150

- Open Monday through Friday from 11 a.m. to 1 p.m. or by appointment

Library | 949-597-4274

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

Paddle Tennis | 949-597-4273

- Tuesday, Thursday from 7 a.m. to noon
- First, third Saturdays from 7 a.m. to noon

Performing Arts Center | 949-597-4288

- Box office open Monday through Friday from 9 a.m. to 5 p.m.
- Billiards open Monday through Friday, 9 a.m. to 10 p.m.; Tuesday and Thursday from 9 a.m. to 5 p.m.
- Auditorium open for scheduled shows; dates and times vary



Pickleball | 949-597-4273

- Monday, Wednesday and Friday mornings open play; sign up on patio for a game
- Tuesday and Thursday mornings paddle tennis has priority 7 a.m. to noon
- Saturday, Sunday open play
- Second, fourth Saturday pickleball has priority

Pools | 949-597-4273

Check the most current pool schedule at bit.ly/3u4adRE

Recreation Coordinated Classes | 949-597-4273

- Class schedule: bit.ly/3rwVWtp
- ActiveNet portal: bit.ly/3eKhxts
- ActiveNet tutorial video: bit.ly/2UDQmJF
- Virtual recreation: bit.ly/3Bsne8V

Tennis | 949-268-2481

- 7 a.m. to 10 p.m. daily
- No reservations required for courts 1 - 7 7 a.m. to 4:30 p.m.
- Court Reserve reservations required for courts 8 - 10 7 a.m. to 4:30 p.m.
- Court Reserve reservations required for courts 6 and 7 4:30 to 9 p.m. (lighted)
- For Court Reserve reservations, visit bit.ly/3x0MMXj.

Saddleback Emeritus | 949-582-4835

Visit saddleback.edu/emeritus for the most current class schedule.



For Mutual Benefit

News and updates from the Laguna Woods Village Boards of Directors

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FOR MUTUAL BENEFIT

GRF Board of Directors

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

Bunny Carpenter
President
2022-2025

Debbie Dotson
First Vice President
2021-2023

Reza Karimi
Second Vice President
2021-2023

Joan Milliman
Secretary
2020-2023

James Hopkins
Treasurer
2022-2025

Elsie Addington
Director
2021-2023

Egon Garthoffner
Director
2022-2025

Yvonne Horton
Director
2022-2025

Gan Mukhopadhyay
Director
2021-2024

Martin Roza
Director
2023-2024

Juanita Skillman
Director
2021-2024



PREPARING FOR THE FUTURE: MANAGING DIGITAL ASSETS

By Debbie Dotson, First Vice President

Technology has become a fundamental part of most people's daily lives. With increased use of technology comes an increase in personal digital assets—photos, videos, movies, documents, text files, audio files, presentations, e-books and other digital publications, creative projects, personal archives, websites and web content, rewards points for airlines and hotels, and online subscriptions such as Netflix or Amazon Prime. Digital assets are valuable because of all they represent: Memories, important information, family history and much more.

How these growing digital assets are categorized, organized and managed becomes particularly significant for older adults, as they look to preserve this cache of information for future generations.

DIGITIZING FOR MANAGEMENT

Most older adults possess cherished photo albums, family videos and important documents that are vulnerable to damage or loss. Digitizing and organizing these assets helps preserve them—and makes them easier to locate when necessary.

Various digital applications allow for convenient scanning, categorizing and tagging of photos and documents. Our own Laguna Woods Video Club has the necessary equipment and expertise to help you digitize your assets, or you can find a company online that will do it for a fee.

Sound digital asset management also enhances communication. Social media platforms and chat and messaging applications allow you to share family updates, milestones and memories, bridging geographical gaps and giving people a sense of greater connection. Grandparents can witness their grandchildren's growth through shared photos and videos, while distant family members can engage in meaningful conversations, helping nurture relationships and combat social isolation.

