

VILLAGE BREEZE

FEBRUARY/MARCH 2022



Recreation + Transportation + News + Services + More



From left to right:

- John Bahadorani, M.D.**
Interventional Cardiology
- Paul Drury, M.D.**
Electrophysiology
- Sasan Ghaffari, M.D.**
Cardiology
- Rahul Sharma, D.O.**
Vascular Surgery

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LETTER FROM THE EDITOR

COMMITTED TO EXCELLENCE, DEDICATED TO SERVICE

These past few years, I have relished my duties in serving as Village Management Services' Chief Operating Officer, expanding my knowledge and understanding of the community as well as getting to know its wonderful residents and volunteers.

Laguna Woods Village is a truly unique and amazing community. Residents are able to enjoy unparalleled opportunities for fun, fellowship, recreation and education—studio and performing arts, Emeritus classes, 250+ clubs, fitness centers, golf, tennis, pickleball and aquatics to name a few—all while living in one of the world's most beautiful and desirable locales that boasts a thriving culture of art, fine dining, outdoor pursuits, breathtaking nature, professional sports teams and everything in between.

As you may know, I assumed the helm of VMS as CEO/General Manager earlier this month following CEO Jeff Parker's retirement. I wish Jeff all the best as he begins this new and exciting chapter in life. He is an avid and enthusiastic traveler, and untold, exciting destinations await!

As we move forward, I am so honored and excited for this opportunity to lead VMS. One of my main goals is to strive every day to inspire the organization and the Village community with a positive, service- and results-oriented approach. Further, I am eager to guide VMS' talented team as we work to enhance the customer experience and quality of Village life for all who live here. While this is no small endeavor, VMS' exceptional senior management will set the example and focus team efforts on our simple yet profound guiding force—a commitment to excellence and a dedication to service. My tenure as VMS' COO has earned me a reputation of a "woman of action" among directors from GRF, Third, United and VMS boards, and I, along with the entire VMS team, am poised to take customer care, as well as service delivery, to greater levels.

My hopes are that you will get to know me and the dedicated men and women of VMS so that employees and residents can work together in a positive, proactive manner to deliver a rewarding Village experience for everyone. After all, there is great truth and wisdom in the profound proverb, "it takes a Village," and we are Village Management *Services*.

In the coming months, I look forward to introducing you to VMS' modified organizational structure, reinforcing a renewed vision of service and sharing our collective successes in enhancing the Village experience for all residents.



Siobhan Foster

generalmanager@vmsinc.org



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VILLAGE BREEZE

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

Submissions will not be returned.

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

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 GOLDEN RAIN FOUNDATION
of LAGUNA WOODS

 THIRD LAGUNA HILLS
MUTUAL

 UNITED LAGUNA WOODS
MUTUAL

 Village Management Services, Inc.

 THE TOWERS
Laguna Woods Village

Cover image by Mark Rabinowitch



WHAT'S UP IN THE VILLAGE



TELL CA **NO** TO HOA INSURANCE INCREASES

Many community associations have been hit by massive and unbudgeted insurance increases. The California Legislative Action Committee is urging HOA members to email Insurance Commissioner Ricardo Lara to let him know you want action on this issue that affects 13 million Californians living in 3,727,000 homes in 50,000 community associations.

Visit caiclac.com/current-campaigns for more information and to send a draft email to voice your concern and request his help.



WHERE TO FIND MANOR ALTERATIONS NEWS BULLETINS

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

VILLAGE YOUTUBE CATCHES YOU UP ON WHAT EVERYONE'S TALKING ABOUT



Laguna Woods Village®



YouTube

Be sure to visit Village Television's YouTube channel at youtube.com/c/VillageTelevision and browse thousands of videos from Laguna Woods Village clubs, entertainment events, board meetings and much more. More videos are added each day! Visit <https://bit.ly/3FAMD1a> to learn how to subscribe to any YouTube channel and receive notifications every time new content is added.

Also, if you're not watching "This Day" every day on TV6, find out what you're missing! Village Television broadcasts its own news and information program hosted by Lisa Hart every Monday through Saturday at 9 a.m., 12:30 p.m. and 5 p.m. or you can tune in any time at youtube.com/c/VillageTelevision.



VMS BOARD APPOINTS NEW LEADERSHIP

COO Siobhan Foster assumed CEO/General Manager helm February 4. The Village Management Services Board of Directors is pleased to announce that Siobhan Foster, endorsed by an overwhelming majority of votes from the GRF, Third and United boards of directors, has been appointed CEO/General Manager of VMS following the retirement of Jeff Parker on February 3, 2022.

Siobhan has served as Chief Operating Officer of VMS for nearly four years. After careful review of her ability to improve systems, procedures and policies, as well as institute efficiencies and savings while possessing a vast understanding of the unique intricacies and expectations of managing services provided to Village residents, she is clearly exceptionally well qualified for the position. Siobhan will be sharply focused on providing excellent service to the residents of Laguna Woods Village.

Visit <https://bit.ly/3Kj4Svu> to view Siobhan's accomplishments while serving as COO.

BREAKING NEWS ALERT

SIGN UP FOR IMPORTANT INTEL

If you want to be in the know about what's going on in Orange County, there are two easy ways to keep up to date on breaking news and alerts.

Sign up for social media alerts from the Orange County Sheriff's Department at ocsheriff.gov. Visit facebook.com/OCSheriff to view OCSD's Facebook page; visit twitter.com/OCSheriff to view OCSD's official Twitter page, where you can also follow specific patrols under "You might like."

Receive local alerts by visiting AlertOC.com to register your cell phone number(s), text number(s) and email address(es). AlertOC is a critical link for residents and businesses to immediately learn of any required actions.

If any kind of incident occurs that is related to the Village, OCSD contacts VMS Security Dispatch, the VMS security chief receives the call and executive management takes necessary action at that time if appropriate, including issuing a Village-wide CodeRED alert.

VILLAGE COMMERCIAL BUS ROUTES 1, 2

Commercial Route 1 operates from 9 to 10 a.m. and 2 to 5 p.m., and covers Aldi and Moulton Plaza as automatic stops and Clubhouses 2 and 7, as well as Restaurant 19, as request (R) stops.

Commercial Route 2 operates from 10 a.m. to 2 p.m. and covers the Community Center, Stater Bros and Aldi as automatic stops.



WHAT'S UP IN THE VILLAGE



SMP HELPS PROTECT MEDICARE BENEFICIARIES

Senior Medicare Patrol (SMP) collaborates with multiple advocacy organizations throughout the state and across the nation on issues regarding Medicare, access to care and services, and Medicare fraud.

SMP protects beneficiaries and helps preserve the integrity of Medicare and Medicaid programs by recovering and avoiding the billions of dollars typically lost to health care fraud each year. The organization reaches out to Medicare beneficiaries to provide one-on-one counseling and teach beneficiaries how to protect their personal identity, identify and report errors on their health care bills, and identify deceptive or fraudulent health care practices.

Visit cahealthadvocates.org/fraud-abuse/senior-medicare-patrol to learn more about how SMP can help you.



CDC SAYS GET THAT BOOSTER

If you received **both doses of Pfizer-BioNTech** vaccinations, you should get a booster at least five months after completing your primary COVID-19 vaccination series. If you received **both doses of Moderna COVID-19** vaccinations, you should get a booster at least five months after completing your primary COVID-19 vaccination series.

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

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

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

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

- Call the OC COVID-19 Hotline at **714-834-2000**.
- Submit a request via [Othena.com](https://www.othena.com) on your computer or download the Othena app and select Homebound Support.

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

LET'S TALK TECH

Deborah Dotson, Village resident and GRF director, loves technology—so much so that one of her passions is sharing with others how tech impacts their lives and how they can use it with savvy and safety. Her new show, “Let’s Talk Tech,” airs on Village Television/TV6 every Tuesday at 2 p.m. and every Friday at 10:30 a.m.

Find out how a fellow resident can help you navigate your smartphone, tablet or desktop computer—and the helpful but equally challenging tools of email and the internet—and more!



ETWD ISSUES WINTER NEWSLETTER, OFFERS VILLAGE RESIDENTS THANKS

The El Toro Water District (ETWD) thanks Laguna Woods Village residents for being good water stewards and for conserving water. Recent rain and snow will help ease drought conditions but we still must work together to use water wisely, which is why the water district is asking all customers to voluntarily reduce water usage by 15%. For more information and ways to use water wisely, please see ETWD's winter newsletter at <https://bit.ly/33GrCET>.

To learn more about ETWD and its commitment to the community, visit etwd.com or call 949-837-0660.



HELP! MY CABLE/ INTERNET IS DOWN!

It can be frustrating when technology doesn't work like it's supposed to. When you encounter issues with your cable or internet, here's where to go for answers.

Broadband/Cable Assistance

Visit lagunawoodsvillage.com/amenities/media-services/cable or call 949-837-2670

Internet Assistance

Call West Coast Internet; the customer service line is 949-487-3302 and troubleshooting line is 949-487-3307.



THE VILLAGE BEFORE IT WAS THE VILLAGE

The Laguna Woods History Center is pleased to offer a free download of the 258-page book, "Fulfilling Retirement Dreams" on its website, lagunawoodshistory.org (click Written Histories from the main menu and click Fulfilling Retirement Dreams). This book tells the comprehensive history of Ross Cortese's dream of planning and developing our community, now known as Laguna Woods Village, from inception through its 25th anniversary in 1989.



