

VILLAGE BREEZE

MAY/JUNE 2023



Recreation + Transportation + News + Services + More

When seconds count, B.E. F.A.S.T.

MemorialCare Saddleback Medical Center encourages everyone to learn the signs of stroke:



Balance Lost

Sudden loss of balance or coordination



Eyes Blur

Sudden trouble seeing or blurred vision in one or both eyes



Facial Drooping

One side of the face droops or is numb



Arm Weakness

Sudden weakness or numbness of an arm or leg, especially on one side of the body



Speech Difficulty

Sudden confusion, trouble speaking or understanding speech



Time to Call 911

Call 911 immediately (note the time the symptoms started)



Saddleback Medical Center is an Orange County
EMS-designated Stroke-Neurology Receiving Center.


MemorialCareTM
Saddleback Medical Center



LETTER FROM THE EDITOR

HISTORY AND TECHNOLOGY

This issue features a little bit of past and present.

I don't know about you, but I enjoy reading and learning about history. So, when VMS Safety Officer II Paul Matheis offered to write an article for the Village Breeze about the history of Laguna Woods Fire Station No. 22 and how it fit into the larger historical topic of how prehospital care and treatment evolved in the United States, I was sold. Arising from a local landscape populated with orange groves and cattle, one of Orange County's first paramedic rescue teams began providing service to Laguna Woods Village in August 1973 and has grown to serve more than 18,600 residents. Prehospital care is poised to grow further, with the Orange County Fire Authority's proposed additional fire station, No. 12, at City Centre Park near Gate 16. Check out "To Your Rescue," starting on page 10.

A bit younger on the timeline but certainly historically significant to the Village, the Chicago Club also has grown since its formation in 1979 to boast more than 1,000 members. This club, for which you don't need to be a Second City native to belong, offers top-notch entertainment and regional excursions that have included the Getty Museum, the Nixon and Reagan libraries, the Huntington Library and Gardens, and more—all venues that feature unique histories, intrigue and beauty. Be sure to read "My Kind of Club" starting on page 14.

Of course, one can't think of the past without pondering the present, and our last feature certainly brings readers into the now regarding a very hot topic—streaming entertainment to a smart TV, tablet or smartphone. This article, written by GRF first vice-president and host of TV6's "Let's Talk Tech," Debbie Dotson, acknowledges that streaming and high-speed internet can be intimidating to many but also shares how with a willingness to learn, anyone can become a savvy streamer, age or technical skill level be darned. Don't miss "Smooth Streaming" on page 18 to start watching Netflix, Hulu and a mindboggling world of content now.

This edition also features our "Community Connected" column, which includes updates from Community Concerts and the Foundation of Laguna Woods Village, as well as news and information from Landscaping Services, Resident Services, General Services, Security Services, Maintenance and Construction, Recreation and Special Events and much more. And as always, be sure to check out content from your boards of directors, including GRF and your housing mutual, all starting on page 46.

I hope you enjoy this issue and, as always, please share your feedback, ideas, photos and more at the email address below.

Ellyce Rothrock, Editor

ellyce.rothrock@vmsinc.org



Jerry Sears



Mark Rabinowitch



Brian Kim

features

10 To Your Rescue

How Orange County Fire Authority's Station No. 22 steps in to save lives thanks to the advent of prehospital care-driven firefighter response programs.

BY PAUL MATHEIS, VMS SAFETY OFFICER II

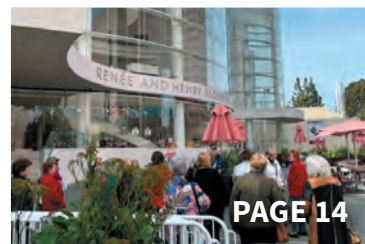


PAGE 10

14 My Kind of Club

Chicago Club's affinity for giving members what they want is the secret behind its 40-plus-year success.

BY JENNIFER KARMARKAR

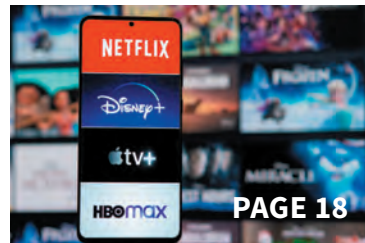


PAGE 14

18 Smooth Streaming

With a little effort and a willingness to learn, anyone can become a savvy streamer, no matter their age or technical skill level.

BY DEBBIE DOTSON, HOST OF TV6'S "LET'S TALK TECH"



PAGE 18

22 Community Connected

- Check Out Community Concerts' New Season
- Foundation of Laguna Woods, MemorialCare Partner to Reduce Fall Statistics
- Resident Photos



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

Cover photo by Mark Rabinowitch



departments

- 4 What's Up in the Village
- 21 We Hear You
- 24 Landscaping
- 26 Resident Services
- 31 Maintenance and Construction
- 32 Security
- 34 General Services
- 36 Recreation
- 56 Then & Now

from the Village Boards

REPORTS, NEWS AND UPDATES FROM YOUR BOARDS OF DIRECTORS

- 46 Golden Rain Foundation of Laguna Woods
- 48 Third Laguna Hills Mutual
- 52 United Laguna Woods Mutual
- 53 Village Management Services

 **GOLDEN RAIN FOUNDATION**
of LAGUNA WOODS

 **THIRD LAGUNA HILLS**
— M U T U A L —

 **UNITED LAGUNA WOODS**
— M U T U A L —

 **Village Management Services, Inc.**

 **THE TOWERS**
Laguna Woods Village

in every issue

KEYS TO THE COMMUNITY

- 28 Village Map
- 30 Stay in Touch

VILLAGE BREEZE

THE OFFICIAL MAGAZINE OF
LAGUNA WOODS VILLAGE

MAY/JUNE 2023

CEO: Siobhan Foster

PUBLISHER: Eileen Paulin

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, Anthony Liberatore, 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

BOARD PRESIDENTS: Bunny Carpenter, GRF Board of Directors; Mark Laws, Third Laguna Hills Mutual Board of Directors; Lenny Ross, United Laguna Woods Mutual Board of Directors; Sue Stephens, Mutual No. Fifty Board of Directors

VILLAGE BREEZE MAGAZINE: Published six times a year by the Golden Rain Foundation (GRF) of Laguna Woods Village. ©2023 GRF. The diverse opinions expressed in Village Breeze magazine do not necessarily represent the views of the editors, Village Management Services Inc. management or administration, the GRF Board of Directors or the Village Breeze Advisory Board. Village Breeze magazine welcomes comment from its readers to info@lagunawoodsvillage.com or Village Breeze, 24351 El Toro Road, Laguna Woods, CA 92637.

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

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

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

Submissions will not be returned.

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

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



WHAT'S UP IN THE VILLAGE



TV6 WEEKLY FEATURED MOVIES

Enjoy great
entertainment from
the comfort of
your home.

Be sure to tune in to Village Television (TV6) for special movie feature presentations. Movies screen on Fridays, Saturdays and Mondays at 2 and 6 p.m. Closed captioning is available for all showings. Find all movie listings at bit.ly/324BJFf. Learn more about TV6 at bit.ly/3KhmSr7.



DO NOT FEED WILDLIFE

Providing food to birds, coyotes, squirrels and other wild critters is illegal.

Feeding wildlife is illegal in California. Here in the Village, both mutuals also prohibit feeding or attracting animals. In Third, Resolution 03-16-117, Care & Maintenance of Patios, Balconies, Breezeways & Walkways states "... Items that constitute a nuisance to one's neighbors should not be placed in common areas or limited common areas. Examples are ... food or water, which will attract birds, insects, or other animals ..."

In United, Resolution 01-03-134, Care & Maintenance of Patios, Balconies, Breezeways & Walkways states, "Items that constitute a nuisance to one's neighbors should not be placed in common areas or limited common areas. Examples are, but not limited to, intrusive wind chimes, reflective objects, food or water that could attract birds, insects, rodents or other animals."

If you see neighbors feeding wildlife, please call Security at **949-580-1400**. Calls may be anonymous.



DON'T GIVE SKEETERS A BITING CHANCE

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

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

For more information about how you can help prevent mosquitoes from breeding, visit ocvector.org.



DRIVE TIME IS FUN TIME

Springtime is a great time to take a Sunday (or any day) drive.

Everything is green, the temperatures are perfect and the air is fresh. Take some time to take in beautiful scenery and enjoy some good eats along the way. Visit bit.ly/3ec5a6g or orangecountyoutdoors.com/get-out-there/scenic-drives for SoCal drives and dining.

WORK PART-TIME IN THE VILLAGE

Enjoy the benefits of working where you live.

Village Management Services Inc. (VMS), the self-owned professional management company for Laguna Woods Village, seeks part-time employees to fill various positions throughout the community, including gate ambassadors, fitness assistants, recreation leaders and more.

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.



WHAT'S UP IN THE VILLAGE



CITY DISCONTINUES MEDS DROP-OFF

Residents can go to Rite Aid, CVS after June 30.

The City of Laguna Woods is discontinuing its personal medication drop-off program and will no longer be available after June 30.

New legislation states that drug companies are now responsible for the proper disposal of the medications they produce or distribute and must supply safe disposal for medication at certain sites (free of charge).

Certain local pharmacies accept personal medication for disposal. For more information, please visit www.med-project.org. In Laguna Woods, personal medication drop-off is now available at Rite Aid (24330 El Toro Road, in the plaza with Home Depot and Stater Bros.) and at CVS (24167 Paseo De Valencia, next to Mother's Market). Benefits of pharmacy-hosted medication drop-off include longer operating hours and more drop-off location options.

For more information, please call Laguna Woods City Hall at **949-639-0500**. City Hall is located at 24264 El Toro Road.



RESIDENT SERVICES IN-HOUSE TRAINING

One-hour, once-monthly sessions to address important customer service topics.

Resident Services will be closing for one hour the third Wednesday of every month for training. Some of the training initiatives the department will undertake include telephone etiquette, technical skills, shadowing, goal setting and managing escalations.

Normal operations will resume immediately after each training event. The Resident Services team thanks residents for their ongoing patience and understanding as the department works toward enhancing all aspects of the customer service experience.

COMPOSTABLE TRASH BAGS

Simplify recycling, reduce odors and keep your community cleaner.

Compostable bags can simplify the organics recycling process, help keep the appropriate bins cleaner and reduce odors emanating from the bins. Compostable bags degrade to humus (the organic component of soil, formed by the decomposition of leaves and other plant material by soil microorganisms), CO₂ and water within 180 days when placed in a standard compost pile.

Simply dispose of your organic waste in a compostable bag and place the bag in your organics recycling bin within three days (an especially important step when disposing of high acidic/alkaline organic waste).



Organics Recycling Best Practices

- Keep organic waste recycling carts in their intended locations. Carts will not be serviced in areas where they are not assigned. If you find a cart has been moved, please email LagunaWoods-Recycles@CRRMail.com.
- Use compostable bags (preferred), paper bags or newspaper to dispose of organic waste. Plastic bags are not accepted. Find various compostable bags at [Amazon.com](https://www.amazon.com), [HomeDepot.com](https://www.homedepot.com) or [Walmart.com](https://www.walmart.com).
- Close the lid to the organics carts completely after use to prevent rodent access.
- Consider storing your organics in the freezer and disposing on Thursday, right before the Friday pickup, to minimize odors.
- Call Resident Services at **949-597-4600** to schedule a Friday clippings/prunings pickup rather than disposing of them in organics recycling carts, ensuring everyone can participate in the recycling program.
- Visit bit.ly/3NoVmrB to access an interactive or a printable map and locate your nearest organics cart.

Please email CR&R at LagunaWoods-Recycles@CRRmail.com or call **949-625-6735** with trash, recycling and organics recycling questions, concerns or requests.



GOLF CART DRIVERS, WATCH FOR PEDESTRIANS

Share the road with those on foot.

Driving a golf cart offers fun and convenience, especially on scenic Village grounds, but it's important to be mindful of walkers, joggers and others who use the paths, which narrow in places. Slow down and be especially careful when visibility is limited, such as when the sun is in your eyes. Remember to share the road and give the right of way to those on foot.



