

VILLAGE BREEZE

JUNE/JULY 2022



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LETTER FROM THE EDITOR

THE LOVE CONNECTION

Every once in a while, a story you didn't know you needed to read comes along that serves as a striking reminder of the beauty of life and of the undeniable importance of connection. This issue holds one such story, "The Light of Love, From Beginning to End," on page 16, written by VMS' own Media and Communications associate, Susan Logan McCracken.

I hope you love it as much as I do.

Longtime Village resident Kathy Bonsangue enjoyed a lifelong love affair with animals, starting at the age of 3, when Tony the pony entered her life. From there, Kathy became an accomplished equestrian, and even met her husband, George, while horseback riding. All throughout her adult life, animals were front and center.

"Mom loved animals and they loved her," said son Billy.

It would come as no surprise, then, that the Equestrian Center was one of Kathy's favorite places in the Village.

In 2021, Kathy suffered a stroke and heart failure following signs of dementia. Knowing time with his mom might be short, and as soon as she was able to venture out, Billy asked for and received special permission to visit the horses during the COVID shutdown for therapeutic purposes.

Billy brought her almost every day and, as time passed, she remembered the names of horses, staff and boarders, recognized the path to the facility and spoke in full sentences on most days. The pair became beloved members of the barn community, and his mom was in her element.

"As soon as we would walk in, she would light up," he said. "She would come to life."

Kathy died on April 17 at the age of 91. That day, Billy visited the stables and talked to the horses. "They are such sensitive beings; they feel your sadness. I feel like they were mourning with me."

He is grateful for the precious moments afforded at the Equestrian Center. His mom was, too. "She loved horses when she was little and she got to love them again at the end of her life. [She] was so grateful."

Connection with other souls is the stuff of life, and this community offers so many opportunities to engage, savor and relish. It's never too late to venture out and make new connections, revisit ones temporarily shelved or nurture existing ones. Find or tend your connections, and keep them close.

Ellyce Rothrock, Editor

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features

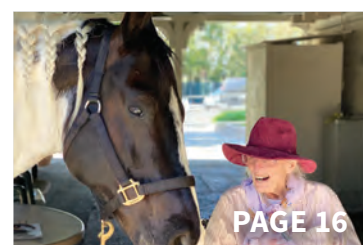
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Every Village Breeze edition is paid for through a partnership with MemorialCare.



VILLAGE BREEZE

THE OFFICIAL MAGAZINE OF
LAGUNA WOODS VILLAGE

JUNE/JULY 2022

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

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

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

Submissions will not be returned.

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 GOLDEN RAIN FOUNDATION
of LAGUNA WOODS

 THIRD LAGUNA HILLS
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 UNITED LAGUNA WOODS
— MUTUAL —

 Village Management Services, Inc.

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Laguna Woods Village

in every issue

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Cover photo by resident Mark Rabinowitch



WHAT'S UP IN THE VILLAGE

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 bus drivers, gate ambassadors, 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.



FIRE UP THE GRILL—SAFELY

Warmer weather is coming our way, and with balmy temps come outdoor BBQ grilling. To ensure safety for all Village residents, please be aware of the BBQ grill use regulations below:

What Is Allowed

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

What Is Not Allowed

- Use of grills on balconies and decks
- Use of grills within 10 feet of buildings or combustible material
- Propane grills with a container larger than 2.5 pounds (an adapter can be purchased to convert to the smaller tank)
- Use of a grill that creates a nuisance (excessive smoke or odor) to neighboring units

In addition, follow these safety tips below when operating a BBQ grill:

- Follow the manufacturer instructions
- Fasten the propane tank securely to the grill
- Place your grill on a level surface so it will not topple over
- Light your grill with the top open
- Supervise the grill when in use and keep everyone away, including pets
- Use long-handled tools especially made for cooking on the grill
- Do not wear a loose apron or loose clothing while grilling, and always wear shoes
- Thoroughly clean grill after each use
- Keep a fire extinguisher nearby
- Always use or store cylinders outdoors in an upright (vertical) position
- Open-flame grills are prohibited in three-story buildings
- Cooking device tanks shall contain no more than 15 pounds net weight of propane



LOVING LOCAL HISTORY

The Chicago Club travel show travels back in time to tell the story of the Laguna Woods area.

Village Television's Chicago Club travel series visited the Laguna Woods History Center to travel back in time and share the great history of the Laguna Woods area via the History Center, beautifully documenting how one of the earliest planned communities in California came to be.

Follow hosts Dorothy Pacella and Bill Hoffman, and intrepid iPhoneographer, Carmen Pacella, as they tell the story of the land that is now Laguna Woods Village from 13,000 BCE and the Tongva and Acjachemen people to Moulton and Daguerre buying Niguel Ranch in 1895 to Ross Cortese's Rossmoor Corp. founding Leisure World in Laguna Hills in 1964 and more.

Visit bit.ly/3wBzKkR to watch this very special Chicago Club travel show episode.

To learn more about the Laguna Woods History Center, visit lagunawoodshistory.org.



WHY IS MY POWER OUT?

Find out about Southern California power outages, savings opportunities and more.

To ensure you have as much information as possible about Southern California Edison (SCE) and why your power might be out, visit sce.com to find answers.

If you are suddenly without power or wish to know when SCE may schedule an outage for maintenance call/visit:

- Customer support: **800-655-4555**
- Outage information: **800-611-1911**; sce.com/outagecenter

For general resources, customer programs, emergency preparedness, maintenance/repair/rotating outages, wildfire mitigation plan and more, from the sce.com main page, click Menu at the top of the page.

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

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



WHAT'S UP IN THE VILLAGE



PREVENT MAIL THEFT

Postal inspectors in Laguna Woods and across the country work hard to protect your mail. But with deliveries to more than 100 million addresses, the Postal Inspection Service can't do the job alone. Here's how you can help keep your mail safe from potential theft:

- Enroll online in the United States Postal Service's free Informed Delivery (bit.ly/35SAmpM) program, which lets patrons preview grayscale images of incoming mail, track packages, leave delivery instructions, reschedule delivery and more.
- Use the letter slots at your post office to mail letters, or hand them to a letter carrier.
- Deposit mail in USPS blue collection boxes before the last pickup time that appears on the schedule posted on each box.
- Remove mail from your mailbox promptly after delivery, especially if you're expecting checks, credit cards or other sensitive items. If you won't be home when the items are expected, ask a trusted friend or neighbor to pick up your mail. Don't leave it in your mailbox overnight.
- Don't send cash in the mail.
- Ask your bank for "secure" checks that can't be altered.
- Request the post office hold your mail if you plan to be away from

home for more than three days. You can initiate a mail hold at the post office or online at USPS.com.

- Call the Sherriff's Department immediately at [949-770-6011](tel:949-770-6011) if you see a mail thief at work; then call postal inspectors at [877-876-2455](tel:877-876-2455) (press 3).

If you believe your mail was stolen, report it immediately to Laguna Woods Village Security at [949-580-1400](tel:949-580-1400). Personnel also will direct you to file a report with the Sherriff's Department and postmaster/postal inspector. Postal inspectors may determine whether your incident is isolated or part of a larger mail-theft problem. Your report may help them locate and apprehend the thieves.

File a mail-theft report by calling postal inspectors at [877-876-2455](tel:877-876-2455) or complete the report online at the United States Postal Inspection Service website (<https://www.uspis.gov>).

CHARGING AHEAD

Pricing structure for electric vehicle charging at the Community Center

Fees for electric vehicle (EV) charging at the Community Center are as follows:

Level 2 Chargers

- Village residents: \$0.17/kWh
- Other: \$0.30/kWh
- First four hours are free; \$2 per hour thereafter

Level 3 (fast) Chargers

- Village residents: \$0.25/kWh
- Other: \$0.40/kWh
- First four hours are free; \$2 per hour thereafter

Visit bit.ly/3wZh1QA to view recommended guidelines for electric vehicle charging so that everyone can share power without interruption.



BICYCLE RIDING AND WALKWAYS

Be a good two-wheeled neighbor while pedaling in the Village.

Did you know that bicycles are not allowed on all walkways? Before you start pedaling, first check out vehicle, traffic and parking rules for GRF, United and Third:

- Bicycles are prohibited on the Serpentine Walk and in Aliso Creek Park. Find this regulation in the United Traffic Rules document at bit.ly/3PQGDv.
- Riding a bicycle in Aliso Creek Park is also prohibited, according to the GRF Traffic Rules & Regulations document at bit.ly/3t9MwWV.
- Bicycles are allowed on the Friendship Walk. However, they must follow the rule that limits riding on the sidewalk between the point of origin to the nearest destination. These rules are also listed in GRF's, United's and Third's traffic rules at bit.ly/3x8DVWL.
- Under the traffic rules, an electric bicycle is treated like a motor vehicle and is not permitted on any walkways under motorized power.

WORKING TOGETHER FOR 25 YEARS

Social Services has been providing direct services to Laguna Woods Village residents since 1972. For the last 25 years The Foundation of Laguna Woods Village and Social Services have been working together to provide temporary financial emergency to residents in need.

The Foundation of Laguna Woods provides temporary financial assistance to low-income residents in the form of helping pay medical bills, dental bills, medication costs, homecare services, utility costs, emergency response devices, and grocery gift cards, among other items.

If you would like more information about Social Services, the Foundation of Laguna Woods Village or you need assistance please contact Social Services at [949-597-4267](tel:949-597-4267).



WHAT'S UP IN THE VILLAGE



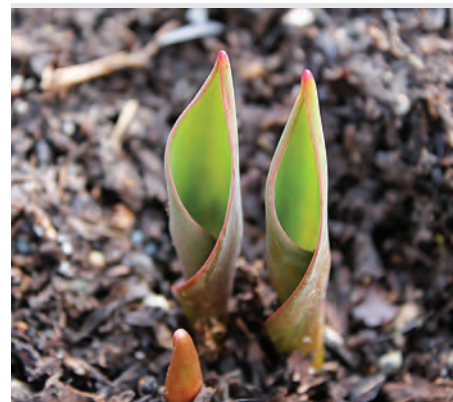
HOW TO CHECK AIR QUALITY

When wildfires like the Silverado and Blue Ridge fires rage, especially during Santa Ana wind events, our air can range anywhere from unhealthy for sensitive groups to very unhealthy to hazardous.

Poor air quality can irritate the eyes, nose and throat; cause shortness of breath; aggravate asthma and other respiratory conditions; and affect the heart and cardiovascular system. Breathing polluted air for long periods of time can cause more serious problems.

Here's how you can monitor current air quality conditions during fire events or just for every day:

- South Coast AQMD advisory updates can be found at aqmd.gov/advisory.
- To subscribe to air quality alerts, advisories and forecasts by email, go to AirAlerts.org.
- To view current air quality conditions by region in an interactive map, see aqmd.gov/aqimap.
- For real-time air quality information, maps, notifications and health alerts in your area, download the South Coast AQMD app at aqmd.gov/mobileapp.
- Air quality forecasts are available at aqmd.gov/forecast.



GET YOUR FREE MULCH!

Free mulch generated in the Village by the Landscaping Services Department will be available for resident pickup and personal use August 19 through 22.

Visit Clubhouses 3, 4 or 5 from 9 a.m. to 3:30 p.m. on the last day of each four-day period. Mulch will be replenished at pickup locations throughout the four-day duration as needed.

Please bring your own shovel and container.

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



YES, THE VILLAGE HAS A POST OFFICE!

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



FIND YOUR MUTUAL'S RULES

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

SAVE WATER



ETWD'S WATER CONSERVATION REQUIREMENTS

Current LA, San Bernardino and Ventura water restrictions do not apply to ETWD customers.

As California state officials warn residents to brace for another year of drought conditions with no relief in sight, the El Toro Water District (ETWD) declared a Level 2 water shortage, asking customers to reduce water use by 15%. A Level 2 water shortage has no restrictions on when to irrigate, but ETWD continues to urge everyone to save as much water as possible and to follow its Permanent Water Conservation Requirements (bit.ly/3Lzdi16).