WHAT'S UP IN THE VILLAGE

NEW RESIDENT ORIENTATIONS INTRODUCE RESIDENTS TO THE VILLAGE

Settle into Village life by attending a new resident orientation. This informational session is a wonderful way to familiarize yourself with your mutual and talk with a board member who represents it. Topics discussed during these sessions include the resident portal, Resident Services, DwellingLive, HO6 insurance, maintenance and service requests, manor alterations process, getting involved in the community and much more. Please see dates and times below specific to your mutual. Make a required reservation by emailing info@lagunawoodsvillage.com. A confirmation will be sent with a link to meeting documents. Meeting schedules for the first quarter of 2022 are:

Third Laguna Hills Mutual

- Friday, March 18, at 9 a.m.
- Wednesday, April 20, at 4:30 p.m.

United Laguna Woods Mutual

- Wednesday, March 9, at 4:30 p.m.
- Friday, April 1, at 9 a.m.



ETWD BOARD ELECTS NEW OFFICERS

The El Toro Water District (ETWD) Board of Directors announced that it has elected two Village residents as its top officers. Kathryn Freshley serves as president and Kay Havens serves as vice president. Both were the first women to serve on the ETWD board and are the first women to serve as officers in its 61-year history.

Freshley has served on the board since 2018 and brings extensive experience in engineering, strategic planning and financial control systems. Freshley, who previously served as vice president for the board in 2021, said that her top priority is to continue making economically sound infrastructure investments to ensure customers a sustainable water supply now and for future generations. She also serves as the alternate special district representative of the Orange County Local Agency Formation Commission and represents ETWD as a director on the South Orange County Wastewater Authority. Freshley currently chairs ETWD's regional reclamation committee and budget committee.

Havens has served on the board since 2019 and brings a high level of expertise to the board in environmental analysis, water quality and as a certified Master Gardener Sustainable Landscape Expert. Havens' top priority is to continue to educate the community on the importance of water use efficiency and making better choices for a sustainable future.

Havens currently chairs the ETWD finance and insurance committee. She also represents ETWD as the vice chair of the South Orange County Watershed Management Area Executive Committee.



MAKE TIMELY ASSESSMENT PAYMENTS IN 2022

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



HELP KEEP RABIES INCIDENTS LOW

According to the Centers for Disease Control and Prevention, human rabies cases in the U.S. are rare (and totally preventable), with only one to three cases reported annually, and treatment for humans is nearly 100% successful.

Why Current Rabies Vaccinations for Pets Are Vital

Rabies is preventable in pets—if their rabies vaccinations are current. Each year between 60 to 70 dogs and more than 250 cats are reported rabid. Nearly all these animals were unvaccinated and became infected from rabid wildlife—most commonly raccoons, skunks and bats.

Dogs are required to be vaccinated for rabies at 4 months of age. Cats can be vaccinated as early as 8 weeks. The first rabies vaccine is effective for one year; then your pet should be revaccinated every three years. Consult with your veterinarian to determine if it's time to renew your pet's rabies vaccination.

What You Can Do

- Vaccinate pets.
- Respect wildlife by keeping a safe distance. Do not feed or provide harborage to wildlife on your property.
- Report any bite or scratch caused by teeth from a domestic or wild animal to OC Animal Care at **714-796-6421**.
- Report dead, sick or nesting bats immediately to OC Animal Care at **714-935-6848**. Do not attempt to confine the animal.
- If you have any questions regarding animal bites or rabies, contact the Orange County Rabies Control Desk at **714-796-6421** Monday through Friday or **714-935-7158** after 5:30 p.m. daily and on weekends.

Find more information about rabies at the Centers for Disease Control website at cdc.gov/rabies.



COMMUNITY ASSOCIATION INSURANCE OUTLOOK

Proof of well-maintained, financially healthy properties will help the community's position when fulfilling its insurance requirements.

BY THERESA MELSON, AMS, PCAM, CIRMS; KAREN O'CONNOR CORRIGAN, CIRMS; AND AJ SCOTT, CIRMS

Most community association insurance markets in the U.S. have been shaken by rising claims in recent years. Several factors in each region are affecting the cost and extent of liability coverage that associations can obtain for potential risks: aging infrastructure and hurricanes in the East, damage from severe weather events in the Midwest, and more frequent and destructive wildfires in the West.

Aging buildings can affect a community's ability to obtain and retain proper insurance coverage at a competitive price. In the East, many condominiums resulted from conversions of former apartment buildings or housing cooperatives built more than 50 years ago and have older electrical or plumbing systems that can cause issues such as frequent leaky pipes. Water intrusion represents around 47% of losses in multifamily housing. Per unit or per building water deductibles are becoming commonplace.

As underwriters focus more on life-safety concerns in older condominiums and insurers pull in and out of covering community associations in response to conditions in the reinsurance industry, boards are having to turn to nonstandard insurance markets. Policies from carriers of excess and surplus lines, which provide insurance to those with unique risk or poor loss history, are resulting in increased costs and diminished coverage.

FLORIDA

In Florida, the outlook for insurance was bleak even before the Surfside condominium collapse. Insurers are exiting the state or implementing restrictive underwriting guidelines and higher pricing. In addition, one carrier's court-appointed receivership combined with exiting insurers has led to nonrenewals for more than 2,000 condominium policies this year, according to specialty insurance distributor Amwins.

Underwriters also are placing more scrutiny on condominiums with insurance values over \$25 million or those with older buildings. Routine rate increases ranging from 15% to 30% also are

becoming more commonplace for Florida condominiums renewing their policies, while those that lost coverage could face increases between 100% and 400%, notes Amwins.

While Florida condominiums can fall back on the state-run insurance market, this typically is not financially favorable. Worse still is that constant litigation is wreaking havoc for insurers in the Sunshine State, where 70% of the claim money goes to legal fees rather than the insured.

THE MIDWEST

In the Midwest, insurers are concerned about more claims related to damage from water, freezing temperatures, wind, hail and earthquakes,

exposures that are resulting in higher deductibles without a premium relief. Mid- and high-rise buildings in the nation's middle with aged plumbing are more susceptible to frozen pipes and malfunctioning sprinklers, and can expect to renew their policy with \$100,000 in water damage deductibles or per unit deductibles plus a 15% premium increase. In addition, wind and hail pose insurability issues. Colorado struggles with 5% wind and hail insurance deductibles, while parts of Missouri, Kansas and Oklahoma escaped with only a 1% to 2% deductible.

THE WEST COAST

Meanwhile, the West Coast sustained \$40 billion in insured

wildfire losses in the past five years and struggles to obtain wildfire insurance coverage. By comparison, insured losses after the 1994 Northridge earthquake were \$27 billion when adjusted for inflation.

After the earthquake, every insurance company in California stopped writing commercial earthquake insurance. This is happening again with wildfires, but while "earthquake" was easily defined and excluded—making it possible to get insurance for other standard perils—no formal definition of "wildfire" exists and the California Insurance Department has not sanctioned any wildfire exclusions (or even deductibles). As a result, traditional markets




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Wear and tear of the joints can cause significant pain and, when left untreated, can lead to diminished quality of life. Don't let knee pain hold you back. Join us via Zoom as orthopedic surgeon **James B. Chen, M.D.**,

discusses advances in diagnosis and treatment options for chronic joint pain sufferers, and the importance of having joint replacement surgery in the hospital.

Find out if this treatment is right for you.

To register for our Zoom class, visit [memorialcare.org/SBJointClass](https://www.memorialcare.org/SBJointClass).

Most community association insurance markets in the U.S. have been shaken by rising claims in recent years. Several factors in each region are affecting the cost and extent of liability coverage that associations can obtain for potential risks: aging infrastructure and hurricanes in the East, damage from severe weather events in the Midwest, and more frequent and destructive wildfires in the West.

are nonrenewing properties en masse, even those with modest wildfire exposure.

REPLACEMENT COVERAGE CHALLENGES

For communities with moderate to severe exposure, the struggle to find replacement coverage is laborious. Coverage can include wildfire sublimits of \$2.5 million to \$10 million and a high deductible—\$100,000 is a best-case scenario, but \$1 million to \$2 million or 5% is more common. Boards therefore must levy emergency special assessments to fund premiums while considering how to pare back the association's coverage obligations to shift more of the responsibility to the individual owners.

ATYPICAL WEATHER EVENT LOSSES

According to Swiss Re Group, \$76 billion in global natural disaster losses were assumed by insurers in 2020, a 40% increase over 2019. Unexpected losses from atypical weather events also are becoming more frequent across insurance markets. Recent examples include the August 2020 Corn Belt derecho, which resulted in unexpected losses of

\$7.5 billion, and February's deep freeze across the Central and Southern U.S. that cost insurers about \$20 billion. Insurers will have to turn to more advanced modeling technology that can predict potential severe weather to anticipate losses and match the rate to the risk.

HOW COMMUNITY ASSOCIATIONS CAN BETTER POSITION FOR INSURANCE FLUCTUATIONS

Rely on experts. Boards will benefit from engaging insurance, appraisal, reserve study, legal, engineering and service professionals who have experience working with community associations. This also keeps the association from risking its directors' and officers' liability protection by limiting board members (who may be professionals in these areas) from stepping outside their duties to offer advice.