Digital assets are not just limited to personal memories; they can also include tools like password management and encryption, which help ensure the security and confidentiality of sensitive information as well as store/travel/credit card reward points.

But what happens to your digital assets upon incapacitation or death? We plan for the inevitable in almost every other way, but digital asset management often is overlooked. Treat digital assets like other "traditional" assets—by creating a plan that details their retrieval and care. Taking control of your digital afterlife now and leaving a meaningful legacy for your loved ones is important.

DIGITAL ASSET TO-DO

Take inventory: Create a comprehensive list of your digital assets, including online accounts, social media profiles, email accounts, cryptocurrency wallets, digital photos, documents stored in the cloud and any other digital possessions you own.

Document your wishes: Clearly express in your will or estate planning documents the management and disposition of your digital

assets. Specify who should have access to your accounts and how you want your digital assets to be managed after your death.

Appoint a digital executor: Nominate a trusted individual to be responsible for executing your wishes regarding your digital assets. Make sure they have the necessary technical knowledge and access to essential information to fulfill this task.

Secure important information: Securely store all relevant login credentials, passwords and other necessary information using a password manager or an encrypted document that is easily accessible to your digital executor. If you use facial recognition, enable a back-up PIN. If multifactor authentication is enabled, document that, too.

Review terms of service agreements: Some online platforms have specific policies regarding account management after a user's death. Familiarize yourself with these policies and make sure your wishes align with them. For example, Facebook has specific guidelines for legacy accounts.

Communicate your plan: Share your digital asset plan with your digital executor/trusted individual(s). Provide them with necessary instructions, access details and any other information they may need to effectively carry out your wishes.

Get legal advice: Consult with legal professionals who specialize in estate planning and digital assets to ensure your plan aligns with relevant state laws and regulations.

By following these steps, older adults can effectively enjoy and manage their digital assets, ensuring easy access, organization and preservation of their valuable files. Embracing digital asset management empowers seniors to fully enjoy the benefits of the digital age while safeguarding their memories and personal information for generations to come. Taking care of your digital assets now can alleviate any stress and concerns for your family, something especially important to us all.

BY COMMITTEE

Most of GRF's work takes place within standing committees, which make recommendations to the board. Members are encouraged to become acquainted with the committees and to bring comments, questions and concerns to the appropriate group. Find GRF committee meeting schedules at lagunawoodsvillage.com > [Calendars](#) > [Golden Rain Foundation](#).

COMMUNITY ACTIVITIES COMMITTEE

Meets monthly on second Thursday, 1:30 p.m., Community Center Board Room.

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

FINANCE COMMITTEE

Meets third Wednesday, even months, 1:30 p.m., Community Center Board Room.

Reviews capital requirements, service levels and projected revenues related to the Financial Services Department and recommends appropriate action to the GRF board.

LANDSCAPE COMMITTEE

Meets second Wednesday, even months, 1:30 p.m., Community Center Board Room.

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

MAINTENANCE AND CONSTRUCTION COMMITTEE

Meets second Wednesday, even months, 9:30 a.m., Community Center Board Room.

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

MEDIA AND COMMUNICATIONS COMMITTEE

Meets third Monday, odd months, 1:30 p.m., Community Center Board Room.

Helps ensure residents and employees remain aware and informed of all-important issues and concerns while partnering with internal media services and external media sources to ensure that all communications are conveyed accurately and properly.

MOBILITY AND VEHICLES COMMITTEE

Meets first Wednesday, even months, 1:30 p.m., Community Center Board Room.

Liaises between the GRF Board of Directors and VMS for all transportation issues and ensures transportation services meet the needs of the community.

SECURITY AND COMMUNITY ACCESS COMMITTEE

Meets fourth Monday, even months, 1:30 p.m., Community Center Board Room.

Helps ensure all residents remain safe and sound.

STRATEGIC PLANNING COMMITTEE

Meets first Monday, odd months, 1:30 p.m., Community Center Board Room.

Ensures strategic and long-range planning for the Village.