WHAT'S UP IN THE VILLAGE

WATER SHUTOFF REQUESTS

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



WHEN IT RAINS

How excessive rain affected Village landscaping and efforts to restore its beauty

The wet winter helped to keep irrigation costs low, but it took a toll on the general appearance of the landscaping. Weeds love rain! Village turf grasses thrive during warm seasons and, because cold conditions accompanied the rain, grass remained dormant while weeds have thrived. With such frequent rain, the soil remained too soft to mow without the lawn mowers causing permanent turf damage. Plus, crews needed at least three days without precipitation to apply weed killers to turf or shrub beds.

The Landscaping Services Department took various steps to catch up on all the work necessary to restore the Village's outside beauty, including acquiring additional mowers, vigorously attacking weeds in both the turf and shrub beds and contracting additional workers to help staff crews cover more area quicker.

The past summer's watering restrictions halted turf repair, because new seeds need additional water to germinate. Staff took advantage of the damp environment and reseeded some of the turf that needed help before hot summer months return.

Even with additional crews, please remember that landscaping staff covers more than 650 acres, and it takes time to catch up. Please be patient and thank the crews as they work extra hard to make the Village landscaping beautiful again.

RIDE IN STYLE, COMFORT

The Transportation Division is pleased to announce that it has acquired two new ADA low-floor buses.

The Ram Promaster 3500 buses sit 48 inches shorter, are 15 inches narrower and cost an estimated \$35,000 less than the 18- to 22-passenger buses that are used on some routes. In addition, the Promaster gets 19 miles per gallon (MPG) in the city, compared to 10 MPG (city) for the current 18- to 22-passenger buses. Staff estimates that this increased fuel efficiency will generate \$6,000 to \$7,000 in annual fuel savings, or \$42,000 to \$49,000 for the seven-year life of each vehicle.

FLASHING STOP SIGNS



To improve safety and visibility, solar-powered red flashing signage were installed.

Running a stop sign can cause a collision and threaten the safety of walkers, bicyclists, other vehicle passengers, pets and anyone else in harm's way. To prevent drivers from running stop signs and reduce the number of collisions, the GRF board approved the installation of 21 solar-powered red flashing LED stop signs—12 for Third Mutual neighborhoods and nine for United neighborhoods. Flashing stop signs capture drivers' attention and alert them of upcoming intersections so they are less likely to run the stop signs.

The approved flashing stop signs were installed in a phased approach as coordinated by the General Services Department.

Per the plan, the following 12 locations in Third Mutual neighborhoods received new signs:

- Bahia Blanca West and Algarrobo, northbound (one sign)
- Avenida Sosiega and San Amadeo, westbound (one sign)
- Avenida Sosiega and Monte Hermosa, northbound and southbound (two signs)
- Avenida Sosiega and Via Carrizo, westbound (one sign)

- Cabildo and Avenida Sosiega, northbound and southbound (two signs)
- Calle Corta and Avenida Sosiega, westbound (one sign)
- Calle Sonora Este and Calle Sonora Oeste, northbound (one sign)
- Calle Sonora and Via Vista, westbound (one sign)
- Via Vista and Via Serena, northbound (one sign)
- Via Puerta and Via Mariposa East, westbound (one sign)

Per the plan, the following nine locations in United Mutual neighborhoods received new signs:

- Avenida Sevilla and Calle Aragon (near Gate 1), southbound (one sign)
- Avenida Sevilla and Calle Aragon (Gate 3 side), eastbound (one sign)
- Avenida Sevilla and Avenida Majorca, all four directions (four signs)
- Avenida Sevilla and Via Mariposa, northbound (one sign)
- Via Estrada and Calle Aragon, westbound (one sign)
- Avenida Majorca and Calle Aragon, northbound (one sign)

News and Events from Laguna Woods Village

Laguna Woods Village
What's Up in the Village

ENROLL IN "WHAT'S UP" WEEKLY EMAILS

The every-Friday "What's Up in the Village" digital newsletter highlights current Village news, events and much more. To receive "What's Up in the Village" in your inbox, email your request to info@lagunawoodsvillage.com to be added to the distribution list.



How Orange County Fire Authority's Station No. 22 steps in to save lives thanks to the advent of prehospital care-driven firefighter response programs.

BY PAUL MATHEIS, VMS SAFETY OFFICER II

In the early 1960s, Ross Cortese proposed a plan to convert three square miles of agricultural land in unincorporated Orange County into an active residential community for mature adults 55 years and older. The idea was that this development would provide many of the needs for adults later in life in a single location. The transition from agricultural use to a community of nearly 12,800 dwelling units and more than 18,600 residents would significantly influence the demand on public safety fire service resources.

GATE 1, PASEO DE VALENCIA FIRE STATIONS

The importance of a local fire station, properly staffed to provide the adequate protection of a community, is difficult to overstate. The time from onset of a residential structure fire or a medical emergency until the arrival of sufficient fire department resources to begin rescue actions is critical to a positive outcome. Because firefighter paramedics cannot be at all places at all times, the distribution of fire

stations in a community serves to minimize the travel time over the roadways from the fire station to the scene of a fire or medical emergency. The idea is to arrive at the incident scene and provide the critical intervention activity before the structure fire reaches flashover stage, when survivability is not possible or a medical patient deteriorates with permanent disability. This early intervention is possible only if the fire department resources are in the vicinity of the emergency when it occurs.

When Laguna Woods Village was in the early stages of development, the surrounding land was predominately orange groves and grazing land for cattle. Because of this, there were few firehouses in the vicinity, and the nearest fire station was on El Toro Road. Orange County Fire Station No. 19 was a California Division of Forestry and Fire Protection facility staffed only during the dry summer months to suppress wildland fires. Because of this, a new station needed to be established within the new community and staffed year-round to serve the residents. A temporary fire station was located in a manor near Gate 1 before the permanent facility on

The Orange County Fire Authority and the City of Laguna Woods have proposed an additional fire station, Orange County Fire Station No. 12 at City Centre Park near Gate 16, to serve the area nearest gates 8, 10 and 11 off of Santa Maria Avenue.

the Paseo de Valencia was built and dedicated on October 21, 1966. Initially, a single fire engine was to serve the residents who had moved into what was then known as Leisure World.

NEED FOR PREHOSPITAL CARE IDENTIFIED

In 1966, a seminal report by the National Academy of Sciences addressed a gap in prehospital care and treatment in the United

States. The report, "Accidental Death and Disability: The Neglected Disease of Modern Society," spoke to the lack of uniform standards across the U.S. with respect to training, equipment and vehicles in the prehospital setting and what was needed to address these concerns.

The thesis of this report was that patient survival rates were better in the battlefields of Korea and Vietnam than on the freeways of California and in the urban cities of the United States. Historically, there has always been a connection between care and treatment of injured soldiers and the transfer of these lessons learned to civilian society. During the Civil War, ambulances were employed to provide transportation of battle-wounded soldiers to field hospitals. Experiences in WWI and WWII refined these procedures. During the Korean War, the first use of helicopters to transport patients rapidly to a mobile field hospital served to decrease the time between injury and definitive treatment, thus increasing survival rates. This early form of medevac is used today across the landscape of the U.S. when it is expected to effectively minimize travel time from the incident scene to a fixed facility for definitive care.



In the Village's early days, the surrounding land was predominately orange groves and grazing land. Orange County Fire Station No. 19, at I-5 and El Toro Road, was a California Division of Forestry and Fire Protection facility staffed only during the dry summer months to suppress wildland fires.



The first class of Orange County paramedics graduated from the UCI paramedic training program in August 1973.

Concurrently, in 1966, efforts were underway in Belfast, Northern Ireland, and Toronto, Canada, to provide cardiac care in the prehospital environment using physicians and physician interns, respectively. Other programs were underway in Miami and Seattle that established paramedic teams from hospitals and fire stations, respectively, with the earliest locally developed curriculum by interested physicians.

By September 1969, a group of interested physicians from Harbor General Hospital in Los Angeles began a training program using firefighters that would specifically address the need to provide effective prehospital care for cardiac emergencies occurring outside of the hospital. At that time, half of ambulance services in the U.S. were performed by mortuaries and police vehicles and not designed for effective patient care during transportation to a hospital.

Also underway in 1969, Los

Angeles County Supervisor Kenneth Hahn was working to establish a law in the California legislature that would provide nonphysicians legal authority to deliver medical treatment outside a hospital using procedures and techniques normally done by a physician in a hospital setting. The partnership of California legislators Assemblymen Larry Townsend and Senator James Wedworth created the Wedworth-Townsend Paramedic Act of 1970. To Governor Ronald Reagan this was personal, as his father died in 1940 at 57 years of age from a heart attack when the responding ambulance would not cross jurisdictional lines.

In 1972, the television show “Emergency!” debuted, illustrating the lives of two Los Angeles County Firefighters, Johnny and Roy, as they rendered life-saving care to injured people. This broadcast raised the consciousness of many Americans of how paramedics could help save the

lives of real people. Ultimately in 1973, President Richard Nixon signed the Emergency Medical Services Systems Act, sponsored by Senator Alan Cranston that provided funding for local government paramedic training programs.

At this time, the Orange County Fire Chiefs Association was monitoring the success of the Los Angeles County program, and the county fire chief at the time, Carl Downs, engaged the board of supervisors for a similar program. Their efforts resulted in the development of a paramedic training program for firefighters through the University of California, Irvine. The paramedic training program in Orange County subsequently was transferred to the Santa Ana-Tustin Community Hospital, then to an association with Daniel Freeman Hospital in Santa Ana and to where it currently has been since 1988 at Saddleback College.

VILLAGE’S FIRST PARAMEDIC RESCUE TEAM

The first class of Orange County paramedics graduated from the UCI paramedic training program in August 1973, and the first paramedic rescue team began providing service to Laguna Woods Village that same month. This deployment of paramedics to serve the Village was one of the first paramedic teams deployed in the County of Orange. A second engine company was added at the same time, and an aerial ladder truck company was established sometime later.

Subsequently, due to the high level of activity of the Orange County/Laguna Woods Fire Station No. 22, a second paramedic unit was placed in service at that station to enhance the service level and reduce 911 call response time. Due to the traffic congestion immediately outside the gates of Laguna Woods Village, and the later development of the community farther from station 22, travel times have suffered. To address the longer travel times, the Orange County Fire Authority and the City of Laguna Woods have proposed an additional fire station, Orange County Fire Station No. 12 at City Centre Park near Gate 16, to serve the area nearest gates 8, 10 and 11 off of Santa Maria Avenue.

This additional paramedic engine company should significantly increase efficiency and lower travel times for community residents and visitors.

WHY FIREFIGHTERS?

Sometimes people ask fire department leaders “Why send the fire engine to a medical emergency?” The answer is because all Orange County firefighters are trained emergency medical technicians (EMT), and the idea is to get trained medical personnel to the scene of the incident as soon as possible. Sometimes, as is the case in Laguna Woods, paramedics (EMT-P) are deployed on a fire engine, and the nearest fire engine company is sent to

minimize response time and initiate medical care as soon as possible. Additionally, a private ambulance crew will arrive at the scene to transport the patient to a hospital along with a paramedic escort, if necessary, based on the medical situation.

With the proposed addition of Orange County Fire Authority Fire Station No. 12, located on Moulton Parkway near Clubhouse 7, the community will experience significantly enhanced response times (reduced total time to incident scene). This reduction in time from 911 call to the arrival of paramedics at the scene should be realized in improved patient outcomes and a better quality of life for the residents of Laguna Woods Village.

You're Invited!

Join a panel of neurosurgeons from MemorialCare Saddleback Medical Center to learn about stroke prevention and how to detect a stroke, back and neck pain treatment options, and skull base brain tumor procedures.

When: June 19 | 5:30 – 7 p.m.

Refreshments will be offered prior to the lecture from 5:30 – 6 p.m.

Where: 24262 Punta Alta, Clubhouse 5

RSVP: memorialcare.org/LWneuro
or
Jessica Sanders (949) 452-3791



We will be raffling off two
\$25 Trader Joe's gift cards for
those in attendance.



MY KIND OF CLUB



Chicago Club's affinity for giving members what they want is the secret behind its 40-plus-year success.