Prioritize repairs, replacements and upgrades. Evaluate older buildings' electrical, plumbing and any other systems to see if they are due for replacement or improvement. Consider installing water detection and automatic shut-off systems in water

damage-prone buildings. In addition, associations should promptly repair or replace roofs following their reserve study's schedule. Be sure to share any replacement or improvement plans with the insurer.

Establish a risk management program. Preventing or reducing accidental losses through affirmative risk management will improve the chances of securing competitive insurance coverage.

The bottom line is that proof of well-maintained, financially healthy properties will help the community's position when fulfilling its insurance requirements.

Theresa Melson is senior vice president of sales at USI Insurance in Chesapeake Beach, Maryland. Karen O'Connor Corrigan is president of O'Connor Insurance in St. Louis. AJ Scott is associate vice president at Cline Agency Insurance Brokers in Los Angeles. This article is reprinted with permission from the November/December 2021 issue of Common Ground™ magazine, the flagship publication of Community Associations Institute (CAI). Further reproduction and distribution are prohibited without written consent. For reprints, go to www.caionline.org/reprints. CAI is the world's leading provider of resources and information for homeowners, volunteer board leaders, professional managers, and business professionals in community associations, condominiums and co-ops. Visit us at www.caionline.org and follow us on Twitter and Facebook @CAISocial.



SEND IN THE CLOWNS!

Laguna Woods Senior Clown Alley keeps folks laughing through challenging times.

BY JENNIFER KARMARKAR

It's hard not to smile when you're around a clown. Multiply that by 30 and the happiness factor increases exponentially.

Therein lies the primary mission of Laguna Woods Senior Clown Alley: to spread joy, bring cheer and lend a boost to those who need it most.

And these days, that's just about everybody.

"The most satisfying part of being a clown is seeing the look on people's faces and knowing that you've made them happy," says Margo Bender (aka Curly Q), Senior Clown Alley's corresponding secretary and an Alley member since 2018.

These clowns' zany costumes and madcap antics ensure they stand out in a crowd. Residents may have seen them during their monthly "happiness brigades," armed with bubble wands, waving to passing motorists along El Toro Road. Or cracking corny jokes, twisting balloons into animal shapes and serenading residents outside their manors with "Happy Birthday" sung backward.

During pre-pandemic times, Alley clowns entertained at club events, hospitals, senior centers, lodge parties and the Laguna Beach Patriots

Parade, among other venues.

They take no fees for performing, as their sole purpose is to have fun and give back to the community. That's part of what earned them the World Clown Association's "Alley of the Year" award in 2013.

"Just walking into those venues and seeing their faces, that's what it's about," Bender says. "You know you did what you set out to do and (represented) what a clown should be. It's very rewarding."

Clowning is the perfect activity for seniors, because it takes the focus off your own problems, says Senior Clown Alley co-president

Anna Wong (aka Raggedy Anna). “You’re reaching out, and when you give to others you get back an inner satisfaction.”

If it sounds like these clowns like to have a ball, they do—but it’s not all bubbles and rainbows. Ask any member of Clown Alley and they will tell you clowning—at least the way this Alley does it—is more than just child’s play.

BACK TO SCHOOL

To become a member of Senior Clown Alley, would-be clowns are required to jump through some hoops, starting with attending a 12-week session of Clown College, held annually. (The current session began Feb. 1, but it’s not too late to join.)

Each two-hour class is geared toward teaching the basics of clowning: face painting, making balloon sculptures, makeup, costuming, walkaround gags, performing skits and magic tricks, puppetry and the art of telling a joke.

“You’re a clown—you have to be big; you have to be funny!” says Bender, who describes Curly Q’s persona as “energetic, funny and colorful.”

This year’s class started with nine potential new clowns, which is up significantly from years past, says Bender, Clown College coordinator.

Classes are taught by current Clown Alley members as well as clowns from other alleys, including Julie Varholdt (aka Lovely Buttons), an Arizonian who has held the honor of America’s Clown of the Year a few years running.

The Alley has a large supply of donated costumes from which to choose, or would-be clowns can create their own look. “A few come in knowing what they want their costumes to look like,” but most don’t, says Bender.

Not every clown will end up perfecting each skill, but many do develop a specialty, she says. “It’s fun to see what will click with somebody. I hung in there and fell in love with balloons, and that’s what I do, mostly. It’s learning where you fit in. Hopefully, with all the different things we cover in Clown College, we find that niche for them.”

Special emphasis is put on makeup, because “this is what your client sees, the very first thing that stands out,” says Bender, who

takes about 45 minutes to apply her clown makeup. “I allowed myself two hours my first few times because if you goof up here (she points to her eyes), you basically have to start over.”

Bender says her husband knows not to talk to her when she’s getting ready for a gig. “And I don’t listen to the radio or the news,” she says. “I just give myself that time to transform into Curly Q.”

Graduating clowns get the chance to showcase what they’ve learned for family and friends during a graduation ceremony, held at the end of each session.

“I loved attending Clown College,” says Carol Novick (aka Poppi), Senior Clown Alley co-president and a member since 2009. “You don’t learn everything, but you learn the basics.”

Part of what attracted her to clowning, Novick says, was being able to use the skills she learned with her grandchildren. “I recently went to a 2-year-old birthday party, and I brought my balloons in case there was a lull. Sure enough, I made them for everybody.”

CHANNELING THEIR INNER CLOWN

The 30-plus members of Laguna Woods Senior Clown Alley come from all walks of life, including former teachers, accountants, social workers, attorneys and nurses, says Bender, who had a 20-year career as an escrow officer before working in a high school office for 18 years.

A few worked as professional clowns—including Charles Ryan (aka Chuckles), a former Ringling Brothers clown who started Laguna



Clown Alley celebrating a neighbor’s birthday



Margo Bender, aka Curly Q

Woods Senior Clown Alley in 2000—but most have no experience, just an interest, Bender says.

Often, Alley members will share their special skills during monthly meetings. “We had a couple of professional magicians in our group, and now we have two professional puppeteers,” Novick says. “They really add a lot, and they are good members because they can do so many extra things.”

Age is no barrier either, Novick says, noting that one of their clowns, Doodles, recently turned 100. “A couple of us are too old to be physical clowns, so we rely on our talking and joking.”

Do you have to be an extrovert to be a clown? Absolutely not, says Wong, who joined the Alley in 2010. “You just need to have a love

for other people and a desire to spread cheer and joy to others.”

Wong, a former preschool teacher, describes her clown persona as loving and playful. “I usually introduce myself as Raggedy Anna from Candyland. I love sweets and am a quiet girl.”

Likewise, Novick describes her clown persona as somewhat reserved. “Poppi is very unsure of herself because she makes lots of mistakes, which is what clowns do. But she knows how to enjoy a good laugh.”

Novick notes there is something magical that happens when one dons a clown costume. “You forget your own shyness and you’re able to do things because you’re incognito,” she says. “Even some of our shyest members become much more outgoing when they (are in costume).”

SMILING THROUGH THE BLUES

Like most everything else, Senior Clown Alley’s monthly meetings and clowning gigs came to a screeching halt when the pandemic hit in 2020. As several members noted, it’s hard to be a clown on Zoom.

After a few months, the Alley did start meeting virtually, and that helped those who were tech-savvy keep in touch. “It was a lifeline,” says Wong. “We still were able to keep spirits up.”

Wong took charge of planning the meetings, usually around a seasonal theme. Members would wear funny headbands, holiday-related clown items or, sometimes, just a clown nose or vest. Time was set aside for education as well as joke-telling.

As restrictions began to lift, the Alley moved outdoors for Happiness Brigades, which aimed to spread cheer to those celebrating special birthdays or just in need of a boost. In October, the Alley resumed live events, beginning with the Orange County Firefighters picnic. That was followed by an appearance at the Mission Viejo Elks holiday party for developmentally challenged adults.

“It’s always been great having them,” says Elks volunteer Les Stipek, who notes that the “kids” are thrilled to see the clowns. “They’re just so friendly to the kids; they go out on the floor and dance with them, and they’re just very social with them. They just like to mix it up and be with them, which makes it really nice.”

Bender says she counts events such as these among her most memorable. She remembers arriving at her first such gig and being surrounded by people asking her for a hug.

“I had to look at the clown I was with because you never know what’s allowed,” Bender recalls. “She said, ‘You go for it.’ And then all of them just came up and said, ‘Hi, what’s your name? Can I hug you?’”

“I left almost in tears with how good I felt,” Bender continues. “I felt like, wow oh wow, we made them smile and we brought something to their day.”

It’s a sentiment echoed throughout Senior Clown Alley’s ranks.

“Putting a smile on somebody’s face, especially during COVID, feels good for all of us,” Novick says. “After a brigade or event, we’re exhilarated. It’s a little like a high.”



The Village Community Fund provides support for programs, services and facilities that enrich the lives of older adults.

BY LESLIE ANNE MOGUL, DIRECTOR OF PHILANTHROPY

Laguna Woods Village is a wonderful place for active adults to live and thrive, and since opening in 1964, our 2,100-acre community has achieved many significant improvements. The Village Community Fund (VCF) began as a way for residents, their family members and friends, and other charitable institutions to support planned improvements with a donation and receive a charitable deduction.

Since 2017, when VCF was created, thousands of dollars have been raised in support of projects. During 2021, the VCF board of directors partnered with several clubs to meet the goal of raising more than \$35,000 for Lite the Nite pickleball court night lights and Help the Herd Equestrian Center horse campaigns. Prior projects included the Florence Sylvester Senior Center Meals on Wheels Program, the Video Club refurbishing project and golf course timer clocks.