If ETWD is required to move to a Level 3 water shortage, irrigating would be restricted to three days a week from May through September and two days a week from October through April. The Laguna Woods irrigation schedule would move to Tuesday, Wednesday and Saturday or Sunday. Areas irrigated by recycled water are exempt from Level 2 and Level 3 requirements.

Current Los Angeles, San Bernardino and Ventura counties' water restrictions do not apply to ETWD customers.

For the El Toro Water District's Spring 2022 newsletter, visit bit.ly/3LART18. For more water-wise conservation tips, visit etwd.com/conservation/waterwisetips. For more information on water conservation, visit etwd.com/conservation.

*Information current as of press time. For the latest updates, visit etwd.com.



WHAT'S UP IN THE VILLAGE



KEEP COOL DURING HOT TEMPS

We're in the throes of summer now! Beat the heat and stay safe with these tips.

- **Remain hydrated.** The standard suggestion is to aim to drink six to eight cups of water per day—more if you intend to spend much time out in the sun. Invest in a water bottle you can bring on excursions and refill when necessary. Don't depend on your body to tell you when you're thirsty. Older adults become less aware of their thirst as they age. Be proactive in staying hydrated and drink water, sports drinks or juice—soda, coffee and alcohol are not good hydration alternatives.
- **Keep outdoor activity short.** Don't overdo outdoor chores or exercise—or plan to spend the whole day out in the sun. The sun's effects aren't always readily apparent in the moment, so stick to a couple hours and then head inside for a break. Try to stay covered and cool in a shaded area if you can.
- **Check the forecast.** Don't get caught unawares on a day that peaks at 104 degrees. Always know what to expect from the weather so you can dress appropriately and plan your day accordingly. Plans should allow for an easy escape from the outdoors when heat becomes extreme.
- **Keep sunscreen handy.** Carry sunscreen in a purse, a backpack, a car or anywhere else you're likely to have it when you need it. If reapplication will be necessary at some point, set an alarm on your smartphone or digital watch. For more information about skin cancer prevention, visit bit.ly/3dz8oR3.

- **Check prescription side effects.** Some medications can increase sun sensitivity. Check yours to know whether you should take extra precautions while outdoors.
- **Wear loose-fitting, light fabric (and color) clothing.**
- **Don't forget pet care.** Provide plentiful water at home and on the go during drives, walks or hikes. Never leave pets in your car.
- **Do not rely exclusively on indoor fans.** If you do not have air conditioning, seek activities inside air-conditioned buildings.
- **Try not to use your oven or stovetop to cook.** Eating cold dishes, salads, sandwiches, fruit, etc., doesn't generate extra heat in your household.

People 65 and older, and those with chronic diseases or mental illness, are at a higher risk for heatstroke. Symptoms include throbbing headache, dizziness and light-headedness; lack of sweating; red, hot and dry skin; muscle weakness or cramps; nausea and vomiting; rapid heartbeat; rapid or shallow breathing; confusion, disorientation or staggering; seizures; and unconsciousness. If you are experiencing any of these symptoms, call **911**. For more information about heat-related illness from the Centers for Disease Control and Prevention, visit bit.ly/3hWnGTc.



WHY IS MY GRASS OVERGROWN?

Village turf maintenance explained

Most Village turf is Kikuyu grass, which is native to the highland regions of East Africa, home to the Kikuyu people. It is a warm-season grass that spreads quickly and thrives in areas with moderate temperatures. Seldom intentionally established as a residential turfgrass due to its very invasive nature, Kikuyu grass is often referred to as a “super weed.”

This grass goes dormant in cooler weather, often appearing dead in its dormant state. Once seasons change and temperatures rise, it emerges from dormancy and exhibits an extremely vigorous growth habit. Kikuyu grass spreads quickly by its extensive underground root structure, referred to as rhizomes, and vigorous horizontal surface stems, known as stolons. Under ideal growing conditions, it can grow up to 1 inch a day.

Due to its seasonal nature, the Landscaping Services Department varies mowing frequency throughout the year. In the coolest months, mowing occurs once monthly, with crews performing other maintenance tasks such as trimming and weeding when not mowing. As the weather warms in spring, mowing frequency is increased to every other week; in the heat of summer mowing is performed weekly.

ENROLL IN CodeRED

In the event of an emergency or the need to broadcast critical time-sensitive news, CodeRED transmits brief, urgent messages to Village residents as quickly as possible via a phone call, a text message or an email.

If you are not already enrolled in CodeRED, simply visit lagunawoodsvillage.com, click the black and red CodeRED icon at the top right-hand corner and fill out the form.

RETURN OF CHILDREN'S SWIM PROGRAM

Pools 6 and 2 welcome kids back this summer and fall.

The Recreation and Special Events Department is pleased to announce the return of the Children's Swim program at Pool 6 from noon to 4 p.m., Monday through Sunday. Effective October 1, the Children's Swim program will return to Pool 2 from 2 to 4 p.m., Monday through Sunday.

For more information, call **949-597-4273** or email recreation@vmsinc.org.



SWEET SWAP MEET TV

50 years of bargains on Village Television's 'Trading Post'

BY JENNIFER KARMARKAR

Are you in the market for a sleek, 1998 Airstream trailer? How about a beautiful, handblown replica of the King Arthur Carousel at Disneyland? Those are among the gems recently listed for sale on “Trading Post,” Laguna Woods Village’s on-air swap meet, where the goods residents can buy, sell or trade are limited only by the space in their manors.

Since its 1972 debut, the homegrown show has aired on Village Television an estimated 100,000 times, making it one of the longest-running shows on TV. Pre-pandemic, the show aired live five mornings a week, repeating in the afternoons. The show recently resumed after a two-year COVID hiatus, now airing live at 10 a.m. Mondays and Wednesdays and repeating at 5:30 p.m.

The concept hasn’t altered much in 50 years: A pair of hosts—Village residents—take turns reading viewer-submitted ads from a sheet of paper. Many ads include a photo, and the seller’s phone number is posted at the bottom of the screen. Buyers can then contact the seller directly.

Items are announced on-air for three broadcasts and then removed if they haven’t sold.

Best of all, the service is free—and many believe it’s safer than advertising on Craigslist or Facebook.

“I think the residents feel it’s a much safer way to do business because they can only watch it within Village Television,” says Paul Ortiz, general manager of Broadband Services for Laguna Woods Village. “And I think our residents feel they’re helping out a neighbor, whether they’re selling or exchanging something.”

PROVIDING A SERVICE

“Trading Post” got its start when a resident called the station asking if he could advertise his sofa. Rob Cromwell, station manager



at the time, said they didn't offer that type of service. Being an entrepreneur, however, he soon realized that a show allowing residents to sell or trade their unwanted goods would provide a needed service to the community and increase viewership.

"Back then, Channel 6 had a bingo show and that was about it," says Ortiz, who joined the station in 1988. "They were just trying to stick around and have the community support the station."

Cromwell started soliciting ads from residents, and the show took off. Studio employees

became the show's first hosts. "Trading Post" became so popular that it aired daily for many years, says Ortiz.

Soon, residents were tapped to host the show (although back in the day they had to answer phones and do office work in the studio before they could be on "Trading Post," Ortiz says). One of the more popular duos was Tony Barr and Bob Baumann, whose "Trading Post" popularity launched a line of coffee mugs, T-shirts and buttons.

Currently, four hosts share on-air duties: Juanita Skillman

and Constance "CJ" Sorenson on Mondays and Mark Rabinowitch and Carol Glenn on Wednesdays.

WIDE VARIETY OF GOODS

Over the years, the show has featured some offbeat items, including an original 1940s Bugsy Siegel slot machine from the Flamingo Hotel, burial plots and a replica of a shrunken head. More typical offerings, Ortiz says, are golf clubs, furniture, televisions and pet supplies.

"The variety of things we get is just mind-boggling," says Skillman, a 14-year Village





resident. “From a letter holder for \$5 to a Thunderbird convertible, there’s just a wide variety of things advertised. It’s amazing to me what goes and what doesn’t.”

Ortiz says the types of goods advertised has changed over the years, reflecting a younger demographic in the Village. While china cabinets, paintings and candlestick holders were once in demand, the shift has been toward electronics, motorcycles and mountain bikes. Used cars have always done well on the show, says Ortiz, who notes a recent ad for a BMW two-seater sport roadster.

Tuning in regularly can pay off, he adds.

“One of the things about ‘Trading Post’ is that if you know what they’re advertising you can get some good discounts,” Ortiz says.

HOSTS ARE INFOTAINERS

While some folks laud “Trading Post” as a great way to find a bargain, others tune in simply to see the interaction between the co-hosts. What makes good chemistry? Rabinowitch says it’s the ability to speak to one another, not just to the camera lens.

“The ability to chuckle at each other’s jokes and just a good, symbiotic relationship that comes across on people’s TV screen—that, to me, is very important,” he says.

Rabinowitch, also a staff photographer for Laguna Woods Village, shares hosting duties with his real-life partner, Glenn, so there’s built-in chemistry from the start. “We don’t plan anything out, but Carol’s more the straight person and I’m the one that has things coming out of my mouth as my brain starts flowing.”

For example, a recent show featured woodworking tools and a bread maker on the same page. “I looked into the camera lens and I said, ‘You can use these tools, and then you can make your ‘bread’ (as in money) with the tools,’” Rabinowitch says.

“Carol groaned right on cue,” he adds. “Those are the kinds of things we do. It’s important to both of us to keep things businesslike but also to entertain people while they’re watching. That makes them come back.”

Glenn, who does costuming for Village theater groups, says

she’s managed to “loosen up” Rabinowitch in the four years she’s been his co-host. This year, she coaxed him into donning a headband with hearts for Valentine’s Day and bunny ears for Easter.

“He was reluctant at first, but he did it,” she says, chuckling.

Glenn says she enjoys this opportunity to serve the community. “We get out information, and we also grab a few minutes at the end of the show to promote things going on in the Village.”

She says the on-air synergy between co-hosts “makes a world of difference.”

“That is just what is so delightful,” she continues. “I filled in on Mondays and had a lot of fun with Bob Baumann. Filling in last week with Juanita, we started talking about the pine tree situation and other aspects in the Village. You just don’t know how you’re going to connect with people, but it’s such a delight when it happens.”

Skillman agrees. “We do more than just read. We comment on things, make announcements of events going on in the Village,

and there's an interchange between the co-hosts. I tried several partners and I seem to click with CJ."

FOLKSY BY DESIGN

Over the past 50 years, little has changed on "Trading Post." A snappy, western-themed intro was added and western backdrops now enliven the wall behind the hosts. Residents can submit their ads and photos digitally, without having to come to the studio.

Still, the show has retained its down-home, folksy flavor, and that's by design, Rabinowitch says.

"It's local. It's Village. It's not high-tech," he says. "Remember, we're a bunch of old guys and gals here; none of us grew up

Got something to sell or give away? Email trading.post@vmsinc.org.

in the technology age. It's like when a company opens up in the state and another company moves in from another state, where do you want to take your business? The money transacted on 'Trading Post' basically stays within the Village."

Skillman credits the laid-back vibe to the show's hosts. "We try really hard to make it folksy, to make it very

personal and down-home and Village-related so it doesn't seem to be a big sales pitch. We're not used-car salesmen."

That may be, but thousands of cars, motorcycles and golf carts have traded hands over "Trading Post's" run, Ortiz says. He chalks up the success of the show to convenience and filling a need.

"I think there are always people out there looking for a bargain. The show provides that, and it's safe," he says. "I think the show could easily run another 50 years."

And there will always be items to buy, sell or trade, he notes.

"Every once in a while, you'll find a rare gem, and here it is in your own backyard," Ortiz says. "Only on the 'Trading Post.'"




MemorialCareTM

Get the Most Out of Medicare

Join a Medicare 101 class.