BY JENNIFER KARMARKAR

Villagers searching for the quintessential Chicago hot dog or the best deep-dish pizza in town likely won't find it at the Chicago Club. Nor will they find heated discussions about Windy City politics. What they *will* find is top-notch, Las Vegas-style entertainment, monthly bus trips to fabulous local destinations, and the camaraderie of a group of fun-loving people.

There's something for everybody in the Chicago Club, said Sharon Beck, longtime club president. When she heard about the club she thought it sounded fun, but figured she didn't qualify because she wasn't from Chicago. And no, you don't have to be from Chi-town to join. Beck, herself, is from Philly.

"Don't worry; everybody comes," she was told by a bridge acquaintance.

Beck decided to give the club a try, and what she found was a sense of belonging she hadn't felt with any other Village clubs, she said.

"I like music, but I can go to other clubs for that. Seeing this club's success, seeing it grow, and meeting all kinds of new people—that's really what a club is all about."

GROWING MEMBERSHIP

The Chicago Club was formed by resident Maryan Feingold in 1979 to bring former residents of Chicago together. Whereas residency in America's "second city" was initially a requirement, the club now welcomes everyone.

In addition to being one of the longest-running clubs, it boasts one of the largest memberships, topping more than 1,000 in 2022. Beck points out that membership has more than tripled since she took the reins in 2012.

What's the draw?

It's the best bargain in the Village, said resident Judy Mandel, who joined the club shortly after moving to the Village 17 years ago. "The last few years they have upgraded the entertainment selections immensely, and I believe some of the acts come from Las Vegas. The membership fee of \$40 allows us to attend the shows at no charge. And the day trips are fun and informative. There's something for everybody."

The club meets at Clubhouse 5 on the second Thursday of each month, offering high-quality entertainment and a GRF cash bar. Although shows don't begin until 7 p.m., Beck said residents start lining up for a table up to two hours ahead. Club officers work on show nights, collecting money and new memberships, manning the doors and ensuring things go smoothly.

Besides seeing shows for free, members also receive \$10 off each day trip. "A lot of new residents come and they pay the \$10 guest fee," said club officer Dorothy Pacella. "Then they see how great it is—entertainment, dessert and coffee—and they turn around and join because they say there are no other clubs like this in the Village. We've earned our reputation and earned our membership."

ENTERTAINMENT RIVALS VEGAS

The Chicago Club is one of the few clubs in the Village to open with a comedian or a magician before the headline entertainment, said Beck. The two-for-the-price-of-one idea was the brainchild of club member Stan Zucker, and it's brought in a lot of new members. The main entertainment also has been stepped up several notches, with VP of

Entertainment Louie Bilowitz bringing in top-quality acts from cruise ships and Las Vegas.

Recent entertainers have featured cruise ship magician and Magic Castle alum Rick Gerber and Creedence Clearwater Revival tribute band Brad Ford & Fortunate Son. "I think of the evening entertainment as like a nightclub," Beck said. "You come, you bring your food, you



The Chicago Club gets around! Some of the club's trips include the Los Angeles County Museum of Art, the Segerstrom Center and the Orange County Museum of Art.



Other popular destinations have included the Getty Museum, Huntington Library and Gardens and the Peterson Automotive Museum.

can have cocktails and then have coffee and cake.” Dessert is served before the show based on a membership survey that indicated people prefer to leave directly after the show.

Upcoming performances include Jason Sulkin Music on June 8, a Bobby Darrin tribute featuring Ron Johnson on July 13, and a Streisand tribute starring Rebecca Clark on Aug. 10.

In addition to its monthly entertainment, the club recently launched “Magical Moments,” a series of four concerts at the Laguna Woods Village Performing Arts Center. The upcoming season begins June 24 with A Musical Tribute to Frankie Valli and the Four Seasons. Additional shows include The Temptations and The Four Tops, Jumping Jack Flash (a Rolling Stones concert recreation), and The Jersey Tenors. The four-program package has sold out, but single tickets are available at the Performing Arts Center box office for \$30, \$35 and \$40.

“We have some incredible entertainment,” said Beck.

THE JOY OF THE JOURNEY

When many people think about the Chicago Club, what comes to mind is the monthly guided trips to local destinations. The daylong excursions are planned by Pacella, who chairs the club’s travel committee, and tour guide extraordinaire Bill Hoffman, founder of Hoffy Tours in Laguna Hills.

“Bill Hoffman is a fabulous tour guide,” said Pacella, who

understands the DNA of guest experience from her 12 years at Disney. “It’s about the joy of the journey—he makes it fun, and there are no other clubs that do trips this way.”

Trips average around \$100 and many include lunch. They are wildly popular and usually sell out, Pacella said. “In some cases, we have a waitlist, but our goal is to get as many people on the bus as we can.” The bus holds 50 but, if it makes sense economically, a second bus may be added, she said.

A recent trip to Huntington Library and Gardens was one of the club’s most popular events, Pacella said, selling out almost immediately after it was announced. Other popular destinations have included the Getty Museum, Pasadena Showcase House of Design, Claremont/Scripps College, the Academy Museum of Motion Pictures, the Peterson Automotive Museum, and the Nixon and Reagan libraries.

There are about 20 repeat travelers who are the first to reserve every month, Pacella said. “They don’t care where we are going—they want to be the first on the bus. I’m proud that we have that kind of loyalty from our travelers. It’s because they have fun—and where else can you go anywhere that we’re going to drive you, feed you and entertain you?”

TAKING THE ROAD ON THEIR SHOW

When the COVID-19 pandemic hit in March 2020, clubhouses

were shuttered, buses stopped running and clubs went dark. But not the Chicago Club, which decided if residents couldn’t leave their homes, they would bring road trips to them via Village Television.

“It pained me to think we had to leave our members behind just because the club went dark,” Pacella said. “So, I made a proposal to the Chicago Club’s general board to do a TV show where Bill Hoffman and I would find a local destination and tell the story of the destination on video,” she said. “Our first objective was to bring entertainment to our 18,000 Villagers who were hostages in their homes.”

Pacella approached VMS with the idea and was given the 7 p.m. second Thursday slot on Village Television—the same time the club had been meeting at Clubhouse 5. Hosted by Pacella and filmed by her husband, Carmen, “The Chicago Club Travel Show” premiered in mid-2020, taking viewers to such locations as Dana Point Harbor, San Juan Capistrano, downtown Orange and Santa Ana, and Christmas lights displays at local malls.

The destinations were selected to be within 30 minutes of the Village so residents might be inspired to get out and enjoy them in person, Pacella said. The club recorded 36 shows over a three-year period, continuing even after the bus tours resumed in the fall of 2022. One of Pacella’s favorite shows was a 90-minute history

of Laguna Woods Village, filmed at the Laguna Woods History Center. “We called it ‘A Trip Back in Time,’ and we told the whole story of the Moulton Ranch, knowing many residents didn’t realize where we came from when Ross Cortese built the Village.”

CONSISTENCY, VALUE AND COURTESY

The show currently is on hiatus, but Pacella said it served its purpose on many levels. “As our membership grew during COVID, we knew the only driver was our travel show,” Pacella said. “Later, we added promotional material at the lead-in to talk about our next event, and we pitched our entertainment and forthcoming trips. So, we didn’t stop. It’s been fun, and people are renewing their memberships again because they knew we didn’t forget them.”

The travel show is just one of the many ways the Chicago Club has sought to engage members in creative ways throughout its 44-year history. “We have an excellent board, and I think that each person is good at what they do, so that it makes the club function well,” Beck said.

Pacella added that while other clubs may come and go, the Chicago Club has offered consistent quality entertainment, value and courtesy toward its members day after day, for 40-plus years.

“Our goal is to give residents something to look forward to every month,” Pacella said.



With a little effort and a willingness to learn, anyone can become a savvy streamer, no matter their age or technical skill level.

BY DEBBIE DOTSON, HOST OF TV6'S "LET'S TALK TECH"

You may have heard the word “streaming” for some time now but wondered what it really means. Streaming delivers video and audio content directly from the internet to a device, such as a smart TV, allowing the content to be played in real-time. You probably have heard of popular streaming services like Netflix, YouTube, Hulu, Amazon Prime Video and more.

THE RIGHT STUFF

Currently, most of our community watches news and television via our broadband cable, with or without a set-top box. However, streaming can enhance your life in several ways: It allows you to access a bigger selection of movies, TV shows, music and more than through cable alone, along with incredible free content. Also, a subscription to app-based content like HBOMax or Showtime may cost less per month than through your cable package.

Streaming requires a smart TV, a computer, a tablet or a smartphone with a high-speed internet connection—which is vital to smooth streaming. Most new smart TVs come with free content-viewing apps already installed and even a “live” option without a need for any paid subscriptions except for internet.

If you have an older TV, you may be able to access streaming options by connecting an external device, such as a Roku or Apple TV device, or an

Amazon Firestick, which turn your current TV into a smart TV. Simply plug the device into your television's HDMI port, connect it to the internet, and start streaming content.

If your television doesn't have an HDMI port, it might be time to invest in a new TV. Smart TVs are well worth the investment, and many are very affordable. Consider one that offers fully functional streaming, built-in apps or already includes a service like Roku, and a voice remote, which offers convenient hands-free operation and integration with other smart devices in your home. Most remotes also have preprogrammed buttons that go right to the app, such as Netflix.

THERE'S AN APP FOR THAT

Most smart TVs come with a selection of pre-installed apps organized into different categories, such as movies, TV shows, news and sports. Browse these categories to get an idea of what's available and what may interest you. You may already have a subscription to some apps, like Netflix, and you will need to log in to each with your username and password, but once that is done, you shouldn't have to do it again.

If you have a specific show or movie in mind, use the search function within your TV's app store or on the app itself to see if it's available for streaming, or search via verbal commands if you have a voice-controlled remote. Once you start interacting

Streaming requires a smart TV, a computer, a tablet or a smartphone with a high-speed internet connection—which is vital to smooth streaming.

with the apps, many of them will provide recommendations based on your viewing history or what is popular. Explore the app store on your smart TV to find new and interesting apps. Browse the categories or read reviews from other users to help find what you might want to watch. Ask friends, family, or neighbors for content recommendations. People love sharing what they are "binge-watching" on their TV!

Not all apps are available on all smart TVs; check if an app you're interested in is available on your TV. The exact steps and menu options may vary slightly depending on the TV model and brand, so consult the user manual or online support for assistance.

Adding apps to a smart TV is simple:

- Turn on your TV; use the remote control to access the main menu.
- Locate and select the apps or app store section to browse and download various apps.
- Use the search function or browse categories to find the app you want.
- Select the app press Download or Install. Downloading may take a few minutes, depending

on the app's size and your internet speed.

- Once installed, launch the app from the app menu or from your TV's home screen.

WHAT YOU NEED FOR SPEED

To access and stream all the content on your TV or other devices, good-quality internet speed with unlimited data (which we have here now with our current provider) is vital. Internet speed is measured in Mbps (megabits per second). The basics of internet speed are:

- The higher the speed, the faster data is transmitted and the faster you can load websites, stream videos and download files.
- Different activities require different minimum speeds to function properly; for example, slower speeds are fine for basic web browsing and emailing, but high-definition (HD) streaming requires a faster speed.
- Internet service providers offer different speed packages; choose a package that meets your needs.
- The actual speed you experience may vary depending on the number of people using the internet simultaneously, the

distance from the service provider's infrastructure, and the type of device you are using.

In general, a minimum internet speed of 15 Mbps is recommended for basic online activities, while 30 Mbps or greater is recommended for seamless streaming of high-definition video content on a single device. However, with all the new devices using a Wi-Fi connection, consider 50 Mbps or greater, especially if your household uses many devices simultaneously.