VCF encourages and manages donations for projects that will make facilities better, safer and more accommodating for Village services, programs and classes. The VCF board of directors, all Laguna Woods residents, is currently looking for new projects to support.

HOW THE FUND WORKS

VCF serves in an advisory capacity, fostering both large and small projects to benefit senior adults. For all Village projects, a group of concerned residents will form a committee, working with GRF's cooperation and ultimate approval, to develop and plan the proposed project, including a timetable and a budget. The resident group is responsible for raising the tax-deductible funds that will be donated to VCF and designated for the project. GRF-owned club facility projects are

coordinated with the Recreation and Special Events Department and follow the GRF donation policy for GRF approval.

Raising funds to carry out the VCF mission is a year-round effort. In addition to raising funds for designated projects, VCF funds may be donated to local nonprofits that provide programs, services and facilities for older adults, such as Age Well Senior Services, which includes the Florence Sylvester Memorial Senior Center. VCF is interested in hearing from residents and others who may wish to join a committee and help the fundraising campaigns accomplish their goals.

WHY VCF IS NEEDED

Inherent conflict exists between maintaining affordable resident fees and asking homeowners to pay for improved programs, services and facilities. VCF came into being because, in

HOW TO DONATE

Visit villagecommunityfund.org and click **Donate Online** or **How You Can Participate**. All donations go to where the need or opportunity is greatest unless a specific project is indicated.

many cases, residents, their family members and other close friends of the Village are happy and honored to support planned improvements through charitable donations. Many of the Village's 260 registered clubs have dedicated members who would like to enhance their clubs through charitable donations for approved projects. Facilitating such gift opportunities is the role of VCF, working in cooperation with GRF, our Village Management Services (VMS) managing agent and individual clubs/groups of residents.

WHO BENEFITS

VCF supports programs, services and facilities that are accessible to older adults living outside the gated community as well as Laguna Woods residents. Saddleback College, through its Emeritus Institute, offers some 80 college-level extended learning classes on site in the Village, classes that are open to all Orange County seniors. Community seniors are also welcomed at Village events as residents' guests or as nonresident members of Village clubs. VCF fundraising benefits all Laguna Woods Village residents by providing a source of funds, other than HOA fees, for needed and desired projects.

HOW VCF FITS IN

VCF is a separate entity from Laguna Woods Village's three housing mutuels and GRF, which manages the community's shared amenities. These are nonprofit entities, each with its own board of directors, but they are not 501(c)(3)s. VCF is also separate from the Foundation of Laguna Woods Village, a 501(c)(3) charitable organization established in 1997, whose primary mission is to provide temporary



More than 52 donors gave generously to provide comfort and veterinary care to Equestrian Center horses.

financial assistance to qualifying, economically disadvantaged residents of the community.

PROJECTS COMPLETED TO DATE

Lite the Nite: The Lite the Nite committee fundraising campaign raised \$25,000 in record time for pickleball

court lights to increase nighttime court availability. The construction project to turn the lights on in early 2022 is now in the works. Project donors and volunteers will have the opportunity to attend a sneak peek event as soon as construction is complete. Pickleball is the fastest growing

sport in the U.S.—and is offered year-round in the Village.

Help the Herd: The Help the Herd committee exceeded its goal in June 2021 by raising more than \$10,000 in support of the Equestrian Center's horses. More than 52 donors gave generously to provide comfort and veterinary care to our wonderful horses that provide joy and happiness to Village riders and their guests. Visit the Equestrian Center and learn more about this amazing program.

COVID Pandemic Fundraising Project: Village Community Fund collected donations to address needs arising as a result of the pandemic.

Starter clocks: Laguna Woods Village has 27 holes of regulation golf, divided into three nine-hole courses. Course 1 has a starter clock but the other courses do not. We raised funds to install starter clocks on the first hole of Courses 2 and 3. The clocks are currently being built and should be installed in 2022. A starter clock lets players know when it is their time to begin play.

Video Club: As the first Village club to work with VCF, the Video Club raised \$1,600 in 2019.

HOW TO DONATE

- Donate online at our website villagecommunityfund.org.
- Download a donation form from our website or at <https://bit.ly/32Hq1yh> and mail us a contribution. Required minimum distribution checks can be mailed directly from your financial institution.



THE 2022 MERMAID AQUA FOLLIES NEEDS YOU!

The popular and renown Laguna Woods Aquadettes are rehearsing now for the September 2022 production of “The Mermaid Aqua Follies.” The Aquadettes, a fun group of women with a common love of synchronized swimming, have been entertaining audiences for 56 years with their spectacular shows—typically one big performance per year in the Village. The last performance was in 2019, but the swimmers will perform for audiences again with an all-new show this September. But your financial support is needed to fund the production. Please consider making a tax-deductible donation to the Village Community Fund by visiting villagecommunityfund.org and clicking on **Donate Online** or **How You Can Participate**, which includes a link to a donation form.



The Help the Herd committee raised more than \$10,000 to support the Equestrian Center horses.

- Make online purchases via AmazonSmile ([smile.amazon.com](https://www.amazon.com/smile)). Amazon will donate 0.5% of the price of eligible purchases to VCF when you choose it as your charity.
- Establish your legacy with a planned gift by donating a percentage of your estate or by making a specific dollar bequest or a contingent gift.

SUBMIT A PROJECT

If your club or organization wants to undertake a tax-deductible fundraising project through VCF, download, complete and submit an application by visiting villagecommunityfund.org and clicking Submit a Project. Contact us with questions or to invite us to speak to your club or organization about raising money for a project.

VCF SEEKS NEW FUNDRAISING PROJECTS

Have a project or program you'd like to propose for a fundraising campaign? For more information, email villagecommunityfund@gmail.com or call **949-467-1030**.

The VCF mailing address is 24338 El Toro Rd, Suite E, PMB 223, Laguna Woods, CA 92637.

All projects, large and small, must be approved by the VCF board of directors, Village Management Services and, when applicable, GRF. The VCF board will work with a committee formed by the applicants to develop and plan the proposed project, including a timetable and a budget, to facilitate charitable fundraising. Applicants are responsible for raising the tax-deductible funds that will be administered and distributed by VCF.

VCF LEADERSHIP

Board of Directors

- Diane Phelps, President
- Beth Perak, Vice President
- Kay Levingston, Recording Secretary
- Mindy Armstrong, Treasurer and Corresponding Secretary
- Leslie Anne Mogul, Director of Philanthropy
- Ajit Gidwani, Director of Communications
- Joan Milliman, Director at Large

Adviser

- Jennifer Murphy, VMS Manager, Recreation and Special Events Department

Founding Members

The Village Community Fund began in 2017 by a group of residents meeting monthly to plan an organization designed to serve the community beyond needs provided for by the Foundation of Laguna Woods Village. Donations from early planning group members funded the startup costs.

The first task force meeting on April 26, 2017, was attended by residents Diane Phelps (chair), Joan Milliman, Lucy Parker and Mary Stone, and Betty Parker, the VMS chief financial officer at the time. VCF was modeled after the successful Leisure World Foundation of Mesa, Arizona. Sandra Lacklore, president of the Arizona Foundation, served as a consultant to the new group. Additional assistance was provided by resident Dan Kenney, former Laguna Beach mayor and city council member, and the team at Quadrant Law Group of Irvine, California, who executed VCF's incorporation December 13, 2017.

Incorporating officers were John Parker, president; Kay Levingston, secretary; and Mindy Armstrong, treasurer.

SPRING CLEANING FOR YOUR BRAIN



6 ways to protect the mind

BY EDWARD PARK, PH.D., M.S.

When it comes to spring cleaning, we usually think of closet organization and decluttering, but it can be much more than that. It's a time of possibility, a time to review the habits that might be holding you back and to make room for new habits that help you become a better, healthier version of yourself. While this season brings new beginnings, it's also an ideal time to reevaluate our health and wellness goals, including our brain health. By combining more healthy lifestyle behaviors we can impact our brain health significantly, and even reduce the risk of Alzheimer's disease by as much as 60%.¹

WHY ARE SOME LIFESTYLE CHOICES SO HARD ON OUR BRAINS?

The brain is enormously complex, and its health is quite sensitive to lifestyle factors. In a sense, that's good news: For those with family history of neurodegenerative diseases (like Alzheimer's and

Parkinson's), genetics is not our destiny, and we can make choices to change the fate of our brain health. The problem is that during the winter season, we often adopt behaviors that make our brains vulnerable to damage:

- We switch to a **diet** that favors excess sugar, more saturated fats, a higher carbohydrate load and high glycemic index foods.
- We are more **sedentary** and live more of an indoor life, given the colder weather and earlier nightfall.
- We experience more **stress**, as we entertain guests, visit with family (exacerbated by family conflict) and cope with the busiest time of year for most of us.
- We deprive ourselves of **sleep**.

These lifestyle choices can lead to long-lasting effects on the brain, including greater risk of age-related brain disease and accelerated cognitive aging.