Not sure which Medicare plans and options are the best for you or a loved one? MemorialCare is here to help! Attend one of our complimentary classes to learn about:

- Original Medicare
- Medicare Advantage plans
- Prescription drug plans
- Medigap plans
- Eligibility guidelines
- Coverage options
- How to apply for Medicare
- And more!

Learn more and see a list of class dates and times at [memorialcare.org/MCEvents](https://www.memorialcare.org/MCEvents).



The Light of Love. **Beginning to End**

One resident's transformation while visiting the Equestrian Center during the pandemic inspired family and staff.

BY SUSAN LOGAN-MCCRACKEN

Some call them friends. Some call them family. Some call them healers. To longtime Village resident Kathy Bonsangue, animals were all three and then some.

She was 3 years old when she got her first equine, Tony the pony. As an adult, she bought a horse she named Valiant because she acquired him on Valentine's Day. She even met her husband George while horseback riding and rode Valiant in several parades.

"Mom loved animals and they loved her," said her son Billy, one of Kathy and George's three sons. So, it should come as no surprise that one of Kathy's favorite places in the Village was the Equestrian Center. Kathy also befriended a neighbor's golden retriever, Ryder. "You could just see the heart my mom had for animals."

THE BEST MEDICINE

In early 2021, Kathy experienced a stroke and heart failure after already showing signs of dementia. By March, Billy began taking her to see the horses again.

Senior Equestrian Supervisor Laura Cobarruviaz remembers that Kathy was mostly nonverbal when Billy first brought her. They received special permission to visit the Equestrian Center and horses during the COVID closures for therapeutic purposes.

"As soon as we would walk in, she would light up," Billy said. "It was like turning on a light when we would go there."

“He lovingly brought her almost every day and, as time passed, she began to remember the names of the horses and by the end of her time here, she could recall the staff and boarders and speak in full sentences on most days,” Laura said.

“She became more coherent,” Billy said. “She would come to life.” She even told a story of her horse bucking her off that Billy captured on video. “The fact that she could tell me a story from start to finish like that for three or four minutes straight is a great illustration of how aware and present she was.” She even knew the way to the Equestrian Center as Billy drove. “She knew the path to get there. She loved it. It was therapy. It was the best medicine for her other than being in God’s hands.”

AN ACCOMPLISHED EQUESTRIAN

Kathy would visit the horses, talk to them and occasionally pet them on the face, the ones who were safe for her to do so, Laura recalled. Kathy also watched the staff train the horses. “She was familiar with riding and training and was an accomplished rider,” Laura said.

Laura recalled one day when she was out lunging the horses (walking them on a line in a circle and tasking them with different things). “She reached out and touched me and said, ‘You did a really good job with that horse.’ She started to speak in sentences. By the end of her time here, she talked to us, asking how we were doing and how the horses were today.”

Kathy appreciated the way the horses were treated at the



Kathy circa 1955 and Kathy at the Equestrian Center seven decades later



Kathy pictured with sons (from left) Billy and Jimmy, and husband George



Kathy with her neighbor's golden retriever, Ryder

Equestrian Center. “That’s what my mom liked,” Billy said. “You could tell these horses were treated well. She appreciated the compassion shown at the stables

for the horses by the owners and the management. Sometimes we would be there for a couple of hours. We got to know everyone and everyone knew her.”

Kathy and Billy became beloved members of the barn community, Laura said. “What really stood

out to me was that he was such a devoted son and that she would light up. The boarders became close to them. They would expect to see them every day. Kathy, even with her disabilities, started to recall the names of the horses. She would ask about specific horses by name.”

HORSES AS HEALERS

A 2019 study, “Equine-assisted therapies using horses as healers: A concept analysis” published in Nursing Open, concluded that contact with horses can result in a better quality of life by improving mobility, psychological presence and self-esteem. The benefits of equine-assisted therapy are well documented. Therapy horses assist in physical therapy, occupational therapy and psychotherapy.

Kathy had progressed such a long way in her memory through the therapeutic benefits of being around the horses, that



Kathy as a young girl feeding a beloved horse



Kathy with her brother on Tony the Pony



Kathy with her cousin riding Valiant and her father leading; Kathy with Valiant

it led to the Equestrian Center's acquisition of miniature horse Sebby. "We were looking for a mini we could take out to the courtyards for the homebound residents as a therapy horse and as an ambassador," Laura said. "That's Sebby's role," she said, adding that his size makes him easy to transport and safe for people in wheelchairs.

The potential therapy that Equestrian Center horses could provide Village residents are endless. "We already have the therapy riding mounting blocks," Laura said. "It's easy to mount people on a horse, but you have to have a substantial volunteer program to support that. You need a header in front of the horse and side walkers to walk on each side. You need at least three volunteers for every rider."

The Equestrian Center could also partner with a Professional Association of Therapeutic

(PATH)-accredited facility like the Shea Center in San Juan Capistrano. But regardless of future possibilities, this GRF facility today houses magnificent, sensitive souls, and visitors cannot help being transformed by them.

A LASTING LEGACY

When Kathy couldn't go to the Equestrian Center any more, Billy showed her videos made by staff and pictures from the facility. "It really did help and it made her feel good, because she had great big smiles on her face," he said.

"She was taken to her eternal home on Easter Sunday," Billy said. She was 91 when she died on April 17, 2022. "The day she died, I went to church and later on that day I went to the stables and talked to the horses. They are such sensitive beings; they feel your sadness. I feel like they were mourning with me."

Billy now rides in the Equestrian Center's lesson program sponsored by his parents.

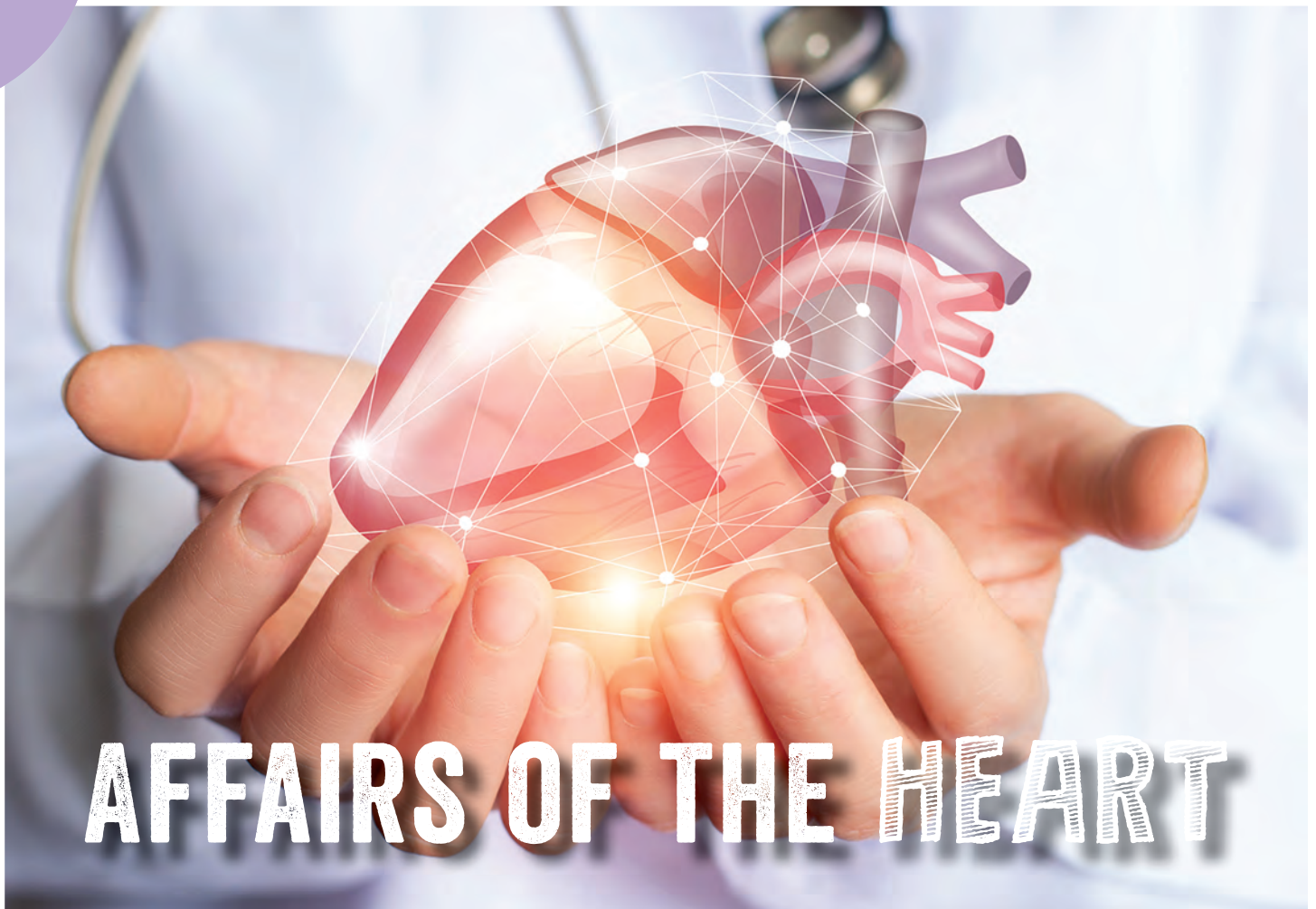
"They made some precious moments for me with my mom," Billy said of Equestrian Center staff. "I want to thank them all so much. My mom was so grateful. She loved horses when she was little and she got to love them again at the end of her life."



Around the Equestrian Center horses, Kathy "came to life."



Kathy at the Equestrian Center with her son, Billy



AFFAIRS OF THE HEART

MemorialCare Saddleback Medical Center minimally invasive, advanced procedures for seniors.

BY CHENG-HAN CHEN, MD, PHD, FACC, FSCAI, MEDICAL DIRECTOR, STRUCTURAL HEART PROGRAM, MEMORIALCARE HEART & VASCULAR INSTITUTE, SADDLEBACK MEDICAL CENTER

Thanks to recent medical advances, patients with structural heart problems such as heart valve issues or heart defects can now receive minimally invasive, innovative procedures offered at the MemorialCare Heart & Vascular Institute, Saddleback Medical Center rather than undergo open-heart surgery. This is great news for those 65 years and older who can benefit from less invasive treatments that take less time and have an easier recovery period with less complications than those associated with major surgery.

In late 2017, I started the structural heart program at MemorialCare Saddleback Medical Center to address problems that can occur with the structure of the heart. These structures include the heart's valves, walls or muscles. The program offers innovative, minimally invasive procedures that take about an hour, with patients typically able to leave the next morning.

REDUCING STROKE IN AFIB PATIENTS

One of our program's most popular procedures is called Watchman, which is performed to reduce stroke risk for patients with the heart rhythm disorder, atrial fibrillation (AFib).

When irregular heartbeat causes inconsistent and irregular heart circulation, blood can become stuck and cause a clot, which can travel

to the brain and cause a stroke. These clots form in a little pouch inside the heart called the left atrial appendage. Before the Watchman procedure, blood thinners were given to those with AFib to prevent clots from forming in that pouch. However, as blood thinners travel throughout the body, not just the pouch, they can have long-term effects, including a propensity for bleeding, in certain people.

Watchman places a device that acts as a plug to close off the pouch and help prevent blood clots from forming. Medical studies found that this plug inside the pouch prevented strokes in AFib patients just as well as blood thinners. During the past five years, Watchman has become the fastest-growing procedure in our structural heart program.

REPLACING THE AORTIC VALVE

Transcatheter aortic valve replacement (TAVR) is another innovative, minimally invasive procedure that our program offers. TAVR replaces the heart's aortic valve with a new valve while the heart is still beating.

TAVR can be used for a condition called aortic stenosis. When a person ages, the heart valve becomes like a door that becomes harder and harder to open. Previously, the only way to fix that valve would be for a surgeon to perform open-heart surgery. Today, TAVR enables surgeons to make a small leg incision, enter through an artery to reach the heart, insert

Thanks to recent medical advances, patients with structural heart problems such as heart valve issues or heart defects can now receive minimally invasive, innovative procedures.

in a new heart valve and close the incision with a small stitch—all in under one hour. TAVR requires no general anesthesia and patients are able to walk out the next day.