Imagine the internet as a vast network of highways stretching all over the world, connecting different cities. Think of data as vehicles that travel along these highways to reach their destination; think of data speeds and sizes as vehicles traveling on the invisible internet highway. Just like how a sports car travels faster than a truck, internet data can travel at different speeds depending on the connection type. A high-speed broadband connection allows data to travel much faster than a dial-up connection. Similarly, just like how a large truck takes up more space on the highway than a small car, larger files take up more space on the internet highway, meaning it can take longer for larger files to travel from one point to another, especially if the internet connection is slow or congested. Larger files can take longer to transmit and are more likely to cause congestion. However, just as there may be traffic congestions and slowdowns on a highway,

Deborah Dotson's "Let's Talk Tech" airs on TV6 every Tuesday at 2 p.m. and every Friday at 10:30 a.m. Watch previous "Let's Talk Tech" episodes on Village Television's YouTube channel at youtube.com/c/VillageTelevision.

data can get delayed or lost due to network congestion, outdated hardware or security threats.

In our community, we currently use hybrid coaxial cable (coax/fiber) internet to provide services to your home; recently our provider, West Coast Internet, began offering higher speeds. However, as technology changes, further increasing our speed and data capacity will be necessary as soon as 2025. Our current system may not be able to handle the upgrade, necessitating the move to full fiber. (Note: This is being carefully studied by the Broadband Ad Hoc Committee.)

Fiber internet, which uses light to transmit data rather than electrical signals, supports higher bandwidths and faster download and upload speeds—reaching up to 1 Gbps (gigabit per second)—and can easily handle multiple devices, high-definition video streaming and other bandwidth-intensive activities.

Full-fiber internet is less likely to be affected by the network congestion, outages and interference that can impact cable internet, making it a more reliable choice for people who need a fast, stable internet connection. Fiber internet is more dependable than hybrid coax. Coaxial cable can suffer from signal degradation due

to distance, weather and electromagnetic interference, resulting in slower speeds, connectivity issues, and more maintenance and labor.

Fiber can easily accommodate increasing bandwidth demands and, as technology evolves, is more likely to keep pace with change and provide users with the speeds and reliability they need.

EMBRACE IT!

The world of streaming services and high-speed internet may be intimidating for those who may not have grown up with these technologies. The latest smart TVs connected to high-speed internet offer a simple, convenient interface. With a simple click of the remote or a voice activation, watch your favorite shows or movies anytime and anywhere, making it a great option for staying entertained. Or use it to stay connected with friends and family via video-conferencing apps or maintain an active and engaged lifestyle by streaming educational content, including online courses and documentaries.

With a little effort and a willingness to learn, anyone can become a savvy streamer, no matter their age or technical skill level.



WE HEAR YOU!

QUESTIONS ASKED & ANSWERED



How can I access the maintenance records for work the mutual completed in my manor?

You can receive information about maintenance done in your manor by completing a Service Records Request form. This record will include work initiated by you through Resident Services and that occurred inside your manor. You will not be able to access records for work done in the common area or at a manor other than your own. Find the Service Records Request form at lagunawoodsvillage.com > Residents > Resident Services > scroll to the purple Resident Services header; the Service Records Request Form is listed alphabetically.



I haven't had the opportunity to attend a new resident orientation. How can I access the information provided during an orientation session?

The same new resident orientation handouts provided at in-person sessions are posted at lagunawoodsvillage.com > Residents > Resident Services > scroll to the purple Community Access header; "Third New Resident Orientation Documents" and "United New Resident Orientation Documents" are listed third and second from the bottom of the list. These documents are full of essential information designed to help members understand and navigate the unique setup of the community.



Is it OK if my sister visiting from England stays with me for a month?

Yes! However, governing documents state that overnight guest visitations are limited to 60 days (cumulative) in a 12-month period, in accordance with California Civil Code. Further, guests may not use a living unit in the absence of the qualified resident.



COMMUNITY CONNECTED



CHECK OUT COMMUNITY CONCERTS' NEW SEASON

By Ian Samson, for Community Concerts of Laguna Woods Village

Community Concerts is delighted to share an exciting lineup for its spectacular 2023-2024 chamber music season. Thanks to new and returning members as well as generous donations, Community Concerts has been able to assemble six concerts featuring world-class musicians. Despite a dip in membership thanks to COVID-19, inflation and an increased PAC rental fee, Community Concerts has maintained membership dues at \$75. This remains a bargain, as single performances of similar quality in surrounding venues run upwards of \$50!

THE SCHEDULE

- **October 15: Pianist Jon Kimura Parker** is known for his charisma, enthusiasm and dynamic performances. A veteran of the international concert stage and committed educator, he is currently professor of piano at Rice University.
- **November 12: Carion Wind Quintet**, a prize-winning Danish-Latvian ensemble, brings unique and innovative experiences to chamber music. Their carefully choreographed and dramatized performances add a new dimension. No chairs. No music stands.
- **January 28: The Maxwell String Quartet**, formed in 2010 while they were postgraduate students at the Royal Conservatoire of Scotland, are considered one of Britain's finest young string quartets.

- **February 25: The Aya Trio**, based in Boston and New York, was formed at the famed Curtis Institute of Music in Philadelphia. Comprised of award-winning musicians, the trio breathes new life into the great standards of piano trio repertoire.
- **March 24: Under the baton of Barry Silverman, the South Coast Symphony Chamber Orchestra** is a local treasure composed of string musicians from the South Coast Symphony.
- **April 21: Two world-class soloists** make up the **Mesa-Yakushev Duo**: Ilya Yakushev is known for his musical pyrotechnics on the piano; Thomas Mesa is heralded as one of the most engaging cellists of his generation.

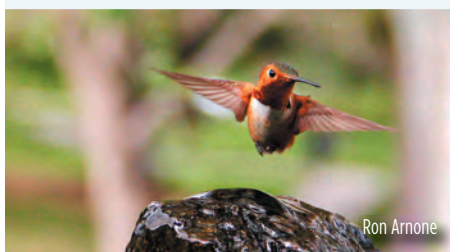
Membership is \$75 per person, which includes season tickets. Find a downloadable membership form at comconcertslwv.com.

Please mail the completed form, a self-addressed stamped envelope and payment to Community Concerts of Laguna Woods Village, P.O. Box 2821, Laguna Woods, CA 92637. Checks made out to Community Concerts of Laguna Woods Village or credit cards (information on downloadable application form) are accepted. A 2% processing fee (half of bank charges) will be added to credit card transactions.

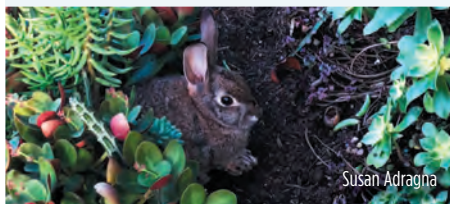
Community Concerts are for Laguna Woods Village residents and their guests only.

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.



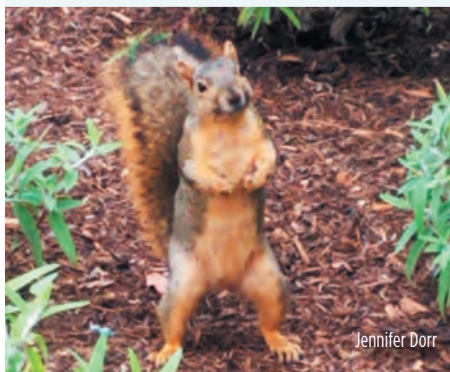
Ron Arnone



Susan Adragna



Gary Belida



Jennifer Dorr



FALL PREVENTION INITIATIVE

Foundation of Laguna Woods, MemorialCare partner to reduce statistics.

According to the Centers for Disease Control and Prevention, every second of every day an older adult suffers a fall in the United States. In Laguna Woods Village, falls are particularly commonplace and the biggest reason why EMTs are called. A recent review of ambulance calls to Memorial Care Saddleback Medical Center revealed that approximately half of ambulance runs were due to falls.

Falls can result in serious medical and financial harm, are the key cause of fatal injury and are the most common cause of hospital admissions among older adults.

Beginning this July, to help ensure residents don't become a statistic, the Foundation of Laguna Woods Village is partnering with Memorial Care Saddleback Medical Center to provide fall prevention classes free of charge at Clubhouse 2. The sessions, led by medical center staff, will focus on different aspects of fall prevention, incorporating chair exercises, stretches and strengthening to help improve strength and stability.

The program will be offered as one-month segments in July, August and September, with three one-hour sessions each month on Wednesdays from 2:30 to 3:30 p.m. Residents can register for a single month's sessions. Register via ActiveNet at bit.ly/3o7vgBM or at the Clubhouse 2 office or recreation office.

Registration for the program on July 5, July 12 and July 19 begins June 1. Space is limited. Workout clothes and tennis shoes are recommended.



LANDSCAPING



A QUIETER VILLAGE

By Kurt Wiemann, Director of Landscaping Services

On October 11, 2021, California passed AB 1346, effectively banning the sale of new gas-powered, small off-road engines (SORE) by January 1, 2024. Landscaping maintenance equipment like blowers, edgers and line trimmers are the main targets of the law.

Historically, noise and exhaust emissions caused by gas-powered equipment are two pet peeves of Village residents. Gas-powered equipment is loud, especially in our tightly spaced buildings. Further, AB 1346 states, “one hour of operation of a commercial leaf blower can emit as much ‘harmful exhaust’ as driving 1,100 miles in a new passenger vehicle.”

VMS staff have been experimenting with electric equipment for several years and find it to be at least double the cost of standard gas equipment. Additionally, batteries and chargers must be purchased separately.

Based on staff experiences with pilot equipment, each piece of equipment will use two to three batteries per day, depending on tasking. However, staff has found that batteries are improving with each iteration and expect the number of required batteries to decrease in coming years. Staff is also currently investigating the electrical capacity of the maintenance shop and the needs of charging batteries.

Due to the new law, equipment is hard to come by, as manufacturers have not completely recovered from pandemic-related supply-chain issues to ramp up production. The GRF board anticipated these potential

issues, and staff is purchasing equipment in advance of the new law taking effect.

CHARGED BENEFITS

Once staff is fully operational with electric-powered equipment, residents can look forward to decreased emissions and noise disturbances. However, ride-on mowers do not fall into the same SORE category and will remain gas powered for the near future. Staff tested electric-ride mowers and found engine power and battery life insufficient for our mowers’ heavy workload.

Other benefits include potential lower operating costs per machine. Initial costs may be higher, but manufacturer literature states that operating costs are much lower over the long term. Commercial electrical units take more time to operate but have fewer parts, no air and oil filters, and need no gas. It is yet to be determined whether electric equipment repair costs, including parts costs, repair labor and machine downtime, compare to gas-powered equipment. Staff has interviewed operations managers of several commercial landscape contractors; the consensus is that repairs are faster and simpler, and parts are slightly more expensive.

The upfront costs seem high along this mostly unknown road we all must take, but the benefits of electric equipment extend beyond our community. New electric equipment in the Village will lead to a healthier and quieter environment for us all.



SAVING WATER SAVES MONEY

New irrigation system will generate more than \$350K in rebates for GRF

Within the boundaries of Laguna Woods Village, there are 651 irrigated acres of landscaping, excluding golf courses. Irrigation is controlled by a computerized central control system that is the responsibility of GRF. All downstream piping, valves, sprinklers, etc., belong to the individual housing mutuals. The irrigation system consists of 407 remote irrigation controllers and more than 500,000 sprinkler heads.

As you may have heard, GRF is installing a new irrigation master control system. The old system was outdated and relied on an obsolete computer with only local data storage. It did not have any functional remote access; a technician had to be at the monitor in the office to see or resolve issues. As the irrigation system runs mostly at night and on weekends, this had been an extreme limiting factor in the response time to main line breaks and other irrigation issues.

Additionally, system communication was a weak link; the old hardwire system had been unreliable and in need of frequent repair. The radio portion of the system required line of sight, and any plant material that grew in front of the receivers disrupted connections and required manual troubleshooting.

The new cloud-based system, Hydropoint WeatherTRAK System, uses reliable cellular communication, as do all modern control systems. This system can be completely controlled by tablets and enabled smartphones. Technicians can adjust irrigation cycles on the spot, making system fine tuning much more efficient and instantaneous. Another helpful feature is that technicians can get alerts on their phones during off hours, greatly reducing the time to fix serious issues, saving money and water lost.

The entire new control system is eligible for rebates from Metropolitan Water District (MWD), equal to \$35 per station, with well over 10,000 stations in the system. Staff has been working with MWD and El Toro Water District to obtain these rebates.