BUILD THE “SIX PILLARS OF BRAIN HEALTH” INTO YOUR SPRING-CLEANING ROUTINE

During this season of growth and renewal, try adding the Six Pillars of Brain Health, a framework developed by the Cleveland Clinic to help us remember how to take care of our most important organ.²

1 Eating smart

Diet is a powerful factor affecting brain health. Evidence points to Mediterranean (MeDi) and MIND (Mediterranean-



DASH Intervention for Neurodegenerative Delay) diets as being excellent ways to eat to protect and strengthen your brain.³⁻⁹ Try to work MeDi and MIND foods into your meals, including colorful vegetables and fruits (particularly leafy greens and berries), extra-virgin olive oil, cold-water fish, nuts and legumes and plentiful fiber.

Also, limit excess sweets, carbohydrates and saturated fats. These excess calories promote damaging inflammation and metabolic stress on the brain, so limiting intake is key.

- Use smaller plates to control portion sizes.
- Add more fiber and whole grains when baking; consider using

olive or avocado oil as a replacement for corn or vegetable oils.

- Add a handful of berries to your breakfast routine, as daily consumption has been linked to improved memory in older adults.¹⁰
- Eat and drink mindfully, avoiding distractions (e.g., TV or working while eating); focus on your senses—chewing, sipping, tasting, texture, smell—and your body's cues of fullness.

It can feel overwhelming to make dietary changes, but the most sustainable way to do this is to start small. Make one change at a time (e.g., adding a handful of greens to your eggs every day), make it a habit and then adopt a new change. Over

time, your dietary choices will look much different and you will have made long-lasting habits.

2 Sleep

Sleep is extremely important for proper memory formation and waste removal from the brain.¹¹ It's inevitable that we'll lose some sleep here and there, but we can minimize sleep disruptions with some simple approaches:

- If you must stay up late, it's probably on a computer or phone, which can interfere with your circadian rhythm; turn down the lights and minimize blue light exposure by using warm-colored "nighttime mode" or wearing blue light-blocking glasses.^{12,13}
- Finish eating and drinking at least two hours before bedtime to avoid disruptions to release of hormones that regulate sleep-wake cycles.

- Exercise, which is an excellent, evidence-backed way to improve sleep.¹⁴

3 Get moving

Endurance and resistance exercises cause the release of brain-derived neurotrophic factor molecules and metabolites that stimulate "neuroplasticity," which is the creation, adaptation and survival of brain cells and their connections.¹⁵

- Keep up with the exercise routine you already have; intentionally create a block on your calendar for exercise if you haven't already.
- Look for opportunities to do small activities, which can add up; examples can be as simple as walking a bit more each day or skipping the elevator and taking the stairs.

- Try a new activity like yoga, swimming or pickleball.

4 Control medical conditions that affect brain health

Type 2 diabetes can raise the risk of being diagnosed with Alzheimer's by over 50%.¹⁶ Cardiovascular diseases, such as atrial fibrillation and atherosclerosis, can raise the risk of dementia and cognitive decline by almost 60%.¹⁷

- Stay vigilant with your medications and health regimen, especially to manage diabetes or cardiovascular conditions, and
- Schedule a regular check-up with your doctor; it will serve as a reminder to keep chronic conditions in check.

5 Exercise your brain

Cognitive stimulation and training are critical to preserving our brain's ability to adapt to challenges and delay the onset of symptoms of neurodegenerative conditions. Scientists call this "cognitive reserve."¹⁸ People build cognitive reserve through curiosity and intellectual pursuits—and more of it enables the brain to better compensate for damage and continue functioning well.

- Make or build a gift for others; projects like these require creativity, learning and planning.
- Learn a new language with a friend so you can practice speaking together.
- Engage in activities like reading, playing a musical



Maintain your exercise routine; intentionally create a block on your calendar for exercise if you haven't already.

instrument, attending cultural events and playing puzzles and games (e.g., crosswords, chess); these are increasingly supported by clinical and epidemiological research.¹⁹

6 Stay connected to people

Ultimately, the brain's purpose is to help us survive and thrive in the context of relationships with the people around us. It brings purpose to our lives. People with a large and robust social network and greater social activity enjoy a lower risk of dementia and cognitive decline.²⁰

- Meet new people (e.g., volunteering, church attendance, work and other gatherings).
- Reconnect with family and friends; even if you're unable to meet in person, a simple text exchange can bring joy to a person's day.

COMBINING PILLARS IS KEY TO SUCCESS

For most of us, it's impractical to address all Six Pillars of Brain Health every day. How can we be most efficient and effective at working them in? Through combinations. Combine pillars that are most important to you into single activities:

- Organize game nights; these build relationships, learning and strategy (not to mention having to



Eat colorful vegetables and fruits (particularly leafy greens and berries), extra-virgin olive oil, cold-water fish, nuts and legumes and plentiful fiber.

convince family members or friends to play—a cognitive challenge itself!).

- Commit to doing at least one charity or volunteer event; this causes us to meet new people (relationships), receive training in new skills and it forces us to move.
- Make a brain-healthy recipe with family and loved ones; it drives social connectedness, learning, planning, movement and, of course, brain-healthy eating.

Combining these pillars is powerful. A groundbreaking, randomized controlled trial with 1,260 participants showed that a regimen of four pillars (diet, exercise, cognitive training and vascular risk monitoring)

resulted in significantly better maintenance of cognitive function after two years.²¹ So, you can be confident that when you're practicing the Six Pillars of Brain Health, you're strengthening your brain and, as a result, you'll get the most out of this season of spring cleaning and renewal!

Edward Park, Ph.D., M.S., is the founder of NeuroReserve, a preventive health and nutrition company focused on healthy brain aging. Park holds a Ph.D. in chemical and biomolecular engineering from the Georgia Institute of Technology, where he was a National Defense Science and Engineering Graduate Fellow. He also holds an MS and an MBA from the Massachusetts Institute of Technology. Find more brain health and nutrition resources at [NeuroReserve.com](https://neuroreserve.com).

To view the references for this article, visit <https://bit.ly/3zPuZpf>.



WE HEAR YOU!

QUESTIONS ASKED & ANSWERED

WE HEAR YOU!

I would like to reach the board of directors of GRF, United or Third. How can I contact them?

The board of directors for GRF and both housing mutuals can be reached various ways:

- Mail a letter addressed to Board of Directors, 24351 El Toro Road, Laguna Woods, CA 92637.
- Attend a board meeting in person or virtually, and address the board during the open forum portion of the agenda. You will have three minutes to speak to the board.
- Pick up the list of directors from the concierge/reception desk in the Laguna Woods Village Community Center. This list contains the phone numbers and/or email addresses of those directors who have approved their contact information be provided to the public.
- Email the CEO/General Manager's office at generalmanager@vmsinc.org.

I am really interested in how the rules and policies are determined in the Village. Where should I start?

The best way to understand the "why" of Village policies is to watch the process unfold during regular board and committee meetings. All rules and policies start at the committee level, where spirited debate about the subject ensues.

Only when a topic is approved by a majority of the committee does the topic go the entire board for final approval. Find a calendar of all scheduled meetings at lagunawoodsvillage.com > **Calendars**. From there, select **Calendars Home**, or select **All Governance Boards** or the specific board in which you are interested. Sort meetings by day, week or month. Meeting agendas are posted to the calendar no later than four days before an open meeting.

This is the time of year when I renew my homeowner's insurance policy. My insurance agent wants a copy of the master policy for my mutual. How can I get that document?

The master policies are located at lagunawoodsvillage.com under the **Documents** section for United and Third. This annual insurance disclosure and summary also suggests items to consider when reviewing your insurance that you can discuss with your insurance agent.

I hate waiting on the phone to reach a representative in Resident Services. Is there another way to reach Resident Services to request work other than making a phone call?

Resident Services can be reached via email at residentservices@vmsinc.org. However, one of the best ways is to use your personal resident portal account. The resident portal allows you to manage key aspects of your manor.



Please note that 17 customer service representatives in Resident Services on average handle more than 30,000 calls monthly. These calls take longer to process than in most call centers due to the uniqueness of the community and the elevated positive customer experience they strive to provide.

What is the resident portal, and how can I get help using it?

The resident portal allows residents to view account balances, view and print statements, pay assessments or chargeable services via credit card, view work orders and submit service requests online.

Find a step-by-step tutorial on using the resident portal at lagunawoodsvillage.com > **Resident > Resident Services** and scroll down the page until you see **Resident Portal**; click on the link.

I think now more than ever I should have my emergency contact information on file at the Village. How do I do that?

Laguna Woods Village uses the CodeRED emergency notification



system, which relies on residents to enroll to share emergency contact, estate, doctor and other medical information—and even pet care needs. Complete your CodeRED enrollment online by selecting the CodeRED icon at the top left-hand corner of the lagunawoodsvillage.com website.

Does the Village have a way for me to automatically pay my monthly assessments?

Your housing mutual provides you the opportunity to make your monthly homeowner’s assessment payments automatically through the auto-debit EZ Pay program. This can be accomplished by providing your written authorization to transfer funds from your checking

or savings account on the sixth of each month. The EZ Pay form is located at lagunawoodsvillage.com > **Residents > Financial Services - EZ PAY Automatic Payment Program** (mid-page). When you enroll in this program, your payments will be debited automatically without fail, meaning there is no chance of incurring a late charge resulting from a delay in the mail service.

I get so frustrated that the washing machines in the laundry rooms are out of order. Why are they always not working?

Washing machines have a useable life of 15 years. When Maintenance and Construction has reviewed the service tickets for the community’s laundry rooms, there is an overwhelming amount of user errors, such as placing unbalanced loads in the washers. However, the main issue found was “over suds,” meaning that a resident user is either using far too much laundry detergent or non-HE (high-efficiency) detergent. Staff is considering adding educating materials to the laundry rooms to help minimize user errors.