TREATING MITRAL REGURGITATION

Our program also specializes in MitraClip, a procedure that treats mitral regurgitation, which is a leaky heart valve. The mitral valve is like the old western saloon doors that swing back and forth. With mitral regurgitation, the doors don't close very well. MitraClip allows doctors to enter a small vein in the leg and insert a small clip at the mitral valve to hold the valve doors together to prevent blood from leaking backward.

ADDITIONAL PROCEDURES

The structural heart program also offers minimally invasive procedures to fix other structural heart issues:

- **Atrial septal defects (ASD)** is a defect (hole) between the heart's two upper chambers (the atria) that causes oxygen-rich blood to leak from the left side to

the right side of the heart to be pumped back into the lungs.

- **Patent foramen ovale** occurs when the hole that joins the left and right atria fails to close after birth. Some people suffer strokes due to this hole; closing it can potentially prevent future strokes.
- **Narrowed heart valve - balloon valvuloplasty** repairs narrowed heart valves.

Dr. Cheng-Han Chen, a structural/interventional cardiologist board-certified in internal medicine, cardiovascular disease, interventional cardiology, nuclear cardiology and adult echocardiography, has completed a specific fellowship in structural heart disease. Dr. Chen was closely involved in major clinical trials involving TAVR and has presented research at major national and international medical conferences, and has authored multiple manuscripts and book chapters on subjects ranging from interventional cardiology to cardiac stem cells.



Estate Planning HOW-TO

How to prepare to meet with your attorney

BY THE STELTER COMPANY

If you have friends, family and an interest in charitable giving, you may want to provide for your heirs and the causes you care about. To create your estate plan, you will need to work with an attorney who specializes in wills, trusts or estate planning. Here's an outline to help you prepare for your initial meeting.

TAKE INVENTORY

Make an account of all your assets, which may include:

- Money in savings and checking accounts—list banks and account numbers
- Stocks and bonds, mutual funds, money market funds and CDs—list firms and account numbers
- Real estate (including vacation property), automobiles, jewelry, artwork and other valuables
- Life insurance policies on your life—list face amounts, cash values, beneficiaries, name of insurance company and agent
- IRAs and other retirement plan assets—list custodians, account numbers and beneficiaries
- Interest in a business, partnership interests and money owed to you
- Interest in a trust that was set up by someone else

View information about United estate heirs and transfers FAQs at <https://bit.ly/3AWHuzb>. View information about Third estate heirs and transfers FAQs at <https://bit.ly/3kfqUF4>. For general information for estate agents and heirs, visit <https://bit.ly/36vLkRW>.

- Include the names and addresses of any co-owners of assets on your list

DEBTS AND OBLIGATIONS

For each of the following items, identify to whom the debt is owed; name, address and number of the account; amount of debt outstanding; and the repayment schedule.

- Home mortgages
- Car loans
- Credit card balances
- Any other debt

IDENTIFY YOUR BENEFICIARIES

Make a list of all of your close family members and friends whom you want to remember in your plans. List any charitable organizations you want to benefit after your lifetime as well.

NAME AN EXECUTOR

An executor is a person (or entity) who will:

- Manage your estate
- File your will for probate (the legal process of verifying your will)
- Collect and manage your assets
- Pay your bills, funeral expenses and any estate or inheritance taxes due
- Distribute your assets to the heirs you have designated

Your executor should be someone you trust—someone who can handle business matters and someone who will also be sensitive to the needs and desires of you and your family.

ASK ABOUT THESE IMPORTANT DOCUMENTS

When you meet with your attorney, ask about these five documents:

- **Your will** is a written document that directs your assets to the people and causes you care about, executed in accordance with the formalities required by state law.
- **A revocable living trust** can hold a majority of your assets during your lifetime, and it directs where the trust assets go later. This document can become the instrument by which your assets are distributed at your death, in essence acting like a will. Plus, assets in a living trust bypass the probate process.
- **A durable power of attorney** authorizes another person to make decisions for you—usually in financial matters—when you are unable to make those decisions for yourself. A durable power of

attorney remains effective if you should become ill or incapacitated, but it ends at death.

- **A living will** is a legal document that expresses your wishes about prolonging your life by artificial or extraordinary measures in the event of a serious illness. Although your attorney will draft your living will, you should discuss its provisions with your doctor to make sure he or she feels comfortable about carrying out its directions.
- **A health care proxy** is a written document that names the person you want to make medical decisions for you in the event you are unable to make them for yourself. In essence, a health care proxy is a power of attorney for making health care decisions.

Des Moines, Iowa-based Stelter Company assists nearly 1,500 nonprofit organizations of all sizes and shapes in various aspects of development and charitable giving programs. Information contained herein was accurate at the time of publishing. The information in this article is not intended as legal or tax advice. For such advice, please consult an attorney or tax advisor. Figures cited in any examples are for illustrative purposes only. References to tax rates include federal taxes only and are subject to change. State law may further impact individual results.



COMMUNITY CONNECTED

COMMUNITY CONNECTED

BIBLICAL HISTORY REDEDICATED

Reform Temple of Laguna Woods Torah project

By Marti Hack



The Reform Temple of Laguna Woods is celebrating its 25th anniversary this year with many events centered around themes of reconnection and rededication to our core Jewish values. The focus of the year-long celebration will be to honor our founders, our synagogue and our faith, and to respect our holiest symbol, the Torah, which contains the Five Books of Moses.

Over the years, the Reform Temple of Laguna Woods has acquired three Torah scrolls that are now so old and damaged that only one can be repaired. Using a Torah in that condition to honor the Sabbath and festival holidays is not acceptable to Jewish law. The one Torah that can be restored is so heavy that it cannot be carried by most of our senior congregation members whose participation is very important in celebrating our rituals at services.

To that end, the synagogue has acquired the services of a sofer (scribe) who is trained in writing and repairing Torah scrolls in a way



Watching the sofer repair the holy Torah. Seated: Sofer Ron Seiger and Reform Temple of Laguna Woods Rabbi Joseph Mendelsohn; standing, from left: synagogue members Lynne Rosenstein, Margot Gilison and Marti Hack.

that meets the highest standards of restoring religious objects to their holy state.

Our congregation welcomes the entire Village community to participate in a once-in-a-lifetime experience of watching the sofer at work in this restoration project. Many of our members have attended two previous sessions with the sofer and have come away awed and inspired by seeing the Torah restored to its original condition.

Please join your friends and neighbors in the Jewish community on Thursday, July 7, at Clubhouse 1 from 1 to 4 p.m. for what promises to be a most enlightening and inspiring event. There is no fee to attend. Contact Margot Gilison at mggilison@gmail.com or Marti Hack at marthahhack@gmail.com for more information.



VILLAGE TELEVISION

DID YOU KNOW?

Don't miss TV6's latest exciting new programming.



Village Television/TV6 is pleased to announce “Did You Know,” a new show hosted by Rebeca Gilad featuring Village residents from around the world. Tune in every Sunday at 3:30 to find out more!

WATCH, SUBSCRIBE TO VILLAGE TELEVISION YOUTUBE

Don't miss out on other great Village Television programming. Be sure to visit the Village YouTube channel at youtube.com/c/VillageTelevision to browse thousands of videos featuring Laguna Woods Village clubs, entertainment events, board meetings, “This Day” broadcasts and much more. More videos are added each day!

To subscribe to any YouTube channel and receive notifications every time new content is added, follow these simple steps:

1. **Open the YouTube app via your home screen**, in the app list or by typing youtube.com in your internet browser's search bar.
2. **Sign in to your Google account.** You must sign in to a Google account to subscribe to YouTube channels. Android automatically logs in to the Google account linked to your smartphone/tablet. Sign in with a different account by clicking your profile photo at the top, select **Switch Account**, and either choose an account from the list or tap + to add another account. For iPhone or iPad, tap the profile icon at the top-right corner of YouTube—if you're signed in, you'll see your own account info. If not, you'll see a blue **SIGN IN** button—tap it to sign in.
3. **Locate the Village YouTube channel.** To search, tap the magnifying glass at the top of YouTube, enter **Laguna Woods Village Television**,

Where to Find the Village Television Monthly Guide

In the Community Center toward the back double doors, several literature items are displayed, including the orange trifold TV6 guide. Find a digital version at lagunawoodsvillage.com > **Residents > Village TV (TV6) > Programming.**

and then tap the search key. Click a video to open it, or click the channel name to view its homepage. If you're watching a video and want to subscribe to its channel, tap the down arrow at the top-left corner of the video to minimize it, and then scroll down until you see the **SUBSCRIBE** link.

4. **Tap SUBSCRIBE.** If subscribing from a video, it will be a red link below the video player. If you're on the channel's home page, the red link will be near the top-right corner of the screen. When you subscribe to a channel, the text on the SUBSCRIBE button will change to SUBSCRIBED. You can unsubscribe at any time by tapping this button on any of the channel's videos or on its home page.
5. **Tap the SUBSCRIPTIONS tab to manage your channel subscriptions.** It's located at the bottom of YouTube. The channels you're subscribed to appear in the left column or along the top, depending on your phone or tablet. You can scroll down to see all of the latest updates from your subscriptions. Tap a channel icon to view recent videos; tap a video to start watching.



WE HEAR YOU!

QUESTIONS ASKED & ANSWERED

WE HEAR YOU!



I would like to try gardening, but I know I cannot plant items around my manor. How do I get a plot at the Garden Center?

You are correct that planting in the common area around your manor is prohibited. The Garden Center is the viable option to nurture your green thumb. The Village is proud to provide two beautiful Garden Centers that are open sunrise to sunset daily. The Garden Centers offer a relaxing, enjoyable environment for residents to tend, grow and harvest flowers, fruit and

vegetables. Call the Garden Center directly at **949-268-2387** for plot rental availability.

I wanted to try something new and thought that joining a club would be a good change. Where can I find information about clubs in the Village?

Laguna Woods Village boasts more than 250 clubs and organizations! Find club information at lagunawoodsvillage.com > **Clubs** (on the main menu bar), where you can browse clubs by type. Each club provides a contact person you can reach out to for more information.

What are some basic stats I can provide on community property types to a friend who is considering moving here?

Let your friend know that Laguna Woods Village features 94 floorplans.

If you have a question, email **info@lagunawoodsvillage.com**. Include your name, unit number and email in your message, and label the subject line My Community Question.

Third Mutual has it all in terms of home ownership, from single-family homes to one-, two- and three-bedroom condominiums, totaling 6,102 units. United Mutual is comprised of 6,323 co-ops, which is an alternative approach to condo living. The last mutual, a high-rise facility with 311 condos known as The Towers, is currently managed by an organization other than Village Management Services Inc.

I have residual social anxiety as COVID restrictions are being lifted. Is there anyone I can speak to about my situation, privately?

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

I am unable to walk for long distances, but I like to get out for some fresh air in my golf cart. Are there set paths I can use with my golf cart?

Yes. A map of the community's golf cart paths is available at lagunawoodsvillage.com > **Documents** > **VMS** > **Golf Cart Path Map** or **Amenities** > **Recreation** > **Recreation Publications** > **Golf Cart Path Map**.



MEDIA & COMMUNICATIONS

GOT (THE RIGHT) INFO?

Questions or curiosity about something you heard that doesn't sound quite right? Here's how to get correct answers.



GET FACTS

Email info@lagunawoodsvillage.com, which is monitored and answered daily by staff.

Read the every-Friday "What's Up in the Village." Not subscribed? Send a request to info@lagunawoodsvillage.com.