MWD has shown particular interest in the new system installation, as it is the largest system upgrade that they have experienced in their entire area, which encompasses most of Southern California. When the project is complete, GRF will receive more than \$350,000 in rebates.



RESIDENT SERVICES



WHEN TO CONTACT RESIDENT SERVICES

And when and where to turn for other options.

Resident Services call-in and walk-in hours are from 8 a.m. to 5 p.m., Monday through Friday, except major holidays.

Resident Services is always ready to assist you, but staff experience the height of phone service from 9 a.m. to 1 p.m.—and especially on Mondays. If you can, please instead email residentservices@vmsinc.org or consider calling 949-597-4600 during off-peak hours, which are from 1 to 4 p.m., and during mid-week versus Monday morning, when call volume is the highest.

WHEN TO EMAIL OR CALL RESIDENT SERVICES

- Broadband services
- Chargeable service disputes

- Appliance reimbursements
- Landscaping
- Maintenance requests
- Carpentry, rodents, termites, etc.
- New-move electrical
- Plumbing
- New move in (decals, passes, RFIDs)
- Resident education on mutual responsibility
- Staff complaints/compliments
- Vehicle registration

WHEN TO CALL OTHER DEPARTMENTS OR DIVISIONS

- Accounting (HOA/Assessment fees): 949-597-4221
- Compliance/Violations: 949-268-2255
- Gate clearance: Some general gate clearance can be entered online by residents or by calling 949-597-4301
- Leasing, ID cards: 949-597-4323
- Manor Alterations Division: 949-597-4616
- Occupancy applications: 949-268-2393
- Property taxes: 949-597-4208
- Recreation: 949-597-4273
- Resale inspections: 949-597-4636
- Resale membership requirements: 949-597-4219
- RV lot space: 949-268-2284
- Security: 949-580-1400
- Social Services: 949-597-4267
- Transportation: 949-597-4659
- Trash and bulky-item pickup (CR&R Inc.): 949-625-6735; LagunaWoods-Recycles@CRRmail.com

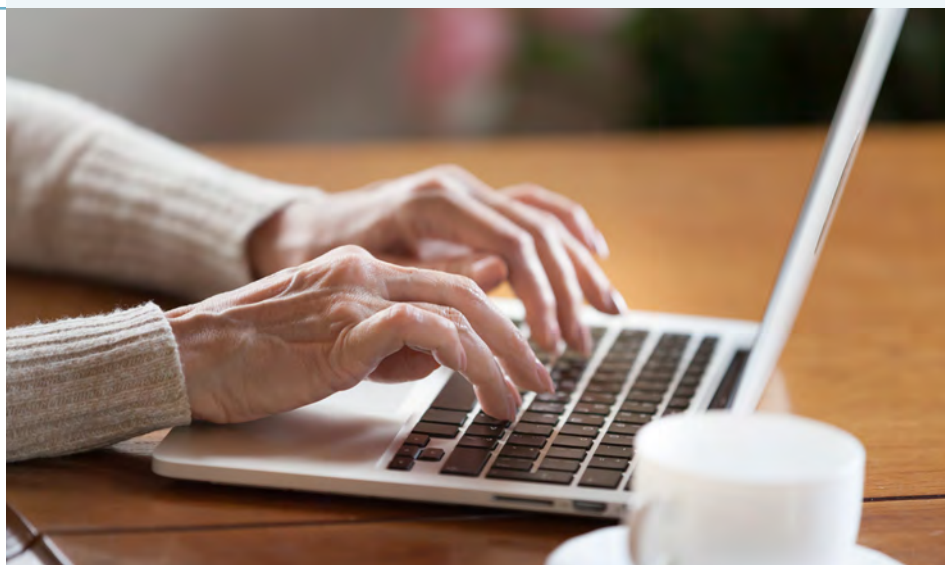


HOW TO OBTAIN ANNUAL GUEST PASSES

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

Resident Services is ready to help residents who wish to welcome longer-term guests to the Village. However, annual guest passes, which are good for up to one year, can be obtained through Resident Services only.

Email residentservices@vmsinc.org or call **949-597-4600** to schedule an appointment.



DON'T WAIT IN LINE AT RESIDENT SERVICES

Did you know that many things offered by Resident Services can be done from the convenience of your own home? Avoid lines, save gas and time, and go online for the following:

- Register guests for daily passes and overnight parking permits 24/7/365 with DwellingLive at lagunawoodsvillage.com/passes or download the app at Google Play or the App Store.
- Process credit card payments, submit service requests, check account balances, print account statements, update emergency contacts and review resident and vehicle information at portal.lagunawoodsvillage.com.
- View frequently called Laguna Woods Village numbers at lagunawoodsvillage.com/contact.
- Schedule an appointment at or email questions to residentservices@vmsinc.org.

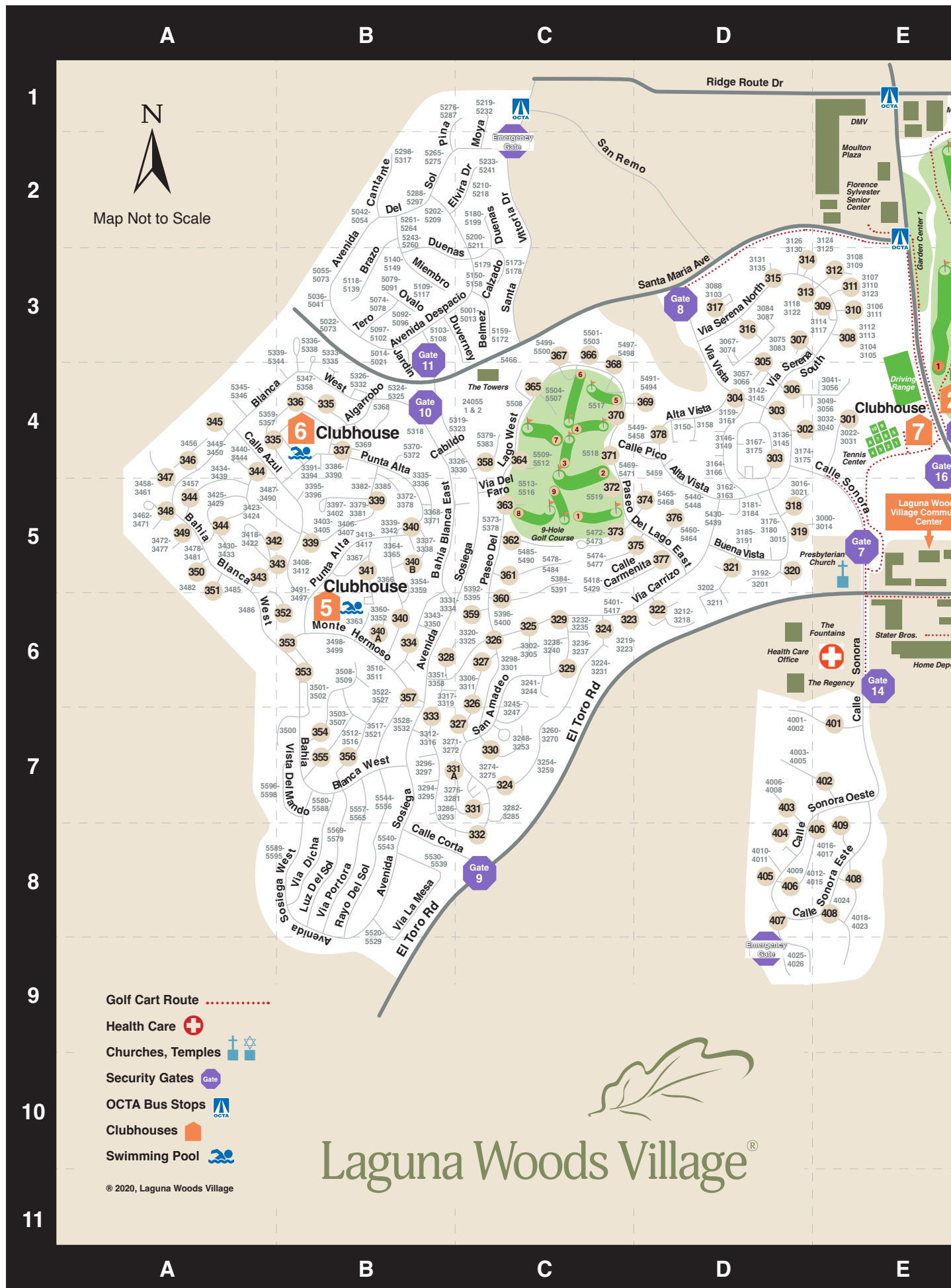


AFTER HOURS, ON WEEKENDS AND HOLIDAYS

For after-hours, weekend and holiday emergencies, call Security Services at **949-580-1400**.

LAGUNA WOODS VILLAGE COMMUNITY STREET MAP

KEYS TO THE COMMUNITY







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
lwvillagelibrary@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



MAINTENANCE & CONSTRUCTION



DEALING WITH MOISTURE INTRUSION

By Manuel Gomez, Director of Maintenance and Construction

Even the best-kept homes can experience a moisture intrusion event. Village pipes are aging and can spring leaks. Unfortunately, many beautiful manor alterations that improve day-to-day life can leak as well. There are several ways to prevent or minimize damage to mutual and personal property:

- Act quickly if you notice initial signs of moisture. Though some damage may occur, if not addressed rapidly, residual moisture can continue to cause damage.
- Contact Resident Services at residentservices@vmsinc.org or **949-597-4600** Monday through Friday, 8 a.m. to 5 p.m., to get the process started with the Damage Restoration Division. After hours or on weekends or holidays, call Security Services at **949-580-1400** to ensure dispatch assigns the right resources to address your issue.
- Ensure preventive maintenance and regular checks occur on all alterations. Find a list of the known alterations for your manor in your resale documentation.
- Safeguard vulnerable areas via water detector/leak alert devices that identify possible leaks before excessive damage occurs. We can salvage more property if we can respond quickly. Local hardware stores stock several economical alarm/alert options.

A moisture intrusion event involves leak repair, cleaning up water and addressing damage. Here's what you can expect after reporting a leak:

- As soon as you contact Resident Services or Security, a combination of plumbers, roofers and restoration vendors are dispatched,

depending on the cause of the leak. Please note that plumbing staff do not work on alteration items. If your alteration is the cause of the leak, VMS personnel will only secure it until you are able to hire repair personnel.

- A damage restoration coordinator will contact you to schedule a damage inspection. The coordinator can answer any questions you might have and ensure the right vendors are contacted, and that their work is acceptable.
- Different vendors may contact you throughout the process, scheduling visits to set up or check on necessary equipment and track progress toward returning your manor to normal.
- Once all actions are completed, your coordinator will schedule a final inspection to ensure no further work is needed and you are pleased with the final product.
- Every year, your mutual provides information on what its insurance policies do and do not cover. Third Mutual and United Mutual have different rules and regulations. HO-6 insurance is highly recommended; personal property, as a general statement, isn't covered by the mutuals.

We hope you don't find yourself in this situation; however, Damage Restoration Division staff and the entire Maintenance and Construction Department team are here to help you through it.



SECURITY SERVICES



MUCH ADO ABOUT GATE 12

A plan to ease entry to beloved Village amenities

Plans are in the works to streamline Gate 12 entry. Security researched new technologies that will include:

- A kiosk computer and a scanner were installed at the gatehouse to expedite verifying guests
- Adding a handheld scanner to more quickly process QR codes to allow entry to an already registered guest
- Creating a new pass type in the DwellingLive drop-down menu specifically for Gate 12 entry, which would enable guests to be accepted without requiring a member to be present upon their arrival (this will also allow passes that can be scanned by their QR code to be printed similar to overnight parking passes)
- Researching the feasibility to place an RFID reader on the outside lane to allow expedited entry for residents only

In addition to these possible technological enhancements, signage will direct all residents to show ID and unaccompanied guests to have passes ready for display. A painted solid line will separate the lanes to facilitate incoming golf carts.

Gate 12 was staffed temporarily with two gate ambassadors to expedite entry for residents and their guests, but this was not as successful as hoped, and the gate house returned to one ambassador.