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



SECURITY SERVICES

CAMPAIGNING AND DISTRIBUTION OF ELECTION MATERIALS



United Laguna Woods Mutual and Third Laguna Hills Mutual each have policies regarding campaigning and distributing election and/or printed materials. Materials include, but are not limited to, door hangers, flyers, posters, pamphlets, etc.

Each corporation requires that any materials for social, political, educational or noncommercial purposes, including petitioners to gather signatures, to be distributed to residents shall bear identification as to its source. Additionally, any individual or entity distributing such materials shall comply with the following conditions.

DISTRIBUTION OF MATERIAL

Door-to-door distribution of material is permitted, as long as the act of distributing it does not rise to the level of creating a nuisance for Village residents.

Material distributed door to door may be secured under the doormat or near the thresholds of front doors or hung from doorknobs (Third does not allow materials to be hung from doorknobs) but may not be placed in USPS delivery points or left on vehicles anywhere. Closed gates may not be opened.

PETITIONS

Only members or their designated agents are permitted to gather signatures on petitions. The petition must remain in the possession of

the signature gatherer (there can be no unattended petitions).

POSTING OF MATERIAL

- Posting locations are limited to those areas reserved for posting, such as laundry room bulletin boards and are available only for residents.
- Only one posting per subject matter, per organization, is allowed.
- The size of the posting in the laundry rooms shall not exceed 5.5 by 8.5 inches for United and 6 by 8 inches for Third to allow space for other postings.
- Each posting by a resident, or resident organization, must identify the posting individual's name and posting date.
- Any material considered lewd or vulgar will be subject to removal.
- Election postings must be removed after the election date.
- All material must comply with state, federal and community laws.
- Removing postings of others is prohibited.

KNOCKING ON DOORS

Knocking on doors or ringing doorbells to contact residents is only permitted weekdays from 10 a.m. to dusk, excluding national holidays. Honor all "No Solicitation" or "Do Not Disturb" signs.

REPORTING VIOLATIONS

Report violations to the Security Services Department by calling **949-597-1400** or contacting the

Compliance Division at
949-268-CALL or by email at
compliance@vmsinc.org.

For further information
 please refer to (located at
lagunawoodsvillage.com >
Residents > select your mutual >
Documents):

- United Resolution 01-19-48,
 Policy for Distribution of
 Materials and Resolution 01-
 20-26, Membership Election &
 Voting Materials
- Third Resolution 03-07-59,
 Policy for Distribution of
 Materials and Resolution 03-
 20-30, Election Rules



SAVE A LIFE

**Make full and complete
 stops in the Village.**

In 2021, Security Department
 Traffic Specialists caught more
 than 500 drivers running stop
 signs in the Village. Rolling
 stops, also known infamously
 as “California stops,”
 are not permitted.

Please, help us keep your
 community safe.



O CAPTAIN, MY GOOD NEIGHBOR CAPTAIN

The Village DPTF needs you!

Please register with the Disaster Preparedness Task Force (DPTF) to volunteer as a Good Neighbor Captain in your neighborhood. This year, we look forward to hosting training sessions for Good Neighbor captains, practicing drills and assessing community needs to ensure we are always aware, prepared and ready. If you have questions about the role, please stop by the Disaster Preparedness Office in the Laguna Woods Village Community Center to speak with a volunteer, call the office at **949-597-4237** or email disasterprep@vmsinc.org. Visit the DPTF website at lagunawoodsvillage.com/disaster for more information.

The DPTF office is open Monday through Friday from
 10 a.m. to noon.



Management to CR&R Inc. and more. Because this is such a monumental transition, it bears printing in the Village Breeze.

The information on the following pages, which is a reprint of a CR&R informational flyer, lists what is and isn't considered organics recycling, detailed organics recycling procedures and contact information for CR&R Inc.

View/download/print the flyer at <https://bit.ly/3mZUkHv>.

PROCEDURES FOR ORGANICS RECYCLING AND CART USE

Organic waste may be bagged in compostable or paper bags, or wrapped in newspapers, before being placed in an organic cart. Consider asking for paper bags when shopping for groceries; after groceries are unpacked, those same bags can be used to collect and dispose of organic waste.

Small reusable organics recycling containers for kitchen use are available through Amazon and other retailers.

Please be sure to close cart lids when you are done disposing of your organic waste.

BULKY-ITEM PICKUP

This month, CR&R is mapping and practicing routes for zone-based weekly bulky-item pickup. Updates regarding this new system will be shared in the every-Friday "What's Up in the Village" e-blast, here in the Village Breeze and on the Village Television (TV6) message boards.

ORGANIC RECYCLING IN THE VILLAGE

Our community has new trash haulers and is charged with recycling organic waste. Learn what is (and isn't) organics recycling, how to use the new carts, CR&R contacts and more.

Village Management Services has repeatedly shared the story about "Organic Waste Coming to Laguna Woods" that includes information about California Senate Bill 1383, what it means to Village residents, a changeover in trash haulers from Waste

CONTACT CR&R FOR ALL TRASH-RELATED QUESTIONS

Resident Services is no longer your go-to for trash-related issues. If you have trash, recycling and organics recycling questions, concerns or requests, please call CR&R at **949-625-6735**, email the company at **LagunaWoods-Recycles@CRRmail.com** or visit **cityoflagunawoods.org/LWVorganics.com**.

Residential Organics Recycling

Residents are encouraged to dispose of their organic waste in any of the green lid carts (“organic carts”) located throughout Laguna Woods Village.



Green lid carts are for organic waste

What is considered organic waste?

The following waste can be placed in organic carts:

- **Food** (e.g., breads, coffee grounds, dairy, eggs/eggshells, fats, fish, fruits (pits too!), grease, meat (including bones), nuts/nutshells, oils, shellfish/shells, and vegetables)
- **Food soiled paper** (e.g., paper coffee filters, napkins, plates, tea bags, and towels, as well as pizza boxes (bottoms only; tops should be recycled!) and wooden chopsticks)
- **Greenery** (e.g., flowers, grass, houseplants, leaves, prunings, weeds, and wood chips)
- **Pet food** (e.g., birdseed, cat food, and dog food)

Cardboard, glass, metal (aluminum/tin), and plastic should be placed in regular recycling containers. Polystyrene should be placed in trash containers.

If an organic cart is full or unavailable for any reason, waste may be placed in a nearby trash container.

Can organic waste be bagged before being placed in an organic cart?

Organic waste may be bagged in compostable or paper bags, or wrapped in newspapers, before being placed in an organic cart. Consider asking for paper bags when shopping for groceries; after groceries are unpacked, those same bags can be used to collect and dispose of organic waste.

Why is residential organics recycling required? What are the benefits?

In 2016, Governor Brown signed into law Senate Bill 1383, which aims to reduce methane, hydrofluorocarbon gas, and anthropogenic black carbon emissions in a statewide effort to combat climate change and improve public health. Senate Bill 1383 mandates residential organics recycling.

Organic waste in landfills emits 20% of California's methane, a climate super pollutant 84 times more potent than carbon dioxide, as well as air pollutants like PM_{2.5}, which contributes to asthma and other health conditions¹. By lessening the amount of new organic waste disposed of in landfills, residential organics recycling will reduce the impacts of harmful emissions.

What happens to organic waste once collected?

Organic waste collected in Laguna Woods is transported to an anaerobic digestion facility where it is converted to renewable natural gas and/or organic compost.

¹ State of California. California's Short-Lived Climate Pollutant Reduction Strategy, 23 Nov. 2021, <https://www.calrecycle.ca.gov/organics/slop>.



For assistance locating your nearest organic cart, please call CR&R Incorporated at (949) 625-6735 or visit www.cityoflagunawoods.org/LWVorganics.

ORGANICS

R E C Y C L I N G

Bag waste in compostable or paper bags, or wrap in newspaper

YES

FOOD

- Bones
- Breads
- Coffee Grounds
- Dairy
- Eggs/Eggshells
- Fats
- Fish
- Fruits
(pits too!)
- Grease
- Meat
- Nuts/Nutshells
- Oils
- Shellfish/Shells
- Vegetables

PET FOOD

- Birdseed
- Cat Food
- Dog Food

YES

FOOD SOILED PAPER

- Coffee Filters
- Napkins
- Plates
- Tea Bags
- Towels
- Pizza Boxes
(bottoms only; tops should be recycled!)
- Wooden Chopsticks

GREENERY

- Flowers
- Grass
- Houseplants
- Leaves
- Prunings
- Weeds
- Wood Chips



NO

NO CARDBOARD

NO GLASS

NO METAL
(ALUMINUM/TIN)

NO PET WASTE

NO PLASTIC

NO POLYSTYRENE

NO

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 949-770-9669
 The Towers 949-597-4278
thetowerslww@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



RECREATION



CHALLENGE YOURSELF IN 2022

Can you swim the distance from Italy to Greece?

The Recreation and Special Events Department invites swimmers to test their mettle by joining the 2022 Lap Challenge to discover whether they can swim the distance from Italy to Greece.

The total distance, 240 miles, is cumulative over the course of the year. Chart your distance in lengths or laps, using the same measurement each swim session (8,400 laps/16,800 lengths; 35 laps/70 lengths are equal to 1 mile), and check in with the pool attendant each session to log your progress.