AD HOC AND SPECIAL COMMITTEES

Other committees under GRF include ad hoc and special study committees. Standing committees may appoint such a group as needed to delve more deeply into an issue before the standing committee makes a recommendation. When the job or study is complete and a recommendation made, these committees are dissolved.

LAGUNA WOODS DISASTER PREPAREDNESS

Meets fourth Tuesday, odd months, 9:30 a.m., Community Center Board Room.

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

LAGUNA WOODS TRAFFIC HEARINGS

Meets third Wednesday monthly, as needed, 9:30 a.m. and 1 p.m., Community Center Board Room and Sycamore Room.

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

Third Board of Directors

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

Mark Laws
President
2021-2024

Jim Cook
First Vice President
2021-2024

Ralph Engdahl
Second Vice President
2022-2025

Cris Prince
Secretary
2022-2025

Donna Rane-Szostak
Treasurer
2020-2023

Cusrow "Cush" Bhada
Director
2022-2025

Andy Ginocchio
Director
2023

Nathaniel Lewis
Director
2021-2024

S.K. Park
Director
2023-2025

Moon Yun
Director
2022-2023

Jules Zalon
Director
2022-2023

BOARD APPROVALS AND DENIALS

March

- Approved committee appointments, GRF committee appointments, Standard 4: Air conditioning units/heat pumps, the pet policy, the investment policy and the resident policy and compliance committee charter.
- Denied requests to retain five citrus trees.

April

- Approved the recording of lien against one member; two requests to alter the common-area landscape; requests to remove one eucalyptus tree, one stone pine tree, one silk oak tree and one carrotwood tree; the landscape committee charter; requests for four variances; a request for supplemental appropriation for emergency roof repairs; the alteration fee schedule; and the 2023 annual election schedule.
- Denied requests to remove one eucalyptus tree, one magnolia tree, one Aleppo pine tree and one Monterey pine tree.

May

- Approved request for removal of one evergreen pear tree and two California sycamore trees
- Approved one variance request
- Approved Third Laguna Hills Mutual executive hearings committee charter
- Approved Alteration Standard 41: Solar Panels, 1 Story Buildings
- Approved inspector of election services
- Denied request for removal of one California sycamore tree and one crepe Myrtle tree

June 2023

- Approved recording of liens against three members
- Approved request to retain a portion of the nonstandard landscape directly adjacent to the exclusive-use patio
- Approved request to alter common area landscape
- Approved request for removal of three eucalyptus blue gum trees
- Approved six variance requests
- Approved GRF committee appointments
- Approved Standard 4: Air Conditioning Units/Heat Pumps
- Approved recordable exclusive use of common area revocable license legal fee
- Approved appeals policy, amended June 20, 2023
- Approved supplemental appropriation for damage restoration reimbursement backlog case load
- Denied request for removal of one fern pine tree, one eucalyptus spotted gum tree and one Canary Island pine tree



WHY THERE IS A GARDEN VILLA ASSOCIATION

By Stuart Hack, GVA President

Our website (lagunawoodsvillage.com/amenities/clubs/garden-villa-association) says: “In August 1992, the Garden Villa Association (GVA) was formed by and for the residents of all of the 81 three-story buildings in Laguna Woods Village. The group’s main objective is promoting livable, well-maintained buildings and common areas. To accomplish this goal, the association’s board is focused on the care, maintenance and improvement of all of the three-story buildings. To further the main objective, the GVA board members facilitate effective communication between and among buildings residents, property management personnel (Village Management Services Inc.) and the HOA (Third Laguna Hills Mutual).”

Looking at GVA history, at its inception, the prime motivation was to solve a dispute between Third Mutual and Garden Villa (GV) residents. GVA became an official “club” in Leisure World, the predecessor to Laguna Woods Village, and somewhere along the line, the LH-21 buildings joined the GVA, which has grown to become a proactive representative of almost 2,000 residents. We have developed a symbiotic relationship with Third Mutual and Village Management Services, in which we help each other toward the common goal of improving life in Laguna Woods Village.