Thanks to increased awareness among residents who are better prepared with presenting the proper identification and checking in their guests, traffic backing up at Gate 12 has decreased and, with these new systems in place, your journey to your favorite amenities will be even shorter.

PROTECT YOUR SMART DEVICES

The OC Sheriff's Department offers tips on cybersecurity.

The Orange County Sheriff's Department offers advice to keep your smart devices safe from cyberattacks. Also known as internet of things (IOT) devices, smart devices include automated thermostats, garage door openers, cloud data storage devices, video doorbells, smart appliances like televisions and refrigerators, security systems and security cameras. The increased number of IOT devices can increase the risk of cyberattacks.

Look for slower than usual internet speed, devices listed on your network that you do not recognize and devices sending and receiving data more than usual. Protect your network by creating your own user names and passwords, turning on your computer's and router's firewall, and updating the software and firmware on all your devices and router regularly. Contact law enforcement if someone accessed your devices or network without your permission. Visit ocsheriff.gov/community/stay-safe-oc/cyber-safety for more tips and information.



SECURE VEHICLES AND POSSESSIONS

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

While Laguna Woods Village takes pride in being one of the safest communities in Orange County, it is important for residents to remain vigilant, as the Village is not immune to theft.

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

- **Always lock your car**
- **Never leave a window open—even a crack**
- **Never leave your keys inside your vehicle**

Also, keep valuable possessions, especially bicycles, golf accessories and garden tools, secured and out of sight.

WALKERS, EXERCISE CAUTION ON GOLF COURSE PATHS

Find out where you can walk and remember these safety tips.

Exercise caution when using golf cart paths and stay on the external paths. The Laguna Woods Village golf course and internal golf cart paths are restricted to golfers with tee times from 7 a.m. to 7 p.m., 365 days a year. Walkers, joggers, bicyclists and golf cart drivers may use the perimeter path from Clubhouse 4 to Clubhouse 2, but please be mindful of others who are using the path, which narrows in parts, as well as the risks involved in using the path during golfing hours.

Keep in mind:

- The perimeter access path is located within the golf course area of play; balls can be struck in that area.
- In general, the trajectory of golf balls hit by beginners will not go in the intended direction. This places anyone walking/driving in the area in danger of being struck.
- The path is close to the intended ball direction, and a marginally mishit shot will fly into this area.
- Always remain aware of players striking a ball and where the ball is headed.
- Stop and watch where a struck ball is headed and proceed when safe.
- Stop and cover your head if you hear "Fore!" yelled by a golfer—this means a ball has been struck and is headed in your direction.
- Remain conscious of players about to swing and do not walk/drive your cart behind or in front of them. Doing so is dangerous and can distract players from their game.
- Process credit card payments, submit service requests, check account balances, print account statements, update emergency contacts and review resident and vehicle information at portal.lagunawoodsvillage.com.



GENERAL SERVICES



EASY RIDER BUS SYSTEM NAVIGATION

Laguna Woods Village strives to ensure that residents receive unparalleled opportunities to enjoy the utmost in active living, which includes helping them arrive at local shopping destinations, important appointments, exciting Village events and more. The Easy Rider bus system fixed-route transportation service for residents only includes six neighborhood-based fixed routes, two commercial routes to popular shopping destinations and one wellness route to local medical facilities.

HOW TO NAVIGATE THE EASY RIDER

- **Know your neighborhood.** First establish in which of the six neighborhoods you live.
- **Boarding schedules.** Find Easy Rider boarding schedules at Clubhouse 1, the Community Center at 24351 El Toro Road and onboard any bus, or print them from the Laguna Woods Village website at lagunawoodsvillage.com/amenities/transportation.
- **Boarding times are estimated.** Please arrive at the bus stop at least five minutes prior to the estimated time of arrival. Boarding times are subject to change.
- **Curb to curb.** Curb-to-curb service picks up and delivers passengers at the curb or roadside. Easy Rider does not pick up at manor parking lots, driveways or doors.
- **Special requests.** An **(R)** on a boarding schedule designates a special request. Drivers will adjust a route to pick up a passenger who lives in an area with low ridership and has been assigned as a request stop.

Transfer Point

All routes depart and return to Clubhouse 1 every 30 minutes (exception: Route 1 is a 50-minute run).

Start and End Times

Fixed-route service starts

promptly at 9 a.m. The last run is 4:30 p.m.; service ends at 5 p.m.

Prepare Before You Board

- Wait for the bus to come to a complete stop before approaching to board or when exiting.
- Starting at 9 a.m., residential routes follow designated routes through major Laguna Woods Village streets, picking up riders to return to the main hub—the Clubhouse 1 transfer point.
- Bring all items with you in one entry or exit trip.
- Oversize items or devices cannot be accommodated.
- Bus drivers will stop for residents with a resident ID in hand on any Village street.
- If a stop location is obstructed/unsafe for the bus and passenger, the driver will pull over at a safer location to collect the passenger.
- Be ready to scan your ID when boarding the bus.

(R) Special Request

- Boarding schedules designate special requests with an **(R)**.
- If you live in an area outside the bus routes that is identified with an **(R)**, please call Transportation at **949-597-4659** to place a request stop call.
- Place the request at least one hour before your ride.
- Dispatch will communicate the request to the driver via two-way radio.
- The driver will pick you

up and return you to the designated route.

- Stop requests can be relayed to the driver at the time a passenger boards the bus.

RIDE SAFELY

- Buses will not move until all passengers are seated and all items are secured.

- Always remain seated until the vehicle comes to a complete stop and the door is open.
- If the ramp is extended, always enter and exit straight down the ramp. Entering and exiting sideways off the ramp can pose a trip/fall hazard.

EASY RIDER FIXED BUS ROUTE 1				
DESIGNATED ROUTE		ETA	REQUEST STOP	ETA
Clubhouse 1 (Starting Point)		:00		:00
Calle Aragon (CDS 29)		:01		:01
Avenida Sevilla		:02		:02
Santa Maria		:02		:02
Moulton Plaza / El Toro Pharmacy		:03		:03
Avenida Sosiega		:05		:05
Gate 10		:06		:06
Towers (R)		:07	Towers (R)	:07
Bahia Blanca (Manor 3344-3326) (R)		:08	Bahia Blanca (Manor 3344-3326) (R)	:08

READING A SCHEDULE

A: Identify your route by number, letter or letter-number combination.

- Residential routes: 1, 2, 4, 5 and 6
- Commercial route: C1 and C2
- Wellness route: W

B: City destinations and major streets along routes and Orange County Transit Authority (OCTA) bus stops.

C: ETA means estimated time of arrival. Please be ready at least five minutes before the ETA.

D: Request stops. Place requests with Transportation at **949-597-4659** at least one hour prior to your trip. Communicate your CDS (cul-de-sac) or manor number to dispatch when requesting a ride. Buses will not pull inside a CDS without a through exit. Only select culs-de-sac with a through exit can be accommodated. Other requests must meet the bus at the street curb.



RECREATION

YOUR GUIDE TO EVENTS, FITNESS AND FUN

Lap Challenge



GREENLAND TO
ICELAND

CHALLENGE YOURSELF IN 2023

Test your mettle by joining the 2023 Lap Challenge to discover whether you can swim the distance of 180 miles from Greenland to Iceland. The total distance is cumulative over the course of the year. Chart your distance in lengths or laps, using the same measurement each swim session (6,300 laps/12,600 lengths are equivalent to 180 miles; 35 laps/70 lengths are equal to 1 mile). To log your progress, check in with the pool attendant each session. The challenge is open to all residents, runs now through December 29, 2023, and can be done at lap pools 2 and 5 only.

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.



RENAISSANCE FAIRE AT THE EQUESTRIAN CENTER

Don't miss the second annual Village Renaissance Faire on Saturday, May 20 from 11 a.m. to 3 p.m. at the Village Equestrian Center.

This Medieval-themed romp for all to enjoy will feature Shakespeare, dance and music performances, wares for sale from clubs and artists, a blacksmith, a fortune teller and games. Knights, traveling performers, horses, and the queens court will delight guests. Feast courtesy of Viking and Blue Star Carnitas food trucks, down a pint from the GRF no-host bar (beer, wine and a signature drink) and be merry. Photo opportunities will be available throughout the event.

Parking with shuttle service is located at the upper lot across from the broadband building, with shuttles running throughout event from 10:30 a.m. to 3:30 p.m. Tickets for \$10 will be sold at the door (cash or check only).



MEMORIAL DAY AT THE PAC

On Monday, May 29, at 1 p.m. at the Performing Arts Center (PAC)/Clubhouse 3, join us for a day of remembrance honoring those who died serving our country during the Village's Memorial Day ceremony, which will feature a performance by the All-American Boys Chorus, American Legion Post 257 and guest speakers.

Your \$5 donation goes to Operation Comfort Soldier. Get tickets at the PAC box office Monday, Wednesday and Friday from 9 a.m. to 5 p.m. Four tickets maximum per manor.

For more information, call the PAC at **949-597-4288** or email **recreation@vmsinc.org**.

COST REDIRECT MEANS GRF SAVINGS

New resolution states ActiveNet-related credit card, transaction fees will be residents' responsibility.

As many who take advantage of Recreation and Special Events Department programs know, the internet-based ActiveNet application has been a staple used by residents to pay for facility reservations, classes, events and more where required.

Currently, GRF absorbs all ActiveNet-associated transaction and credit card fees for in-person purchases—but not online purchases.

On February 7, GRF approved Resolution 90-23-06, which states that residents will be responsible for transaction fees for online and in-person ActiveNet business when paying for certain Village amenities. Residents who prefer the convenience of paying via credit card will now pay the credit card fee.

This action will result in an annual savings of approximately \$35,000 per year for GRF.

The current online processing fee for combined transaction and credit card fees is 6.4392%. The current in-person transaction fee is 2.93%; when a credit card is used for payment, an additional 3.5093% fee applies.

Transaction fees apply only when registering for recreation programs that require payment; no fees apply when registering for free programs.

In addition, transaction fees do not apply to funds transferred from one activity to another or to check refunds. However, a flat \$0.10 fee applies to credit card refunds.

Also, only check or credit card payment will be accepted for reservations, classes or events with fees—cash will no longer be accepted.

The new fee and payment procedure became effective Saturday, April 1.

Please note that this does not apply to Performing Arts Center box office ticket purchases or golf fees, as both programs use other software programs.

The effects of this resolution will apply to any department or division that uses ActiveNet for in-person or online payment.



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



GET MOVING!

Visit lagunawoodsvillage.com > **Amenities** > **Recreation** or any of the bit.ly links below to enjoy the Village's resort-style amenities.

- View a list of amenities, locations, contact information, registration processes 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 at bit.ly/3uo86MB.
- Visit bit.ly/3u2eovu for a comprehensive list of virtual activities, classes and more.



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.



DRIVING RANGE REHAB

Project means temporary closures

Your patience is appreciated and necessary for the success of the driving range lawn rehabilitation project. While newly planted grass is in this early stage, practice nets will be erected across a section of the range to provide the time needed for the grass to fully mature and still allow residents to hit balls. Using the range picker and other maintenance equipment could destroy immature grass.

Here's the tentative schedule:

- Driving range closed now
- May 27 - Practice nets installed and open for use (residents must bring their own golf balls, as the area will be unstaffed; limit use when others are waiting)
- August 17 - Planned range reopen (tentative due to status of the new grass)

While the range is closed, enjoy special pricing at local golf facilities:

- Lake Forest Golf Center (visit bit.ly/3ML735h for more information)
- Oak Creek Golf Club: Must present Village resident ID to receive discount (\$13 small bag [regularly \$16], \$18 large bag [regularly \$22] and \$14 chipping tube rental [regularly \$16]). Visit oakcreekgolfclub.com for more information.



QUEEN BEES

MONDAY MOVIES AT THE PAC

Enjoy acclaimed films on the big screen for free.