Read the Village Breeze. Didn't receive your copy? The Village Breeze is delivered bimonthly to every manor via the United States Postal Service's Every Door Direct program. Call the regional postmaster to inform them of missed delivery at [949-837-1848](tel:949-837-1848). Copies are available throughout the Village at Clubhouse 1 fitness; clubhouse offices 1, 2, 4, 5 and 7; the Community Center literature rack; Community Center fitness; Community Center recreation office; the Equestrian Center office; the Garden Center 2 office; the Golf pro shop; the Par 3 office; the Tennis clubhouse; Resident Services; and the Village Library.

Check out the latest news at lagunawoodsvillage.com > [News](#) > [News Home](#) (lagunawoodsvillage.com/news).

Watch "This Day" on TV6 Monday through Saturday at 9 a.m. (rebroadcast at 12:30 and 5 p.m. daily).

Visit our Facebook page at facebook.com/LagunaWoodsVillage.

ATTEND MEETINGS

Go to lagunawoodsvillage.com > [Calendars](#) > [Calendars](#) Home and

select All Governance Boards, GRF, Third or United.

Clicking the **Calendars Home** button also will take you to a landing page from which you can select the governing board calendar of your choice. Click on the meeting of interest.

Meeting information and agenda packets can be found by clicking on the meeting of interest on the calendar.

GET ANSWERS TO FAQs

Click **How Do I?** at the top main menu of the Village website for a list of answers to frequently asked questions regarding general information, sales and leasing, billing, decals and passes and more.

Visit bit.ly/3mEYYJE to find out how to reach the department to best meet your needs.

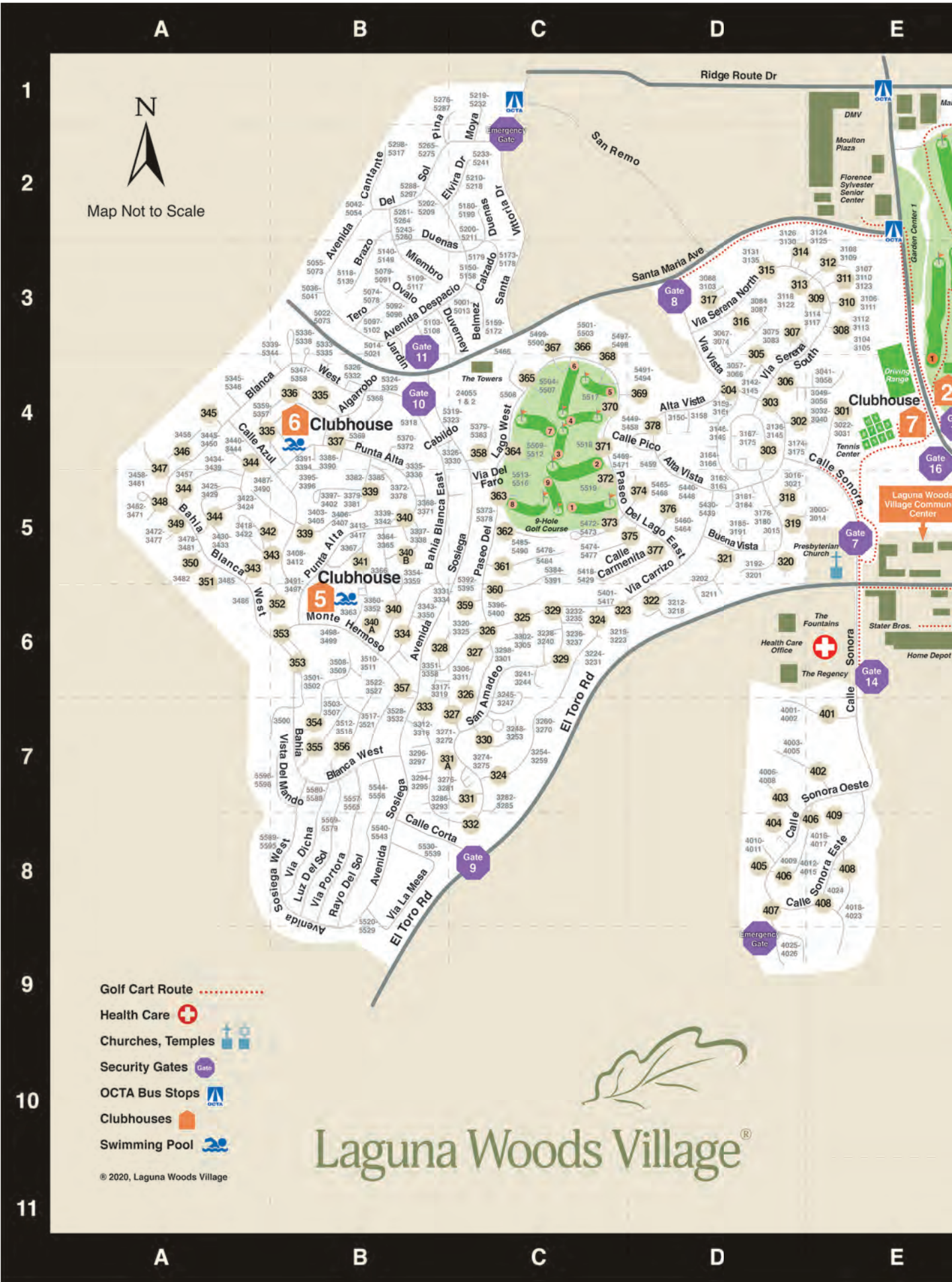
WHO CAN YOU CALL?

Click **Contact Us** in the top right-hand corner of the Village website for general information, important phone numbers and more. A What can we help you with? online form (scroll to the bottom of the Contact Us landing page) allows you to make an inquiry to be answered by staff.

Visit bit.ly/3uJZF7h to view the full phone list or click View **Full Phone List** at **Contact Us**.

Visit bit.ly/2PXD8VV for a comprehensive list of frequently called numbers.

LAGUNA WOODS VILLAGE COMMUNITY STREET MAP



- Golf Cart Route
- Health Care
- Churches, Temples
- Security Gates
- OCTA Bus Stops
- Clubhouses
- Swimming Pool

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Laguna Woods Village®





KEYS TO THE COMMUNITY

In Your Neighborhood

To find out what's going on in and around your neighborhood, visit lagunawoodsvillage.com, go to the Residents tab, click on Maintenance & Construction and scroll down to Maintenance Project Logs.



GRF PROJECT LOG

UNITED MUTUAL PROJECT LOG

THIRD MUTUAL PROJECT LOG

GRF Facilities Sweeping Schedule

1ST FRIDAY OF THE MONTH

4 to 5:30 a.m. Clubhouse 1

5:30 to 6 a.m. Clubhouse 2

2ND FRIDAY OF THE MONTH

4 to 5:30 a.m. Clubhouse 3

5:30 to 6 a.m. Clubhouse 4

3RD FRIDAY OF THE MONTH

4 to 6 a.m. Clubhouse 7

6 to 7 a.m. Clubhouse 5

7 to 8 a.m. Clubhouse 6

4TH FRIDAY OF THE MONTH

4 to 7 a.m. Maintenance Center

Garden Centers

Equestrian Center Lot

5TH FRIDAY OF THE MONTH (WHEN APPLIES)

4 to 7 a.m. RV Lots

Golf Maintenance

Street Sweeping Schedule

**All times are approximate and subject to change*

MONDAY TO FRIDAY

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

Cul-de-sacs

MONDAY

7:30 to 11:30 a.m.

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

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

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

TUESDAY

7:30 to 11:30 a.m.

Gates 5, 6 – All streets in this area

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

Gates 11, 14 – All streets in this area

WEDNESDAY

7:30 to 11:30 a.m.

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

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

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

THURSDAY

7:30 to 11:30 a.m.

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

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

Gate 9 – South of Monte Hermoso

FRIDAY

GRF Facilities

Please see GRF Facilities Sweeping Schedule.

Every other week

Gate 9 – Towers Parking Lot

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

Stay in Touch!

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

ADMINISTRATIVE OFFICES

General Information 949-597-4600
information@lagunawoodsvillage.com
info@vmsinc.org

AMENITIES AND RECREATION

General Information 949-597-4273
recreation@vmsinc.org
 19 Restaurant and Lounge 949-206-1525
 Clubhouse 1 Office/Pool 1 949-597-4281
 Clubhouse 1 Fitness Center 949-597-4284
 Clubhouse 2 Office/Pool 2 949-597-4286
 Clubhouse 4 Office/Pool 4 (Mon - Fri) 949-597-4291
 Clubhouse 4 Office/Pool 4 (Sat & Sun) 949-597-4344
 Clubhouse 5 Office/Pool 5 949-597-4382
 Clubhouse 6 Office/Pool 6 949-597-4436
 Clubhouse 7 Office 949-268-2417
 Clubhouse Reservations 949-597-4227
 Community Fitness Center 949-268-2275
 Equestrian Center 949-597-4275
 Golf and Village Greens 949-597-4336
 Golf (Par 3 Course) 949-597-4334
 Performing Arts Center 949-597-4289
 Performing Arts Center Box Office 949-597-4288
 Village Library 949-597-4274
lvvillagelibrary@yahoo.com
 Village Television 949-597-4295

COMMUNITY ACCESS

Community Access 949-597-4600
 Gate Clearance 949-597-4301

EMERGENCY AND MEDICAL SERVICES

Fire, Police, Medical Emergency 911
 Care Ambulance Service 877-972-0999
 MemorialCare Saddleback Hospital 949-837-4500
 OC Fire Authority Public Information Line 800-545-5585
 OC Sheriff's Nonemergency Dispatch 949-770-6011

MISCELLANEOUS

Animal Services, City of Laguna Beach 949-497-0701
 City of Laguna Woods 949-639-0500
 Florence Sylvester Senior Center 949-380-0155
 Foundation of Laguna Woods Village 949-268-2246
 Laguna Woods Globe 949-837-5200
 Laguna Woods History Center 949-206-0150
info@lagunawoodshistory.org
 Lost and Found 949-597-4435
lostandfound@vmsinc.org
 RV Storage 949-268-2284
 Saddleback College Emeritus Institute 949-582-4835
 The Towers 949-597-4278
thetowerslvv@pmpmanage.com

RESIDENT SERVICES

Manor Alterations 949-597-4616
alterations@vmsinc.org
 Resident Services 949-597-4600
residentservices@vmsinc.org
 Social Services 949-597-4267

SECURITY

Compliance Hotline (anonymous) 949-268-2255
 Department of Security Services (24/7) 949-580-1400
 Disaster Preparedness Task Force 949-597-4237

TRANSPORTATION

Village Bus System 949-597-4659

UTILITIES

Broadband (Cable) 949-837-2670
 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

STAY IN TOUCH!
 Telephone and email

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

Emails provided
 where available



GENERAL SERVICES

BAG IT, TRASH IT, FORGET IT

Practicing smart organics recycling simplifies the process and reduces bin odors.

By Robert Carroll, Director of General Services



Thanks to California's new organics recycling law, trash duty has reached a new level of effort.

However, convenient compostable bags can simplify the organics recycling job and help keep the appropriate bins cleaner, resulting in reduced odors emanating from the bins.

A variety of compostable bags can be found at [Amazon.com](https://www.amazon.com), [HomeDepot.com](https://www.homedepot.com), [Walmart.com](https://www.walmart.com) and similar websites. 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

- Please do not move organic waste recycling carts from their intended locations. Carts will not be serviced in areas where they

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

- are not assigned. If you find a cart that has been moved, please email LagunaWoods-Recycles@CRRmail.com.
- Please do not place plastic bags in organics recycling carts. Compostable bags, paper bags and newspaper are acceptable—compostable bags are preferable.
- Consider storing your organics in the freezer and disposing on Thursday, right before the Friday pickup, to minimize odors.
- Please do not place prunings in organics recycling carts. Green waste is accepted in the organics carts. However, to ensure everyone can participate in the program and use the carts for accepted waste, do not fill the organics carts with garden/lawn prunings. Instead, please call Resident Services at **949-597-4600** to schedule a Friday clippings pickup.
- Please close the lid to the organics carts completely after use to prevent rodent access.
- For assistance locating your nearest organics cart, please visit bit.ly/3NoVmrB to access an interactive map or a printable map.