Three-story buildings have unique characteristics not shared by the rest of the manors in the Village. LH-21 buildings have a common storage room on their second and third floors. They all have an elevator

and laundry rooms on each floor. GV building residents have an entrance foyer, underground parking, a recreation room and a mail room. GV manor owners pay an extra \$6.25 monthly assessment to maintain the rec rooms. All three-story building manor owners pay an extra \$16.52 assessment per month for elevator maintenance.

The GVA board is made up of regional representatives for nine regions, each of whom are also volunteer building captains. Past presidents of the GVA are nonvoting board members. We hold open board meetings every other month to discuss current concerns and opportunities, and as a forum for building captains to participate in GVA governance. We also hold bimonthly general membership meetings to disseminate information to all three-story building residents. In addition, we host annual training session for building captains.

Through its top-down communication process, GVA shares information and requests input and help from its members. Communication starts from the office of the president to the regional reps to the building captains to residents. GVA collects data from its residents to facilitate decision-making regarding three-story buildings at Third Mutual and VMS.

GVA appreciates the opportunity to serve its members and to work with Third Mutual and VMS.



United Board of Directors

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

Lenny Ross
President
2022-2023

Thomas Tuning
First Vice President
2022-2025

Alison Bok
Second Vice President
2023-2024

Sue Quam
Secretary
2023

Azar Asgari
Treasurer
2020-2023

Prakash “Cash” Achrekar
Director
2020-2023

Maggie Blackwell
Director
2021-2024

Diane Casey
Director
2022-2025

Vidya Kale
Director
2023-2025

Pearl Lee
Director
2021-2024

Anthony Liberatore
Director
2021-2024

UNITED INSURANCE UPDATE

By Sue Ellen Quam, Secretary

We all know insurance is expensive; insurance for United is no exception. The housing mutuals and GRF purchase their own property insurance. Our master property insurance contracts expire this fall, so we must renew or begin again with new insurance companies on October 1.

This is an important aspect of our budget, as United is paying approximately \$3.6 million for its 2023 coverage. We hate to say it, but this amount may now be considered a good deal. Insurance costs continue to rise dramatically—particularly for HOAs.

United is contracting with USI Insurance Services, one of the world’s largest insurance brokerage and consulting firms, to help us find reliable, affordable insurance. First, the United board, USI and staff must decide if our existing insurance parameters are still appropriate for our community.

USI, along with VMS’ risk manager, are diligently working to find the best coverage and pricing for United. We expect our insurance costs to increase somewhere between 25% and 50% if we continue with our current level of coverage of up to \$225 million per occurrence with a current deductible of \$25,000. This means that we can experience a disaster that covers up to \$225 million in losses. United is not limited to a single occurrence with this coverage; additional incidents are also covered up to that limit within the year. Fortunately, United has not made any significant claims in the past several years, so that should help with price quotes.

While United purchases coverage for its property, and we strongly advise you to purchase HO6 insurance for *your* property. United property insurance will rebuild our units to their original structure in the event of an occurrence—it will not cover personal items or remodeling done since the original build. HO6 insurance can cover such things as liability claims, damage to your co-op and belongings, and additional living expenses if you’re unable to stay in your residence due to a covered incident.

The United board will do everything it can to protect the mutual’s assets at the best pricing possible. We will keep you informed on our progress with our property insurance purchase.



Village Management Services, Inc.

VMS Board of Directors

Diane Phelps
Chair
GRF, 2022-2025

Mary Seto
First Vice Chair
Third, 2022-2023

Wei-Ming Tao
Second Vice Chair
Third, 2021-2024

Debbie Allen
GRF, 2022-2023

Rosemarie diLorenzo
Third, 2022-2025

Daniel Kenney
United, 2023-2025

Manny Robledo
United, 2021-2024

Cynthia Rupert
GRF, 2022-2024



COMING OCTOBER 1: THE BRIGHT IDEAS MEMBER PROGRAM

By Cynthia Rupert, Director

A new concept, the Bright Ideas member program, intends to embrace the wealth of knowledge right here among the Laguna Woods Village population. This program, which begins October 1, will empower members to lend their expertise and ideas for improving Village Management Services (VMS) and our general operations by submitting cost-saving, revenue-generating and/or efficiency ideas.