The Performing Arts Center (PAC)/Clubhouse 3 is proud to offer a great lineup of acclaimed movies to enjoy on the big screen. Click the links below for movie synopses and featured casts, and watch previews:

- May 15 – “Elsa & Fred”
- June 19 – “Queen Bees”
- July 17 – “Top Gun (1986)”
- July 24 – “Top Gun: Maverick”
- August 21 – “A Man Called Otto”
- August 28 – “Mr. Malcom’s List”

Doors open at 1:45 p.m. and movies begin at 2 p.m. Admission is free and no tickets are required. The Performing Arts Center/Clubhouse 3 is located at 23822 Avenida Sevilla.

For more information, call **949-597-4288** or **714-597-4289**, or email recreation@vmsinc.org.



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 barbeques, 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: 9 a.m. to 3 p.m., Wednesday through Sunday

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.



ONGOING CLASSES

Schedules subject to change without notice.

MONDAY

Chi Kung

Clubhouse 1 patio, 8 to 9:30 a.m.
Free drop-in class

Yoga with Kim Min

Clubhouse 2 ballroom, 8:30 to 9:30 a.m.
Free drop-in class

Laughter Yoga with Cheryl Russell

Clubhouse 1 ballroom, 9:15 to 10:15 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

Mindfulness Meditation with Dr. Lois Rubin

Via Zoom, 11 a.m. to 12 p.m.
Email soulhlr@yahoo.com for access

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

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

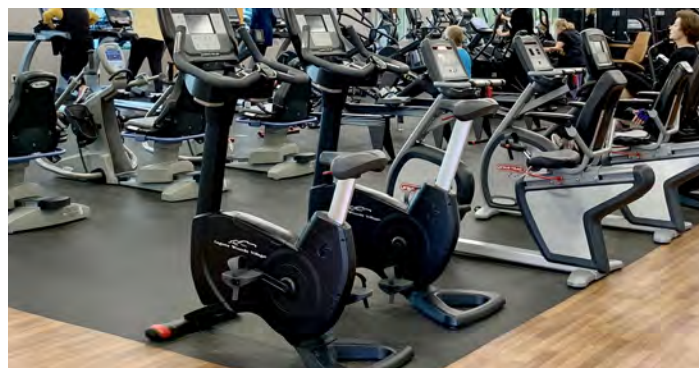
Clubhouse 7 ballroom, 8:30 to 9:30 a.m.
Free drop-in class

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





RECREATION

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

Meridian Yoga

Clubhouses 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

IKTA Self-Defense with Ron Murray

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

\$25 for five classes

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



Embrace Life Yoga

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



RECREATION

AMENITY INFO

Clubhouse Reservations | 949-597-4227

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

- Reservations may be scheduled through December 31, 2023.
- Reservations are limited to Clubhouse 1, 2, 5 and 7 and the Village Greens.
- Clubhouse 6 and the Performing Arts Center reservations will resume at a later date.

Clubhouse 1 | 949-597-4281

- Open 8 a.m. - 10 p.m. daily
- Fitness center open 7 a.m. - 7 p.m. Monday, Wednesday, Friday;
7 a.m. - 5 p.m. Tuesday, Thursday;
8 a.m. - 2 p.m. Saturday/Sunday
- 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. - 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 9 a.m. - 4 p.m. Monday, Wednesday, Friday;
9 a.m. - 8 p.m. Tuesday and Thursday;
10 a.m. - 2 p.m. Saturday/Sunday
- Contact the clubhouse for specific studio days/times

Clubhouse 5 | 949-597-4382

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

Clubhouse 7 | 949-268-2417

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

Community Center | 949-597-4273

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

Equestrian Center | 949-597-4275

- Tours 2 p.m. Wednesday and Thursday; 12:30 and 2 p.m. Friday - Sunday
- 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. - 6 p.m.
 - Online reservations only; see golf shop to create account
- Driving range open 7 a.m. - 4:30 p.m.
 - Wednesday close at 4 p.m. for clean pick
- Par 3 course open 7:30 a.m. - 5:30 p.m.
- Call the course condition hotline at 949-597-4373 for course updates



History Center | 949-206-0150

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

Library | 949-597-4274

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

Paddle Tennis | 949-597-4273

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

Performing Arts Center | 949-597-4288

- Box office open 9 a.m. - 5 p.m. Monday, Wednesday, Friday
- Billiards open Monday, Wednesday and Friday, 9 a.m. - 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. - 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. - 10 p.m. daily
- No reservations required for courts 1 - 7 7 a.m. - 4:30 p.m.
- Court Reserve reservations required for courts 8 - 10 7 a.m. - 4:30 p.m.
- Court Reserve reservations required for courts 6 and 7 4:30 - 9 p.m. (lighted)
- For Court Reserve reservations, visit bit.ly/3x0MMXj.

Saddleback Emeritus | 949-582-4835

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

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

Juanita Skillman
Director
2021-2024



COMPLIANCE DISCIPLINARY PROCESS

By Bunny Carpenter, President

If everyone followed the Golden Rule (treat others as we would like to be treated), homeowner association disciplinary hearings would be rare. Unfortunately, hearings are a necessary, regular and unpleasant board responsibility. These hearings are governed by Civil Code 5850 and 5855, which establish a simple system. The process begins with a written notice to the homeowner at least 10 days before the hearing, informing the homeowner of the date, time and place of the meeting, the nature of the alleged violation and notification that the member may address the board at the meeting. Within 15 calendar days, the association must inform the member in writing of any discipline imposed. The process must be followed, because procedural violations invalidate the disciplinary action (Civil Code 5855[d]).

The required “process” is simply that specified in the statute. So, homeowners do not have the right to be represented by counsel, cross-examine witnesses, confront their accuser or have a jury of their peers. These are not public court

proceedings; they are private meetings between neighbors addressing a community problem. Homeowner rights in these hearings are what the statute says they are. When a homeowner files a complaint against a neighbor for a violation, members do not have a “right” to know the results.

MEMBER DISCIPLINARY PROCESS

The board of directors is obligated to investigate, evaluate and impose, if appropriate, member-discipline under its bylaws, policies and member disciplinary process, which is coordinated by the Compliance Division. The board may impose a fine based on the monetary fee schedule and suspend member privileges.

Each housing board has its own compliance policies and holds its own disciplinary hearings for its members except when a violation is on GRF property. VMS has its own policy and procedure for employees and works with the boards if an employee is a participant in the claim involving a resident.

GRF JURISDICTION

The GRF jurisdiction includes the clubhouses, community center, pools, fitness centers, equestrian center and trails, garden centers, golf courses and sports complex, fine arts and crafts facilities, the bus system, security patrols, gates, cable system,



roads and parking lots, and the maintenance of all common buildings and properties.

ENFORCING HOA RULES

Enforcing rules benefits our Village significantly. The many advantages of HOA rule enforcement include protecting and enhancing home values, preserving the aesthetics of an area, maintaining the

property of the association and its owners, and enforcing the community’s governing documents. To attain a happier and safer community, it takes a whole village working together.

A complaint may be registered by calling the Security Department at **949-580-1400** or the Compliance Division at **949-268-CALL** (or compliance@vmsinc.org).

Enforcing rules benefits our Village significantly. The many advantages of HOA rule enforcement include protecting and enhancing home values, preserving the aesthetics of an area, maintaining the property of the association and its owners, and enforcing the community’s governing documents. To attain a happier and safer community, it takes a whole village working together.

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



FURTHER REDUCING FIRE RISK TO THIRD MUTUAL

By Mark Laws, President

A portion of Third Mutual within gates 10 and 11 is adjacent to open space owned by Orange County Parks (OCP); further, The Nature Conservancy (TNC) holds a conservation easement deed on the land. The property, part of Laguna Coast Wilderness Park, is jointly managed by OCP and TNC. In the management agreement between OCP and TNC, this area is protected habitat, which limits the work that can be performed within its boundaries.

Currently, the agreement permits Third Mutual to remove the fuel load within a 30-foot band that runs the length of Third Mutual property, excluding riparian zones. Fuel load reduction has been attained by annual mowing of non-native grasses and shrubs. The agreement requires a biologist to survey the area and install buffers to protect any nesting wildlife and native plant material prior to performing any work.

Staff has been negotiating with OCP and TNC representatives for several years to reduce the fire risk to Third Mutual by increasing the band from 30 feet to 100 feet. The result of the negotiation is a habitat enhancement plan that was approved by the Third board earlier this month. This newly approved plan establishes a habitat enhancement zone extending an additional 70 feet from the edge of the fuel modification zone (from 30 to

100 feet). Not only will this additional habitat enhancement zone increase the area's ecological viability, it will also reduce the fire fuel load by replacing non-native plants with low-growing native plants and fire-resistant cacti.

The habitat enhancement plan features pre-project, restoration and maintenance phases occurring over the span of five years:

- Year 0: Includes installing boundary markers, creating a biological baseline and other mobilizations
- Years 1 and 2: Include removal of all non-native plant material, mechanically and chemically, and site monitoring by a biologist
- Year 3: Includes more invasive plant treatment, as well as final site preparation and installation of seed
- Year 4: Includes manual removal of invasive plants growing adjacent to new seedlings, mowing of the 30-foot strip and biological monitoring
- Year 5+: Continuing maintenance

Visit bit.ly/3bGCD3z to review the comprehensive habitat enhancement plan.



APPROVALS AND BOARD ACTIONS

JANUARY AND FEBRUARY MEETINGS

JANUARY

- Approved revised Architectural Standard 26: Skylight Installation
- Approved revised nuisance policy
- Approved Third Mutual committee appointments
- Approved GRF committee appointments

FEBRUARY

- Approved recording of liens against five members
- Denied request to remove:
 - One silk oak tree
 - One Aleppo pine tree
 - One magnolia tree
 - One flaxleaf paperbark tree
- Approved request to remove:
 - One liquid amber tree
 - Two volunteer California pepper trees
- Approved variance request
- Approved Care & Maintenance of Patios, Balconies, Breezeways & Walkways Policy
- Approved Third Mutual committee appointments
- Approved GRF committee appointments

What is Third Mutual?

Third Mutual is condominium housing comprised of 6,102 memberships. Corporation leadership consists of an 11-member board of directors who are elected by the members of Third Mutual, which operates and maintains the buildings, laundry rooms, carports and grounds.



Consider becoming a building captain for the Garden Villa Association's three-story buildings.

GVA BUILDING CAPTAIN WORKSHOPS

By Stuart Hack, President, GVA

In early March, Marti Mangan, aided by Sharon Molineri and Theresa Keegan, conducted a periodic building captain workshop for new and existing building captains of three-story buildings.

Building captains volunteer to help building residents live a better life. They inspect their building for maintenance issues, help residents make requests to Resident Services, maintain a list of emergency contacts and the building directory, and generally look out for the residents, among other tasking.

Being a building captain is a responsible position and a very rewarding experience.

The Garden Villa Association represents the three-story buildings in Third Mutual. For general membership meeting details, email GVA President Stuart Hack at gvalwv@gmail.com.

These workshops help prepare new building captains as well as update those who have more experience. Tools are provided and experience is shared.