The challenge is open to all residents, runs now through December 23, 2022, and can be done at lap pools 2 and 5 only.

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

2021 Lap Challenge Results

Congratulations to the 32 swimmers who participated in the 2021 Lap Challenge, attempting to swim from Florida to Cuba (103 miles).

Three swimmers reached or exceeded the goal:

- Richard Fairweather, 120 miles
- George Yeh, 117 miles and
- Heidi Fisher, 106 miles

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



STEVIE NICKS ILLUSION

On Saturday, March 12, at the Performing Arts Center at 7 p.m., enjoy the most authentic-sounding tribute to Stevie Nicks to date! Stevie Nicks Illusion features the vocals of Diana Grace as Stevie Nicks through the '70s and '80s. Show will feature the unforgettable hits of Fleetwood Mac along with Lindsey Buckingham, Don Henley and Tom Petty soundalikes.

Tickets on sale at the PAC box office or online at tickets.lagunawoodsvillage.com for \$15, \$20 and \$25.

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

ENJOY MONDAY MOVIES AT THE PAC

A fun and free lineup awaits!

The Performing Arts Center is excited to present a new lineup of Monday Movies:

Feb 14 • The Guernsey Literary and Potato Peel Pie Society

Mar 21 • Jungle Cruise

Apr 18 • Respect

Doors open 1:45 p.m. and movies begin at 2 p.m. Monday Movies are free and there is no ticket required for entry.

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



DECORATING CONTEST WINNERS

We've tallied the votes, and the winners of our "Villagers Have Holiday Cheer" photo contest are:

- First-place: Frank Correia, 60 votes
- Second-place: Annie Marentes, 54 votes

Congratulations to both winners, who received two tickets each to the 2022 Village New Year's event at the Performing Arts Center.

Thank you to all who participated and shared your photos of your manors decorated for the holidays!





RECREATION

CIRCUIT TRAINING

Improve cardiovascular fitness and muscular strength endurance.

Join circuit training on Tuesdays and Thursdays at 5 p.m. at the Clubhouse 1 fitness center. Class sessions are four weeks long; the fee is \$25. Class size is 30 residents. Register via ActiveNet.

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

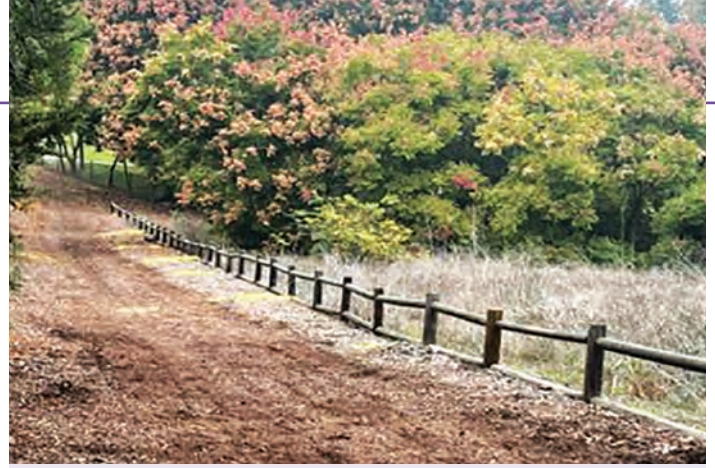


CHAIR EXERCISE IN NEW LOCATION

Janet Gilliam's chair exercise class now takes place in the Clubhouse 1 mini gym, and is held Tuesdays and Thursdays from 10 to 10:50 a.m.

The cost per class is \$3; purchase the punch cards at the Recreation office and Clubhouse 1 fitness center and main office.

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



EQUESTRIAN CENTER IMPROVEMENTS AND PROJECTS

- Our equestrian trails are being rejuvenated thanks to the combined efforts of the Recreation and Landscaping departments. The project extends through 2022 and includes tree trimming, mulching, fencing repair, etc. Staff will soon create trail maps for those who wish to explore the trails and points of interest. Maps will highlight convenient ways to connect to Orange County trails, lovely overlook areas and the path to the beautiful creek that runs through the village.
- Staff will soon build a 6-foot-tall quarantine pen to separate incoming horses from the existing herd to prevent spread of illness and for horses suspected of carrying contagious illness. The no-climb fencing will feature a wooden top rail that matches the existing wooden fencing. When not being used for quarantining newly arrived horses, it will be used as a turnout for GRF horses, which frees turnouts in the morning for our boarded horses.
- Thanks to the generosity of Village Community Fund donations to our "Help the Herd" campaign, we were able to order clamp-on shade shelters for the GRF school horse turnout pens. We plan to install clamp-on shade shelters at all the turnouts to keep our horses comfortable and provide them shelter from the elements.

DRESSAGE AT THE EC

Thanks to a generous donation from resident boarders, the Equestrian Center has a beautiful new dressage court available to riders.

The French word “dressage” comes from the verb “dresser,” meaning to train. The object of training a dressage horse is to develop a fluid-moving horse that responds to almost imperceptible signals from the rider. The classic sport of dressage has become popular among our riders at the Equestrian Center, and we are grateful to have this beautiful court available for training. Look for future dressage riding clinics and events, and enjoy being part of our horse community while learning about riding and watching our riders.



HORSEMANSHIP CLASSES

Learn the basics or hone skills.

A new Equestrian Center class, which has become extremely popular with riders and horse enthusiasts, is all about developing the horse-man relationship. Horsemanship is a journey rather than a destination.

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

Six-session drop-in classes are offered Friday at 10:30 a.m. and Sunday at 11:30 a.m.

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



RECREATION



TOUR THE EQUESTRIAN CENTER

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

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

Tour schedule:

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

The Equestrian Center is located at 24312 El Toro Road.

PAINTING HORSES FOR A CAUSE

Art available for purchase that supports the Equestrian Center

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

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



THINGS THAT MAKE YOU SAY “AHHHH!”

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

JOIN A CLUB!

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

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



GARDEN CENTER OFFICE HOURS

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



POOL RENO SCHEDULED

All Village pools to undergo important TLC.

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

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



RECREATION



INSTRUCTOR LAURA FREMONT TEACHES TAP

What's more fun than listening to music from your favorite decades? Tap dancing to your favorite tunes! Standing, sitting or using your assistive walker or cane—as long as you feel the beat, you're tap dancing!

The Recreation and Special Events Department and instructor Laura Fremont present “Tap Dance & Rhythms” Thursdays in the Clubhouse 5 fitness room from 10:30 to 11:45 a.m.

Enjoy basic warmup and easy exercise, practice rhythms to stretch your mind and inner dancer, and then learn a routine to engage your creative/performance skills. Stay an additional 20 minutes to challenge your dance with speed and augmented moves. Connect to your inner Fred Astaire and Ginger Rogers!

Purchase a punch card at the Clubhouse 5 office or Community Center Recreation office. First class is free; \$25 for five classes.

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

NEW YEAR, NEW YOU!

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

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

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

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

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





10 VILLAGE TRAILS CALLING YOUR NAME

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

MINDFUL FLOW YOGA FRIDAYS

Resident teaches a free, drop-in class.

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

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

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

PAC BOX OFFICE

Purchase tickets online or in person.

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

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

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



PERSONAL TRAINERS ARE HERE FOR YOU

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

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



RECREATION

AMENITY INFO



Bocce

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

Clubhouse 1

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

Clubhouse 2

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

Clubhouse 4

- Open 9 a.m. - 4 p.m. Monday - Wednesday, Friday; 9 a.m. - 8 p.m. Thursday; 10 a.m. - 2 p.m. Saturday/Sunday
- Contact the clubhouse for specific studio days/times

Clubhouse 5

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

Clubhouse 7

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

Community Center

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

Equestrian Center

- Call [949-597-4275](tel:949-597-4275) to inquire about riding program or schedule a tour

Guests

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

History Center

- Call [949-206-0150](tel:949-206-0150) to schedule an appointment

Lawn Bowling

- Open daily; call [949-951-3027](tel:949-951-3027) for more information

Library

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

Paddle Tennis

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

Pickleball

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

Pools (Expanded Hours)

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

Tennis

The following adjustments at the Village tennis courts are in effect for six months:

- Court 1 is a challenge court limited to one set or one hour if players are waiting. Challenge court times are in effect from 7 a.m. to noon.
- Courts 2, 3 and 4 are one-hour courts from 7 a.m. to noon. Players may continue play if no other players are waiting. Starting at noon, these courts become 1.5-hour courts.
- Court 5 is first-come first-serve for 1.5 hours all day.
- Courts 6 and 7 are first-come first-serve for 1.5-hours from 7 a.m. to 4:30 p.m.
- Courts 6 and 7 can be reserved for lighted night play beginning at 4:30 p.m.
- Courts 8, 9 and 10 are 1.5-hour reservation courts, with the first reservation beginning at 7:30 a.m. A reservation court not in use is open to everyone after 10 minutes.
- Courts 9 and 10 can be reserved for the ball machine for 1.5 hours beginning at noon.
- If a court is open, a player must take the open court and not ask other players to move from a court they already occupy.
- Players must sign in upon court possession or risk the loss of the court.



GET MOVING!

Take full advantage of Village amenities.