Each month a team of VMS board directors will discuss ideas submitted by members. If a member's idea is approved and implemented, they will receive a thank-you gift and recognition in the Village Breeze.

VMS is confident this program will generate valuable suggestions and encourage other members to offer up their ideas for improvement.

Program Details

- Submission deadline is the fifth of each month
- Submit ideas via email or a form (available at the



Community Center at
24351 El Toro Road):

- o Email your Bright Ideas submission to [brightideas@laguna woodsvillage.com](mailto:brightideas@lagunawoodsvillage.com) (submissions require manor number, name, contact information and idea)
- o Return form submissions to the Community Center concierge
- Those who submit ideas will receive a thank-you email from VMS
- Members will receive additional notification only if the VMS board approves and implements the idea
- This program is designed to bring new, beneficial ideas to the Village; continue to submit service requests to Resident Services at resident services@vmsinc.org or [949-597-4600](tel:949-597-4600)

We look forward to seeing your bright ideas!



NEW TECH COMES TO THE VILLAGE

With important resident benefits

By Cynthia Rupert, Director

VMS Inc. is committed to providing extraordinary service to its clients—the Village—including identifying technology updates that bring increased benefits. However, understanding the benefits of new technologies can be challenging.

A LOOK INSIDE OUR FUTURE

In June 2024, a new cloud-based VoIP phone system will make significant improvements to field services, Resident Services and Security Services staff operations.

The current system consists of about 300 phones, features limited programming capabilities and requires a capital outlay of \$400,000 every eight years. In addition, our phone system software struggles to keep up with call volume (which can reach more than 15,000 calls per month), provides very limited reporting or analytics and fails to





deliver important feedback to department managers. Finally, the system application is obsolete, no longer meets the Village’s needs and, therefore, is no longer a viable solution.

In contrast, the new, fully supported voice over internet protocol (VoIP) phone system is programmed internally to meet the organization’s changing needs. Over a 30-year period, the new system will save \$1.5M.

The new phone system:

- Offers a superior Resident Services options menu
- Allows a return call request to avoid being placed on hold
- Checks status of a current service request
- Collects data on calls for analysis and reporting to management
- Tracks calls by department work center and resident call patterns
- Allows staff to work remotely which is key to staff retention
- Is a leading-edge, fully supported phone system
- Features cloud-based internet phone service instead of an on-premises system
- Supplies critical redundancy, backup and storage

ENTERPRISE RESOURCE PLANNING

For continuous customer service improvement, VMS staff is implementing a Microsoft Dynamics 365 enterprise resource planning (ERP) system

to bring our community up to 21st century industry standards. The cloud-based ERP system produces a seamless integration between all departments and back-office processing, and creates a continuous flow of data and communication, and staff, services and residents will benefit tremendously.

For starters, the ERP system will save the Village \$5.6M over a 30-year period.

The current system is obsolete, and we cannot keep it in place. It runs outdated processes, is comprised of various patchworked software systems, is expensive and/or impossible to support, delays services by manual and duplication of processes and poses security vulnerabilities.

For example, with up to 100 trucks in the field on any given day and with everything currently being a manual, paper-driven system, nothing is done in real time. The current system’s process requires a hand-written document or form be filled out and, when a truck returns from the field, the form is submitted to staff for data entry or scanning into the system and processing.

Needless to say, this is extremely inefficient, time consuming and cumbersome.

However, the ERP will deliver a breadth and depth of service not currently achievable with the current system. The ERP will offer efficiency, resident satisfaction and security, and save time and money.