FIRE CLEARANCE IN THE VILLAGE

Staff works with OCFA, Cal Fire, OC Parks and the Nature Conservancy to defend against wildfire.

By Kurt Wiemann, Director of Landscaping Services



VMS staff works year-round with the Orange County Fire Authority (OCFA) to create and maintain “defensible space”—a practice to combat wildfires, especially in the wildland-urban interface. Defensible space reduces the risk of fire spread and provides firefighters a safer space from which to defend a threatened area.

In the Village, defensible space is divided into two landscaping areas: wildland and interior. The goal in wildland areas, adjacent to gates 9, 10 and 11, is to remove vegetation adjacent to Village boundary walls. The protected land adjacent to the Village is managed by the Nature Conservancy. Staff works with OC Parks and the conservancy to access the land and perform mandatory wildlife studies, enabling VMS to remove a 30-foot band of vegetation directly adjacent to the walls to create defensible space. This work is scheduled for June.

Over the past two years, staff has been working with OC Parks and the conservancy to increase this defensible space to 100 feet. The

conservancy agreed, with some environmental and wildlife mitigation requirements in place. OC Parks is working on the mitigation plan and will submit it to staff once it is complete.

The second concept of defensible space is fuel reduction, or selectively thinning and pruning plants to reduce the combustible fuel mass of the remaining plants. This practice, which breaks up continuous, dense and uninterrupted vegetation, is being used on interior slopes. Ground cover is cut to 12 inches, shrubs are reduced to 2 feet and tree skirts are raised to 7 feet. This work, under contract with Mission Landscape, is completed twice a year.

Staff recently met with OCFA, which annually inspects all landscaping within high fire-risk areas, or fire hazard severity zones (FHSZ), which are determined by Cal Fire and changeable over time. View Village zones at bit.ly/3NmpxiV.

This year, OCFA is requesting Village landscaping to begin fire hardening within red FHSZ, which are mostly in gates 10 and 11. As crews work their way through these parts of the Village, they will perform the following new tasks mandated by Cal Fire to reduce the fire threat: reducing shrub height under windows to 2 feet below the sill, removing leaf growth from the lower 1 foot of shrubs, and reducing tall shrub height to maintain a 4-foot clearance below roof eaves.



SECURITY SERVICES

MEET ERIC NUÑEZ

A warm welcome to our community's new director of security



VMS is pleased to announce to the community that Eric Nuñez joined the VMS organization in April as director of security. Mr. Nuñez replaced Carlos Rojas, who was recently promoted to director of operations in the CEO/General Manager's Office.

Mr. Nuñez comes to VMS from the City of Los Alamitos, where he served as police chief for the past six years until retiring last month. Los Alamitos, which is similar in size and population to Laguna Woods Village, boasts low violent and property crime rates, indicating that public safety expectations center around quality-of-life issues, such as code enforcement, traffic safety, neighbor disputes and social services issues, as they do in the Village.

Geographically, Los Alamitos is adjacent to Rossmoor Seal Beach, a county island policed by the Orange County Sheriff's Department (OCSD). The Los Alamitos Police Department was often the first to respond to crimes in progress, providing Mr. Nuñez significant

opportunity to build a level of great trust and partnership with OCSD, which will serve him well in his new role at Laguna Woods Village.

Before serving as Los Alamitos police chief, Mr. Nuñez spent 25 years with the City of La Palma, rising through the ranks from police officer to sergeant to captain and ultimately serving as that community's police chief for six years. Mr. Nuñez also served as the La Palma emergency service coordinator, training and managing a large department-associated volunteer group and the Community Engagement Response Team. We look forward to his oversight of the Village Emergency Response Plan.

Mr. Nuñez holds a Bachelor of Science in public administration from the University of La Verne and an executive Master of Leadership from the University of Southern California. He teaches criminal justice at California State University, Long Beach and is a past president of the California Police Chiefs Association and the Orange County Police Chiefs and Sheriffs Association.

Mr. Nuñez, having served at the highest levels of law enforcement as a collaborator, an innovator and a leader, brings his signature competencies of leadership, risk management, community outreach, relationship building and emotional intelligence to enhance the quality of life for all residents as our new director of security.



ENROLL IN THE BICYCLE REGISTRATION PROGRAM

Laguna Woods Village Department of Security Services provides a voluntary bicycle registration program for residents to raise bicycle theft awareness and reduce the number of unrecovered bicycles throughout the Village.

REGISTER NOW

If your bicycle is stolen, Security Services can quickly locate its identifying information and provide it to the Orange County Sheriff's Department (OCSD), which increases the chance of recovering your bicycle. Any information provided is confidential and is not shared outside of Laguna Woods Village or OCSD.

Bicycle registration also aids in identifying residents in the event of a collision. Many bicyclists do not carry identification when out for a ride.

Take two photos of your bicycle: one full-frame photo and one photo of the serial number, which may be located on the underside of crank, rear stays, top of the crank, the headset or the seat downtube next to the crank.

If you need assistance with your photos, ask a neighbor or friend for

help. If you are still unable to obtain photos of your bike, email a photo request to Security at chief@vmsinc.org.

Download and complete the attached bicycle registration form at bit.ly/3a2zm7f and return it to Security (along with your bicycle photos) to one of the addresses listed below. Personnel will enter your information into a departmentwide database.

PREVENT THEFT

- Always lock your bike, even if you leave it for just a moment.
- Always lock your bike's frame and wheels.
- Lock your bike even when it's stored in a garage or on a porch/patio.
- Remove all detachable items such as lights, bags and quick-release parts.
- Lock your bicycle to a bike rack or a firmly affixed (bolts covered in concrete) object such as a parking meter or sign pole.
- Purchase the most expensive lock you can afford. U-locks are strong; better quality locks come with theft warranties.
- Only buy a U-lock with a flat or disc key; cylindrical-keyed locks are easier for thieves to pick.

REPORT THEFT

- Call OCSD at **949-770-6011**.
- Call Laguna Woods Village Security Services at **949-580-1400**.



RECREATION

YOUR GUIDE TO EVENTS, FITNESS AND FUN

EASTER AT THE EQUESTRIAN CENTER WAS A HIT

LAGUNA WOODS VILLAGE COMMUNITY CENTER

24351 El Toro Road
Laguna Woods, CA 92637

949-597-4273

recreation@vmsinc.org

Visit Amenities at
lagunawoodsvillage.com for
activities, classes, fitness and sports,
golf, facilities, clubs and much more.

REGISTRATION

Visit the Recreation office in the
Community Center or the facility
where the class or event is held.





GUS JOINS EQUESTRIAN CENTER

A new horse has joined the GRF herd! Giuseppe, "Gus," is a 15.3-hand, 14-year-old Clydesdale cross whose background is in trail and western riding. He's a big, strong guy who can carry larger adult riders and sports a beautiful bay color with a big white blaze and four tall white socks—making him a horse with lots of "chrome," as they say in the horse world.

He is friendly and engaging and often nickers softly to Equestrian Center staff when they approach or walk by, like he's saying "Hi, friend! Are you here for me?" He is a walk/trot/canter lesson horse with beautiful movement and loads of potential. He's fun to ride, responsive and careful with unbalanced riders, slowing down if someone feels unsteady on his back.

EVENTS

Summer Splash Days

Friday, July 8 and August 12

Pool 2, noon to 4 p.m.

\$5 for children 2 and older, adults and infants are free

Advanced reservations required

949-597-4286 or 949-268-2418



Father's Day Brunch

Sunday, June 19

Clubhouse 5, 11 a.m.

Adults \$29,

children 6-10 \$14.50

949-597-4382



90s Luncheon

Tuesday, June 21

Clubhouse 5, 11:30 a.m.

Tickets are free for residents 90 and older,

\$21 for residents younger than 90

Advance reservations required

949-597-4382



Fourth of July Celebration

Monday, July 4

Golf cart parade leaves Clubhouse 5 at 11 a.m., concert at Clubhouse 2 from noon to 2 p.m.

Free admission

949-597-4286 or 949-268-2418



RECREATION



PAC 2022 SEASON

- **SouthBound & Co., July 9.** Bringing the best of classic rock bands, including Skynyrd & Frynds, The Buddy Holly Review and more
 - **Queen Nation, August 20.** The West Coast's longest-running, most authentic, fully costumed re-creation of a vintage Queen concert
 - **Ronstadt Revival, September 17.** The premiere tribute to Linda Ronstadt, with a full seven-piece band, to bring you the authentic sound of the Ronstadt catalog
 - **Who's Zeppelin, October 1.** One band, two iconic tributes to The Who and Led Zeppelin
 - **New Year's Eve, December 31.** Ring in the New Year at the PAC with a special show
- Ticket prices vary by show. Visit [tickets](https://lagunawoodsvillage.com/tickets).

lagunawoodsvillage.com to create an account and conveniently purchase and print PAC tickets at home. No printer? Show a smartphone screenshot of your purchase at the box office or, at checkout, select the option to pick up your tickets at the PAC box office. Tickets also can be purchased at the PAC box office, which is open Monday, Wednesday and Friday from 9 a.m. to noon.

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

MONDAY MOVIES AT THE PAC

Jun 13 | The Guernsey Literary and Potato Peel Pie Society

Jun 20 | In the Eyes of Tammy Faye

Jul 11 | King Richard

Jul 18 | Belfast

Aug 15 | House of Gucci

Sep 19 | West Side Story

Oct 17 | Nightmare Alley

Nov 21 | Spencer

2 p.m., free admission | [949-597-4288](tel:949-597-4288)





GET MOVING!

Laguna Woods Village residents enjoy resort-style amenities that are the envy of the nation at just a fraction of the cost.

Visit lagunawoodsvillage.com/amenities/recreation or any of the [bit.ly](#) links below to get involved.

- View a list of amenities, location, contact information, registration process and more at bit.ly/3tXFP9w.
- Purchase event tickets and register for classes, activities via ActiveNet at bit.ly/39sfreE. Visit bit.ly/3CDWAd9 to view an ActiveNet tutorial video.
- Consider taking one or more of the almost 20 classes currently offered, including mat/chair yoga; ballroom dance; English, Chinese or Russian 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.
- Email the recreation office at recreation@vmsinc.org or call **949-597-4273** for more information.

JOIN A CLUB!

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

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



RECREATION



EQUESTRIAN CENTER

Our charming and unique equestrian facility offers boarding for resident-owned/lesson horses and a riding program (lessons/trail rides) for residents and their sponsored guests. In addition, riders and non-riders alike enjoy various events at our facility, including summer barbeques, the Halloween 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.



GUIDED TRAIL RIDES

Instructors lead several trail rides a week. Interested residents may sign up for guided trail rides after they have reached an adequate skill level, which is determined by an instructor during assessment lessons.

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.





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

The Laguna Woods History Center is a 501(c)(3) nonprofit that receives no assessment funding. Visit weekdays from 11 a.m. to 1 p.m. and by appointment (call **949-206-0150**). Visit **lagunawoodshistory.org** for more information. Donations are greatly appreciated.



PERSONAL TRAINERS ARE HERE FOR YOU

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

Call the Community Fitness Center at **949-268-2275** or Clubhouse 1 at **949-597-4284** for more information and to check trainer availability.



RECREATION

ONGOING CLASSES

Schedules subject to change without notice.