The tools include:

- New resident welcome package that summarizes the rules that apply to multistory building living and facilitates mutual enjoyment of living in the building
- An explanation of how to effectively request repairs through Resident Service
- Noise and smoking rules
- Elevator maintenance process
- Proper use of the laundry rooms
- Signs to post and forms to use

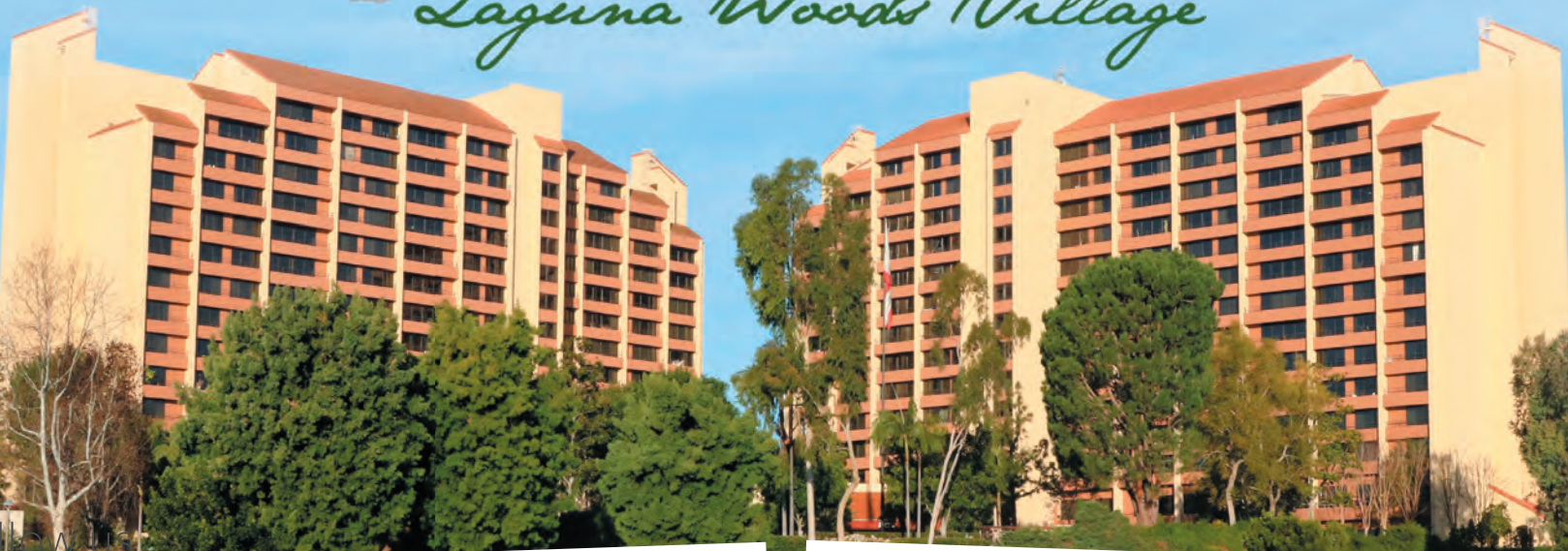
Workshop content also includes Third Mutual resolutions that apply to three-story buildings, such as:

1. Laundry room use rules
2. Rec room use rules
3. BBQ use on balconies and patios policy
4. LH-21 building storage areas use rules
5. No-smoking policy
6. Breezeway and balcony clutter policy
7. Common area use rules

A few buildings lack captains. If you would like information about becoming a building captain or about building captain workshops, contact GVA President Stuart Hack at gvalwv@gmail.com.

THE TOWERS

at Laguna Woods Village



AFFORDABLE, INDEPENDENT 55+ SENIOR LIVING INCLUDES

Nightly dining service • All utilities except telephone • 24-hour front desk • Housekeeping services
24-hour on-site maintenance • Free laundry facilities on each floor
Weekly fitness, movies, bingo, entertainment and more
Free bus service at the front door to seven Village clubhouses, nearby stores and medical facilities

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

Realtors welcome



Visit TheTowersatLagunaWoodsVillage.com

Follow us   

24055 PASEO DEL LAGO WEST • LAGUNA WOODS, CA • 92637 • 949-597-4278

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

Mary Simon
Secretary
2022-2025

Azar Asgari
Treasurer
2020-2023

Prakash "Cash" Achrekar
Director
2020-2023

Maggie Blackwell
Director
2021-2024

Diane Casey
Director
2022-2025

Pearl Lee
Director
2021-2024

Anthony Liberatore
Director
2021-2024

Sue Quam
Director
2023

UNITED UPDATES

By Maggie Blackwell, Director

United has revised and passed its anti-harassment policy. Like any compliance or security call, staff talks to members, guests and witnesses; evaluates the nature of the conduct; reviews the context in which the incidents occur as well as the severity, scope, frequency, duration and location of the conduct; and considers the relationships of those involved.

A courtesy notice is sent to the offending party explaining the allegation(s) and possible disciplinary action. Staff monitors the situation. Another notice is sent if there is no compliance. If compliance is not achieved, a hearing determines if discipline is merited. United's hearings allow each party to speak. Directors may ask questions; parties may answer. United may issue fines, dismiss or wait.

Our policy follows California law, federal law and Article 5 of our occupancy agreement. The board has a fiduciary duty to investigate and impose discipline as provided by the governing documents.

If the incident occurs on GRF property or involves members from other corporations or staff, each entity may hold a separate hearing on the same incident.

Loans for United

In 2023, less than 2% of members per month have paid assessments late. Sales are down slightly, possibly due to average higher sales prices, gloomy weather or the gloomy economy.

A United loan ad hoc committee is investigating the possibility of United making loans to members. United's attorney already ruled that the mutual has no ability to loan reserves to residents per Civil Code 5510 and Civil Code 5515. Any further proposals will need the approval of United's attorney and possibly a vote from the membership.

Solar Panels Policy Revisions

Two revisions to United's solar policy have passed, allowing members in multi-unit and/or multistory buildings to install solar panels in approved locations.



Village Management Services, Inc.

VMS Board of Directors

Rosemarie DiLorenzo
Chair
Third, 2022-2025

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

Diane Phelps
Second Vice Chair
GRF, 2022-2025

Debbie Allen
GRF, 2022-2023

Norman Kahn
United, 2020-2023

Daniel Kenney
United, 2023-2025

Manny Robledo
United, 2021-2024

Cynthia Rupert
GRF, 2022-2024

Mary Seto
Third, 2022-2023



WHOSE RESPONSIBILITY IS IT?

By Cynthia Rupert, Director

Here in Laguna Woods Village, if you need help, who do you call? If you have a question, who do you ask? If you have a complaint, who will listen? It is easy to feel confused about where to get answers and what entity is responsible for providing a solution. This article reviews the structure of Laguna Woods Village and its management, Village Management Services (VMS), and the governing boards' relationships with VMS. Because of myriad options available to you, it is important to know the appropriate contact for your situation.

GOLDEN RAIN FOUNDATION OF LAGUNA WOODS

The Golden Rain Foundation of Laguna Woods (GRF), through a trust agreement, is responsible for maintaining and improving Village facilities and services. GRF manages the Village's shared common areas, which are comprised of community buildings, properties, amenities and related services, such as, but not limited to:

- Community Center maintenance
- Clubhouses
 - Fitness centers
 - Performing Arts Center (PAC)



- Pools
- Sports facilities and courts
- Recreation
 - Arts and crafts facilities
 - Classes
 - Events
 - Performances
 - Rentals
- Streets and parking lots
- Transportation service
 - Village's private bus system
- Security
 - Dispatch
 - Gates
 - Patrols
 - Security systems
- Social Services Division
- Cable television

All resident/owners are welcome to use GRF facilities, amenities and provided services.

THIRD LAGUNA HILLS MUTUAL

Third Laguna Hills Mutual, one of three mutual housing

corporations in the Village, is comprised of 6,102 manors, mostly condominiums and some standalone units. Third is responsible for services related to its housing and common areas, such as, but not limited to:

- Compliance of resident policies
- Irrigation
- Landscaping
 - Mowing
 - Mulching
 - Pest control
 - Pruning
 - Weeds
- Maintenance and construction
 - Building repairs and maintenance
 - Moisture intrusion
 - Exterior painting
- Manor Alterations
 - Alteration and construction consent
 - Alteration policy adherence
 - Inspections

UNITED LAGUNA WOODS MUTUAL

United Laguna Woods Mutual, another of the three housing mutuals within the Village, is comprised of 6,323 units that are cooperatives that provide residents/owners with a certificate of ownership or a share in the corporation. United is responsible for services related to its housing and common areas as well as other maintenance not provided in the condominiums, such as, but not limited to:

- Compliance of resident policies
- Irrigation
- Landscaping
 - Mowing
 - Mulching
 - Pest control
 - Pruning
 - Weeds
- Maintenance and construction
 - Appliance maintenance and replacement in non-altered manors

Third Laguna Hills Mutual

Golden Rain Foundation of Laguna Woods Village

United Laguna Woods Mutual

Village Management Services Inc. (VMS)



- Exterior building repairs and maintenance
- Interior repairs and maintenance in non-altered manors
- Moisture intrusion
- Exterior painting
- Plumbing
- Manor Alterations
 - Alteration and construction consent
 - Alteration policy adherence
 - Inspections

VILLAGE MANAGEMENT SERVICES INC.

Village Management Services Inc. (VMS) is the managing agent for its clients: GRF, Third and United. VMS, whose sole objective is to provide excellent service to its three clients, has no budget/funds and collects no management fees, thus providing a huge cost savings that ultimately benefits residents/owners. VMS provides services requested and budgeted by its three clients and cannot spend any monies unless directed by the boards of directors. VMS is the managing agent for services, such as, but not limited to:

- Community Center maintenance
- Clubhouse maintenance
 - Fitness centers
 - Performing Arts Center (PAC)
 - Pools
 - Sports facilities and courts

- Compliance of resident policies
 - Cable television
 - Internet
 - Irrigation
 - Landscaping
 - Mowing
 - Mulching
 - Pest control
 - Pruning
 - Weeds
 - Maintenance and construction
 - Appliance maintenance and replacement in non-altered manors in United
 - Exterior building repairs and maintenance
 - Interior repairs and maintenance on non-altered manors in United
 - Moisture intrusion
 - Exterior painting
 - Pipe epoxy lining program
 - Plumbing
 - Manor Alterations
 - Alteration and construction consent
 - Alteration policy adherence
 - Inspections
 - Security Services
 - Dispatch
 - Gates
 - Patrols
 - Security systems
 - Staffing
 - Executive management
 - Management
 - Departmental
 - Managers
 - Supervisors
 - General employees
 - Transportation service
 - Village's private bus system
 - Water
- For issues or situations directly related to common facilities (GRF), Third, United and VMS, contact Resident Services at residentservices@vmsinc.org or **949-597-4600**.
- Or, attend monthly board or related committee meetings.
- GRF board meetings begin at 9:30 a.m. on the first Tuesday of each month. Third Laguna Hills Mutual board meetings begin at 9:30 a.m. on the third Tuesday of each month. United Laguna Woods Mutual board meetings that begin at 9:30 a.m. on the second Tuesday of each month or one of several board committee meetings. VMS does not hold open board meetings, as it is a service provider.
- Find a complete schedule of meetings for GRF, Third and United by visiting lagunawoodsvillage.com and selecting Calendars.

What is the role of Village Management Services?

Laguna Woods Village is self-managed. Village Management Services (VMS) is the managing agent contracted and owned by GRF, United and Third. As the contracted managing agent, the day-to-day operations of the association have been delegated to VMS by GRF and the housing mutuals.

THEN AND NOW

THE GRAND FINALE

Ross Cortese named the last 110 units developed and sold in the Village “The Grand Finale.” Nowadays, residents just call them the 110s. Tucked on a hillside inside Gate 9, these are the last of the manors built by Rossmoor Corporation. Cortese chose one there for himself but never moved in, and the manor was sold to another resident.

Mr. and Mrs. John Dudley chronicled the purchase and construction of their manor, and included all the folks who worked to construct and finish their lovely Casa Monaco. The scrapbook can be read in its entirety at the Laguna Woods History Center.

There were four manor floorplans from which prospective buyers could choose, with prices ranging from \$259,900 to \$349,000. These are free-standing condos with two units connected by their garages. Residents there formed the “One Ten Club,” which is still active today.

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**).





+ From left to right:
Daniel LaMont, M.D.
 Interventional Cardiology
Wang Teng, M.D.
 Vascular Surgery
Marc Sakwa, M.D.
 Cardiothoracic Surgery
Hohai Van, M.D.
 Interventional Cardiology
 Saddleback Medical Center

It's your heart. We can help you protect it.

Take a heart and vascular risk assessment today.

At the MemorialCare Heart & Vascular Institute at Saddleback Medical Center, our renowned specialists offer the latest in minimally invasive treatments that result in less scarring and more comfortable healing than traditional methods. With comprehensive programs for prevention, screening, treatment, rehabilitation and research, our patients have local access to nationally recognized cardiovascular care. Why trust your heart and vascular health to anyone less than the best?



Learn more and take a risk assessment.
memorialcare.org/Heart | (844) 662-6484


MemorialCareTM
 Heart & Vascular Institute



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)



LONG BEACH MEDICAL CENTER | ORANGE COAST MEDICAL CENTER | SADDLEBACK MEDICAL CENTER
MEMORIALCARE MEDICAL GROUP | GREATER NEWPORT PHYSICIANS