The new system will be installed in several phases:

- Phase 1: Finance and a focus on system integration go into effect the end of 2023.
- Phase 2: Service management is set for June 1, 2024, with a focus on field service, inventory and assets.
- Phase 3: Resident Services and Community Services roll out beginning in June 2024 and will wrap up at the end of 2024.

Microsoft Dynamics 365 takes VMS from a paper-based organization to a digital workforce that allows real-time entry. Furthermore, with Microsoft comes up-to-the-minute defense against viruses, malware, spyware or ransomware, placing our system defenses squarely on Microsoft’s shoulders.



VMS

THEN AND NOW

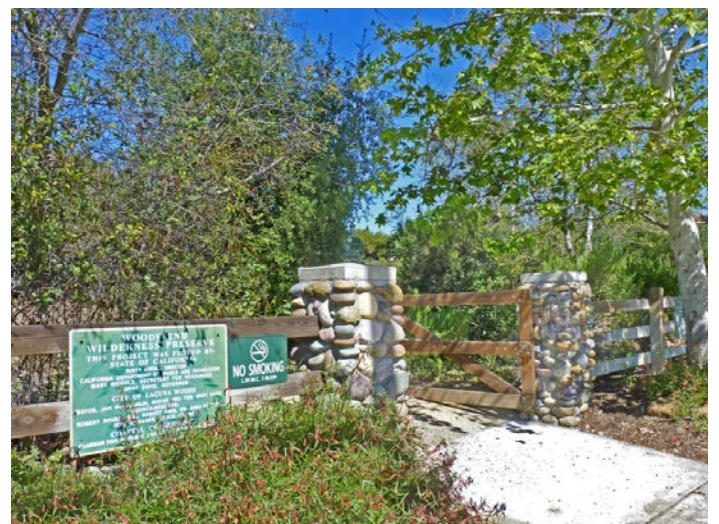
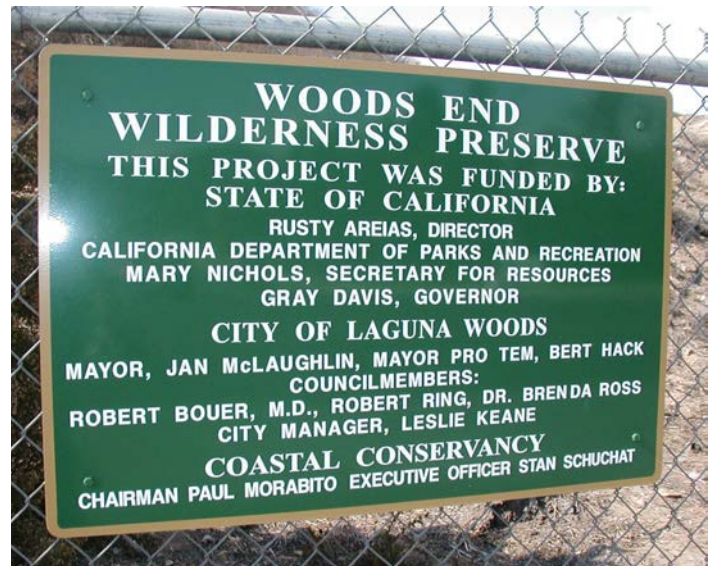
WOODS END

The Woods End project was funded by the 2000 Parks Bond Act and, in 2001, the newly named City of Laguna Woods and the city council applied to annex the 10.6 acres that would become Woods End. In 2002, with a large grant and private donations, the acreage was purchased and dedicated on September 27, 2002.

Woods End Trail is located just west of Village Gate 9. It is a three-mile hike—quite a challenging loop—and is part of the greater Laguna Beach Wilderness Park. An important regional wildlife preserve, the park was originally inhabited by the Acjachemen and Tongva Native Americans.

The park includes trails for hiking, mountain biking and horseback riding, and various geological features such as caves, springs and exposed marine fossil beds. The Wilderness Park is administered by the County of Orange under the OC Parks Department.

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





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