MONDAY

Chi Kung

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

Yoga with Kim Min

Clubhouse 2 ballroom, 8:30 to 9:45 a.m.
Free drop-in class

Laughter Yoga with Cheryl Russel

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

Ballroom Dance with Candi Davis

Clubhouse 1 ballroom, 10:30 a.m. to 12:30 p.m.
\$25 for five group lessons

Stress-less 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



Chinese Language Class with Grace Sam

Clubhouse 6, 1:30 to 3:30 p.m.
Free drop-in class

Aqua Zumba with Tracy Murray

Clubhouse 1 pool, 4 to 5 p.m.
\$25 for five classes

Cycling with Alisha Sullivan

Clubhouse 5 fitness room, 5 to 6 p.m.
\$40 per eight-class session

TUESDAY

Yoga with Kim Min

Clubhouse 1 ballroom 8:30 to 9:45 a.m.
Free drop-in class

Tai Chi

Clubhouse 7 ballroom, 9 to 11 a.m.
Free drop-in class

Cycling with Alisha Sullivan

Clubhouse 5 fitness room, 10 to 11 a.m. and 11:30 a.m. to 12:30 p.m.
\$40 per eight-class session

Fitness With Janet

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

Movement and Stretch with Sybil Moore

Clubhouse 5 multipurpose room, 10:30 to 11:30 a.m.
Free drop-in class

Swim Clinic with Jan Levinrad

Pool 2, noon to 1 p.m. and 1 to 2 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, 3:30 to 4:30 p.m.
\$25 for five classes

Meridian Yoga with Sue Shin

Clubhouses 5 fitness room, 5 to 7 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

Clubhouse 7 ballroom, noon to 1 p.m.
 Free drop-in class

Contemporary Jazz with Laura Fremont

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

Tap Dance and Rhythms with Laura Fremont

Clubhouse 5 fitness room, 5:30 to 6:45 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, 9 to 11 a.m.
 Free drop-in class

Fitness With Janet

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

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

Meridian Yoga with Sue Shin

Clubhouse 7 ballroom, 9 to 11 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, 10 to 11 a.m.
\$25 for five classes

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

- Community Center Recreation office
Monday - Friday, 8 a.m. - 5 p.m.
- Through December 31, 2022, only
- Limited to clubhouses 1, 2 and 5 and the Village Greens
- Clubhouse 2 reservations will be limited to Monday through Friday from 8 a.m. to 5 p.m.
- Clubhouse 5 reservations will not be available on Sundays after 1 p.m.
- Bartender and technician services are limited

Clubhouse 1 | 949-597-4281

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

Clubhouse 2 | 949-597-4286

- Open 8 a.m. - 5 p.m. Monday - Thursday, 8 a.m. - 6 p.m. Friday
- 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; 10 a.m. - 2 p.m. Saturday/Sunday
- Tuesday and Thursday 9 a.m. - 8 p.m.
- Contact the clubhouse for specific studio days/times

Clubhouse 5 | 949-597-4382

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

Clubhouse 7 | 949-268-2417

- Office hours 11 a.m. - 5 p.m. Monday - Friday
- Bridge games 12:30 - 4 p.m. Monday - Friday
- Bridge classes - schedule varies

Community Center | 949-597-4273

- Open 8 a.m. - 5 p.m. Monday - Friday
- Table tennis: 8 a.m. - 4:30 p.m.
- Mac learning center: 9 a.m. - 3 p.m., 949-268-2263
- PC workshop: 11 a.m. - 3 p.m., 949-268-2262
- Community fitness center 7 a.m. - 7 p.m. Monday - Friday

Equestrian Center | 949-597-4275

- Tours 12:30 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



Pools | 949-597-4273

Pool 1

- 7 a.m. - 7 p.m.
- Aquadettes practice Monday and Friday, 11 a.m. - noon
- Emeritus class Tuesday and Thursday, 11 a.m. - noon

Pool 2

- 7 a.m. - 6 p.m., 9 a.m. open Wednesday
- Kourts reservation 7 a.m. - 11 a.m.
- No reservations 11 a.m. - 6 p.m.
- Swim Clinic Tuesdays noon - 2 p.m.

Pool 4

- 8 a.m. - 10 p.m., Friday 9 a.m. open

Pool 5

- 6 a.m. - 9 p.m., Thursday 9 a.m. open
- Emeritus class Monday, Wednesday and Friday, 10 a.m. - noon

Pool 6

- Noon - 6 p.m.

Golf | 949-597-4336

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

History Center | 949-206-0150

- Call to schedule an 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 Monday, Wednesday and Friday, 9 a.m. - noon
- Auditorium open for scheduled shows; dates and times vary

Pickleball | 949-597-4273

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

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

Restaurant 19 and Lounge | 949-206-1525

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.
- Kourts reservations required for courts 8 - 10 7 a.m. - 4:30 p.m.
- Kourts reservations required for courts 6 and 7 4:30 - 9 p.m. (lighted)
- For Kourts reservations, visit bit.ly/3x0MMXj.

Saddleback Emeritus | 949-582-4835

THE TOWERS

at Laguna Woods Village



AFFORDABLE, INDEPENDENT RESORT-STYLE SENIOR LIVING INCLUDES

Nightly dining service • All utilities except telephone • 24-hour front desk • Housekeeping services
24-hour on-site maintenance • Free laundry facilities on each floor

Weekly fitness, movies, bingo, entertainment and more

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

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

Realtors welcome



Visit TheTowersatLagunaWoodsVillage.com

Follow us   

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



For Mutual Benefit

News and updates from the Laguna Woods Village Boards of Directors

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GRF Board of Directors

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

Bunny Carpenter
President
2019-2022

Egon Garthoffner
First Vice President
2019-2022

Debbie Dotson
Second Vice President
2021-2023

Joan Milliman
Secretary
2020-2023

James Hopkins
Treasurer
2019-2022

Elsie Addington
Director
2020-2023

Yvonne Horton
Director
2019-2022

Reza Karimi
Director
2021-2023

Gan Mukhopadhyay
Director
2021-2024

Juanita Skillman
Director
2021-2024

Don Tibbets
Director
2021-2024



IMPRESSIVE RESIDENT SERVICES STATS

The month of April saw the greatest service numbers in years.

Resident Services strives to achieve specific, quantifiable service goals when residents enter the department's double doors for assistance. In April, Resident Services delivered the highest walk-in and telephone service results in many years.

The goal of a Resident Services representative is to assist visitors within a 10-minute or less wait time; the goal for time taken to properly assist a resident is 8 minutes or less.

Below are the walk-in and telephone statistics for the month of April.

Walk-In Statistics

- Customers assisted: 3,929
- Average wait time: 6:20 minutes
- Average time spent with a resident: 6:15 minutes

Telephone Statistics

- Resident Services: 7,595 calls from residents who experienced an average wait of 1:29 minutes
- Broadband: 1,760 calls from residents who experienced an average wait of 1:40 minutes



RESIDENTS SHARE FEEDBACK

New customer service survey sheds positive light on work order satisfaction.

Did you know that each time a work order is completed, the resident who initiated it receives a customer satisfaction survey?

The program, launched in February, seeks feedback on service orders and staff assignments (program maintenance requests, such as those for water heaters, electrical panels, fumigations, etc., are not included in this survey).

In March, VMS modified the survey to reflect board member input, which was to add a maintenance-specific question and a free-form comment section that asked what VMS could do to improve service levels.

Through April, 7,346 surveys were sent and VMS received 1,770 responses for a 24% response rate.

Five stars is the highest rating possible on the rating scale and one star is the lowest. All negative comments receive regular follow-up. Below are the questions featured in the survey, along with responses received, the average response and the assignment of stars received per the rating scale.

How was your Resident Services experience?

1,623 responses; average response: 4.53 stars

- Five stars: 1,243
- Four stars: 181
- Three stars: 87
- Two stars: 43
- One star: 69

How was your maintenance experience?

1,121 responses; average response: 4.52 stars

- Five stars: 875
- Four stars: 109
- Three stars: 50
- Two stars: 18
- One star: 69

Please rate time to respond.

1,640 responses; average response: 4.48 stars

- Five stars: 1,239
- Four stars: 176
- Three stars: 87
- Two stars: 50
- One star: 88

Please rate employee courtesy.

1,611 responses; average response: 4.76 stars

- Five stars: 1,419
- Four stars: 95
- Three stars: 42
- Two stars: 13
- One star: 42

Please rate whether expectations were met.

1,621 responses; average response: 4.47

- Five stars: 1,263
- Four stars: 133
- Three stars: 71
- Two stars: 33
- One star: 121

Third Board of Directors

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

Robert Mutchnick
President
2020-2023

Annie McCary
First Vice President
2020-2023

Ralph Engdahl
Second Vice President
2019-2022

Lynn Jarrett
Secretary
2019-2022

Donna Rane-Szostak
Treasurer
2020-2023

Cusrow "Cush" Bhada
Director
2019-2022

Jim Cook
Director
2021-2024

John Frankel
Director
2020-2023

Mark Laws
Director
2021-2024

Nathaniel Lewis
Director
2021-2024

Craig Wayne
Director
2019-2022



RESALES UPDATE

By Robert Mutchnick, President

I'm pleased to share some news that should make Third Mutual members happy. Resales have been going through the roof—no pun intended.

For the year to date, as of May 31, 2022, a total of 196 resales has led to an average resale price of \$539,196, which compares favorably to 181 resales year to date for 2021 and \$447,196. For the first five months of this year, Third is averaging 39 sales per month compared to 36 sales per month for the first five months in 2021.

So, while the number of resales this year is slightly ahead of last year, the average price this year is also up \$539,196 per resale, approximately a 20.6% increase. The average resale price in May 2022 has increased 20.6% over May 2021 (\$539,196 compared to \$447,108 in May 2021). The table below presents the above figures graphically.

	2021	2022
Number of resales	141	181
Average sales price	\$441,749	\$539,196
Average time received in VMS Resales to close	29	27

In addition to the increase in the average resale price, it also appears that the average number of days on the market for a resale is decreasing. The average time for resales to go through escrow has stabilized. The average number of days to close after a completed resales package has been received by VMS Resales is 27.

Resales is working as fast as it can to process resales transactions. If there is a hold up, it typically stems from required important documents and/or signatures that are missing. Once Resales completes its work, the qualifying materials are sent to the Third board for approval. Each week, Third assigns three directors to review the qualifying materials. I am pleased to inform you that Third directors typically sign off on the qualifying documents within 24 hours of receipt.

If you would like a monthly update on resales, the monthly Finance Committee meets the first Tuesday of each month at 1:30 p.m. in the Community Center Board Room. You can also view the monthly meetings via Zoom, as well as review past meetings as they are recorded and posted on the Laguna Woods Village website.



APPROVALS AND BOARD ACTIONS

MARCH AND APRIL MEETINGS

By Lynn Jarrett, Secretary

MARCH

- Approved resolutions for liens against two members.
- Approved a resolution to prohibit exterior water heater relocations.
- Approved a resolution to establish an occupancy fee to include live-in caregivers for each person above two of \$50/month effective May 1, 2022.
- Approved a motion to approve the 2022 annual election schedule and approved a resolution appointing the inspector of elections.
- Approved a motion to approve a resolution appointing the inspector of elections for the recall vote on June 3, 2022.
- Denied a tree removal request of an Indian laurel fig at 3320-B Bahia Blanca.

APRIL

- Approved a resolution for a lien against a member.
- Approved (unanimously) the board withdraw all SCE Charge Ready applications and continue to search for new programs to assist with the installation of new EV charging stations.
- Approved updated board committee assignments.
- Denied a tree removal request of a jacaranda at 2305-A Via Puerta.
- Denied a tree removal request of an American sweetgum at 3028-A Calle Sonora.
- Denied a request to keep nonstandard landscape revisions at 4006-1C Calle Sonora.

United Board of Directors

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

Anthony Liberatore
President
2021-2024

Maggie Blackwell
First Vice President
2021-2024

Reza Bastani
Second Vice President
2020-2023

Neda Ardani
Secretary
2019-2022

Azar Asgari
Treasurer
2020-2023

Prakash "Cash" Achrekar
Director
2020-2023

Diane Casey
Director
2021-2022

Patricia English
Director
2021-2024

Pearl Lee
Director
2021-2024

Lenny Ross
Director
2022-2023

Andre Torng
Director
2019-2022

BE SURE YOUR SOLUTION REMAINS A BLESSING

By Maggie Blackwell, First Vice President

A growing number of single owners in United are taking in co-occupants as a solution to financial and/or care problems. United Mutual's attorney and the Village's Security Services director have both expressed identical concerns discussed in "Co-occupancy in Rossmoor should be considered carefully," written in 2013 by Wilma Murray, who shared that co-occupant problems had arisen in that community either when the member involved died or was moved to care temporarily or permanently.

Murray's article states, among other things:

*"While a member/owner may remove the co-occupant from the data base (Membership Records) at will, getting a recalcitrant co-occupant out of the manor can turn into a problem. **The actual eviction is in the owner's hands.***

"If the member wants the co-occupant to leave, getting that individual evicted is solely up to the member, even when that co-occupant's name has been removed from the occupancy forms, the ID has been turned in, and Security has been informed, which are all part of a procedure to remove a co-occupant. The physical removal may get (and has in past cases gotten) costly and messy.

"The owner is completely responsible for all costs associated with eviction, as well as any property damage caused by the now-former co-occupant.

"Also, if the resident dies or moves to a care facility, the co-occupant remains registered, and this can become a problem down the road for family members or heirs as the co-occupant can be "grandfathered" in, in some instances, according to California Civil Code 51.3.

"Owners should use extreme caution in the decision to create a co-occupancy. They need to be sure they truly know the person with whom they would share their home and that they fully understand that it all falls back on them, not the mutual or GRF, if the relationship doesn't work out."

Take the time now to ensure you, your heirs and your co-occupant are protected from ugly legal battles. Obtain a co-occupancy application at lagunawoodsvillage.com > Residents > Resident Services and scroll to Resident Services documents and find "Co-occupancy Permit Application - United Mutual" (bit.ly/3ySVqLU). Or secure the form in person by visiting the Community Center and asking for the Village administrative specialist (949-597-2393). Contact legal aid and/or your own legal counsel if you have further questions regarding the potential consequences of inviting someone into your home.

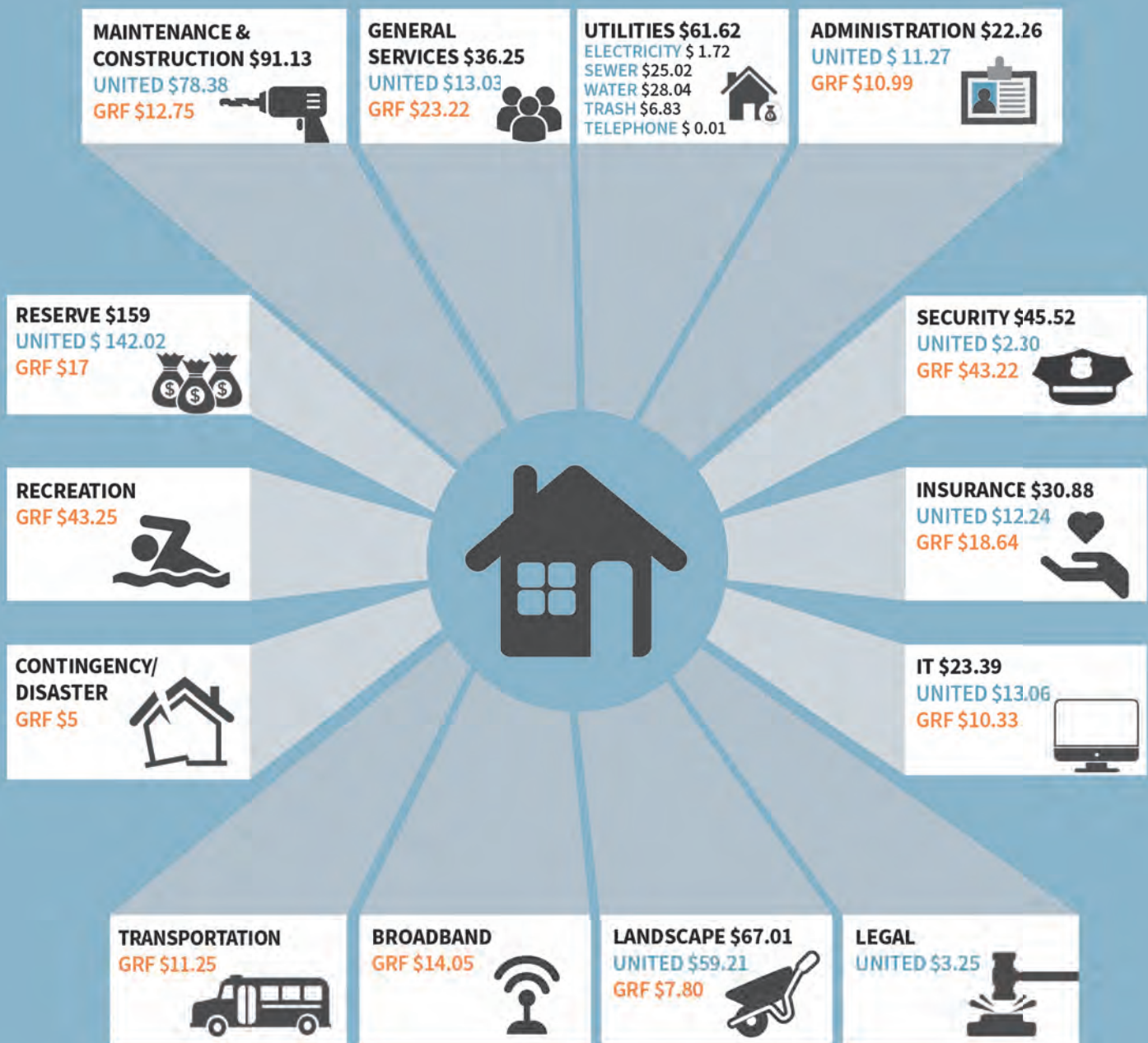


UNITED LAGUNA WOODS
MUTUAL

2022 ASSESSMENT WITHOUT TAXES

HOW \$613.88 IS SPENT MONTHLY

FOR UNITED • FOR GRF





VMS Board of Directors

Rosemarie DiLorenzo
Chair
Third, 2019-2022

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

Diane Phelps
Second Vice Chair
GRF, 2019-2022

LeLeng Isaacs
GRF, 2021-2024

Norman Kahn
United, 2020-2023

Manny Robledo
United, 2021-2024

Cynthia Rupert
United, 2019-2022

Judith Troutman
GRF, 2020-2023

Raquel Unger
Third, 2020-2023

REVIEWING THE VMS STRATEGIC PLANNING MEETING

By Norman Kahn, Director

The virtual March 22 strategic planning meeting—the first since November 2019—was facilitated by Marilyn Snider, president of Snider and Associates, an Oakland, California-based organization that offers training and consultation for corporations, governmental agencies, trade and professional associations, community organizations and more. It was attended by 43 board members and VMS executive management.

Unfortunately, recommendations made and goals identified during that November 2019 meeting were only partially acted upon due to the pandemic in early 2020, which substantially altered all Village operations. As a result of the pandemic, the passage of time and high turnover of board and staff since 2019, this became a very meaningful planning event, which occurred on the heels of the Village's first management restructuring in years.

MEETING PURPOSE, ACTIVITIES

Prior to the meeting, questionnaires were sent to all participants for input on current Village strengths and weaknesses. It also requested opinions on how external factors/trends (e.g., economic, political, technological, social, environmental) might impact Laguna Woods Village in the next three years.

Responses were analyzed to prioritize issues of greatest concern to their constituents and/or fellow staff members. Results were sorted and ranked in order of interest and importance. Facilitator Snider was impaneled to discuss the results of the SWOT (strengths, weaknesses, opportunities and threats) analysis as submitted by all attendees who, in the aggregate, manage Village affairs. Half the attendees represented all the boards; the other half VMS executive management staff. Using the analysis as a guide, attendees were tasked to develop and adopt new three-year goals, which also became the basis of a six-month strategic objectives plan.

At the meeting beginning, each participant identified themselves by name, title and position in the Village organization. Facilitator Snider announced the consensus of attending participants who endorsed the Village mission statement as "To ensure that Laguna Woods Village residents receive unparalleled opportunities to enjoy the utmost in active living." This announcement was followed by the vision statement: "Laguna Woods Village will be the premier community in the West for active 55+ adults."



Substantial time was allocated for the facilitator to disclose the confidential SWOT results and consensus main topics. This was followed by grouping all attendees into units of four or five to privately review those categories deemed most important based on questionnaire responses. Each unit assigned a “reporter” to tabulate the results and transmit that information to the facilitator for final tabulation. This process was repeated by all 10 participating units.

AND THE WINNERS ARE ...

After all 10 units reported their most concerning categories, the results were again tabulated by the Snider team to determine the final major components voted most urgent by attendees.

The final results generated the following three-year goals, not in priority order, for 2022-2025:

- Facilitate operational excellence and sustainability throughout the Village;
- Provide excellent and consistent services to all residents;
- Work with the boards to maintain financial stability and longevity of the Village; and
- Attract, develop and retain a high-quality staff.

The adoption of the three-year goals thus became the launching pad for the VMS/Village six-month strategic objectives plan.

MONITORING PROGRESS

You might ask how and when will these three-year goals and six-month strategic objective windows be addressed, who will be accountable and what are the specific, measurable results.

Although our goals lie within a three-year time frame, commencement began on April 1, with the first major tracking point hitting on or before October 31. The board presidents had, by April 30, advised their respective board members of all aspects and decisions of the March meeting. As expected, virtually all goals are operational and have been assigned to the department heads directly responsible for improving their respective services.

Each manager received strategic plan monitoring forms (SPMF) to track departmental progress by date, target and revision(s) or reasons for no revision(s) made. This tracking system process is also known as key performance indicators (KPI). Completed monthly SPMF/ KPI will be sent to CEO Siobhan Foster for review and discussion. After her review, an updated monthly results matrix will be distributed to all boards for internal review and discussion. This timely, regularly monitored, goal-oriented follow-up program will include setting new objectives every six months, which also will be closely reviewed by members of the VMS Board of Directors.

THE VILLAGE’S FUTURE

We are cautiously optimistic! All

senior management positions in the Village have been filled either by the February restructuring or successful outside hiring. VMS is pleased to report we have a strong and highly dedicated management team of professionals fully committed to achieving our goals.

Does the Village still have problems? Yes. The labor market is still a significant concern, as is rampant inflation contributing to increased gasoline, water, electricity, insurance, health benefits, supplies and parts costs—and just about everything else needed to operate the Village.

All of your boards are actively endeavoring to hold or reduce expenses/increase revenue wherever possible. It’s a battle we are all familiar with, but the VMS Board of Directors is up to the task of holding operational expenses down without sacrificing services that make our community the paradise we know and love.

We are still on budget for 2022, but the road ahead is yet untraveled and murky at best. With our newly restructured management team, strong VMS oversight, and help and patience from our fellow residents, your management team is confident that we’ll make it through these difficult times.

We, like the rest of the country, are still licking the wounds inflicted on us by COVID, but we believe that better times lie ahead.

THEN AND NOW

HOW VILLAGE GARDENS GREW

Garden Center 1, originally named “The Green Thumb,” opened in June 1967. The center, located on Moulton Parkway north of Clubhouse 2 and adjacent to the 10th hole on the golf course, provided eager gardeners with 245 garden plots and a 1,600-square-foot semi-shaded lathhouse. The fee for the annual use of a plot was \$10, \$15 or \$20, depending on the size of the plot, which ranged from 100 to 300 square feet. The original rules prohibited fruit trees.

Garden Center 2, located south of the Equestrian Center, opened in 1978 as the largest community garden center in the country. It took more than 144,000 cubic yards of imported top soil to properly prepare the 600 plots in the center. A 25-foot-wide loop road allows gardeners to drive through the center to access their plot. The annual fee for the uniform 200-square-foot plots was \$10.

Both garden centers provide water, mulch and tools. Gardeners provide seeds, fertilizer, sweat and love. Throughout the years, gardeners have contributed their surplus vegetables and fruits to charitable organizations who provide for those in need.

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





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