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

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

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

THE TOWERS

at Laguna Woods Village



AFFORDABLE, INDEPENDENT RESORT-STYLE SENIOR LIVING INCLUDES

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

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

Weekly fitness, movies, bingo, entertainment and more

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

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

Realtors welcome



Visit TheTowersatLagunaWoodsVillage.com

Follow us   

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



For Mutual Benefit

News and updates from the Laguna Woods Village Boards of Directors

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FOR MUTUAL BENEFIT

GRF Board of Directors

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

Bunny Carpenter
President
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



WHAT IS GRF, AND WHAT DOES IT DO?

The Golden Rain Foundation (GRF) is a nonprofit mutual benefit corporation organized under the nonprofit mutual benefit corporation law. GRF is responsible for seven clubhouses, five pools, two fitness centers, the equestrian center and trails, two garden centers, two golf courses, the tennis complex, pickleball, lawn bowling and bocce courts, plus the fine arts and crafts facilities.

GRF oversees important resident services, including the private bus system, security patrols, gates, cable system, roads, parking lots and all common building and property maintenance. GRF also oversees the Village's extensive social and recreational programs.

GRF is governed by a board of directors of resident members elected by the members of three mutual housing boards; directors serve three-year overlapping terms. Approximately one-third of the board seats are filled by annual election. Each member of a mutual corporation is a resident member of Golden Rain Foundation of Laguna Woods. Members of the boards of the mutual housing corporations exercise the voting power for electing members of the GRF board.

GRF does not control or have authority over the housing mutuels. It exists to manage all common property and services for the benefit of members of either Third, United or Mutual No. 50.

HOW TO CONTACT GRF

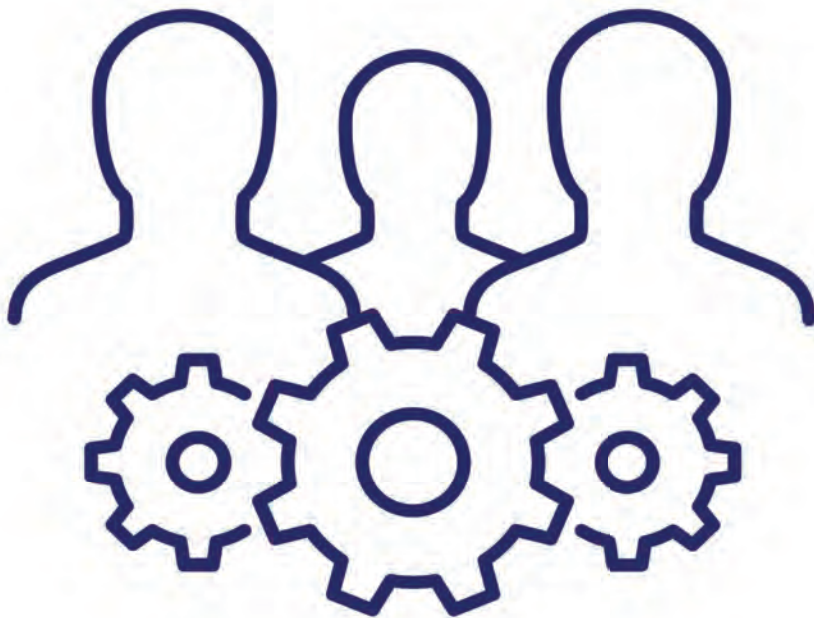
The GRF Board of Directors can be reached various ways:

- Mail a letter addressed to GRF Board of Directors, 24351 El Toro Road, Laguna Woods, CA 92637.
- Attend a board meeting in person or virtually, and address the board during the open forum portion of the agenda. You will have three minutes to speak to the board.
- Pick up the list of GRF directors from the concierge/reception desk in the Laguna Woods Village Community Center. This list provides the phone numbers and/or email addresses of the directors who have approved their contact information be provided to the public.
- Email the General Manager's office at generalmanager@vmsinc.org; enter "GRF Board of Directors" in the subject line.

BOARD TRAINING

To learn about the training GRF board members receive, visit lagunawoodsvillage.com > Residents > Golden Rain Foundation > Documents; scroll to Board Training. This training can be helpful to clubs during their board meetings, as well.





BY COMMITTEE

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

COMMUNITY ACTIVITIES COMMITTEE

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

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

FINANCE COMMITTEE

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

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

MOBILITY AND VEHICLES COMMITTEE

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

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

LANDSCAPE COMMITTEE

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

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

MAINTENANCE AND CONSTRUCTION COMMITTEE

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

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

MEDIA AND COMMUNICATIONS COMMITTEE

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

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

SECURITY AND COMMUNITY ACCESS COMMITTEE

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

Ensures all residents remain safe and sound.

STRATEGIC PLANNING COMMITTEE.

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

Ensures strategic and long-
range planning for the Village.

LAGUNA WOODS TRAFFIC HEARINGS

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

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

LAGUNA WOODS DISASTER PREPAREDNESS

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

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

AD HOC AND SPECIAL COMMITTEES

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



HORSES, DOGS AND THE VILLAGE

Ensuring safety for all at the Equestrian Center
and on riding trails.

It's wonderful to see so many residents enjoying the company of loving canine companions. For the safety of all Village inhabitants, it's important for dog owners to remember some simple rules of ownership.

Dogs are welcome throughout the Village—except for at the Equestrian Center before dusk and never without being leashed. According to GRF's operating rules, "Dogs are not permitted inside the Equestrian Center during the daytime hours. During the evening hours, after dusk, dogs are permitted only if on leashes." Visit <https://bit.ly/32PGEYK> to view Third's pet policy; visit <https://bit.ly/3zzPCpj> to view United's pet policy.

Like anywhere in public in the Village, dogs must be leashed at all times while on or near the equestrian riding trails. Some dogs have never seen a horse before—and vice versa. If seeing a horse frightens your dog, he may chase the horse.

What the Dog Thinks When He Sees a Horse

"I may be scared or nervous seeing a horse and react by investigating or chasing."

Some dogs have never seen a horse before and they will react with a mixture of fear, curiosity or nervousness, which could result in aggression or chasing. Other dogs may see a horse and want to play, but the horse is unlikely to understand the dog's intent. Dog breeds possess instinctive behaviors, some stronger than others. Understanding your dog's breed may help you shepherd him through certain situations, including seeing and walking by a horse.

What the Horse Thinks When He Sees a Dog

"If a dog runs toward me in play or aggression I may run away."

Horses are prey animals that run from any threat of attack; their natural survival instinct is strong and riders have little influence over this. A bolting horse presents very real danger for its rider and other bystanders, and can also entice a dog into a chase situation. The rider may fall and injure themselves if the horse moves quickly sideways or kicks out, and the horse may kick out at the dog and do some serious damage.

Third Board of Directors

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

Robert Mutchnick
President
2020-2023

Annie McCary
First Vice President
2020-2023

Ralph Engdahl
Second Vice President
2019-2022

Lynn Jarrett
Secretary
2018-2021

Donna Rane-Szostak
Treasurer
2020-2023

Cusrow “Cush” Bhada
Director
2019-2022

Jim Cook
Director
2021-2024

John Frankel
Director
2020-2023

Mark Laws
Director
2021-2024

Nathaniel Lewis
Director
2021-2024

Craig Wayne
Director
2019-2022



THIRD MUTUAL GUIDELINES FOR MULTI-UNIT OWNER QUALIFICATIONS

By Annie McCary, First Vice President

The Resident Policy and Compliance Committee has considered Third Mutual’s income and asset requirement for multiple-unit owners on several occasions. Recent discussions addressed existing members who do not wish to own more than one unit, cannot meet the amended income and asset requirement for multiple-unit owners, and are fearful they could become homeless during the buy-and-sell process of obtaining a replacement manor/unit.

Not many transactions can be handled this way, but there is one possibility: When a member has found a buyer for his or her current residence and has also identified a replacement unit, staff has been able to facilitate the timing of the two transactions so that escrows close concurrently. The unit being replaced must close first, if only by nanoseconds, so that at no point in time does the member own two units simultaneously. The coordination of the two transactions can be challenging, so those who have contacted VMS staff in advance of the transactions have been advised to have the same escrow company handle both transactions.

This coordination of the two transactions has resolved several potential challenging circumstances but is not workable in all circumstances. It is important to realize that working with two escrow companies in such a time-sensitive series of transactions is virtually impossible.

Members of Third Mutual, if you have considered downsizing, upgrading or just want to live in a different unit in Third Mutual, this may be your answer. Your real estate agent should know how to work with the proper parties to help you reach your goal.



JOIN THE BOARD AT TOWN HALL MEETINGS

The Third Mutual Board of Directors is hosting monthly town hall meetings, which aim to:

- Create a dialogue to clarify the misinformation circulating in various outlets
- Give residents an opportunity to dialogue with Third board members
- Provide residents an opportunity to ask questions or provide feedback without the three-minute limit requirement at monthly open board meetings

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

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



APPROVALS AND BOARD ACTIONS

NOVEMBER AND DECEMBER MEETINGS

By Lynn Jarrett, Secretary

NOVEMBER

- Ratified review of the September 1, 2021, financials, which were confirmed to be consistent with Civil Code 5501
- Approved landscape revision at 3428-A Bahia Blanca West
- Approved carrotwood tree removal at 3143-Q Via Vista
- Denied removal of one Canary Island pine tree at 3244-3A San Amadeo
- Approved resolution to update committee appointments
- Approved resolution for the 2022 Collection and Lien Enforcement Policy
- Approved a motion to provide a company cell phone for Third Mutual board president at a cost of \$35 per month

DECEMBER

- Denied red bud tree removal request 2394-1F Via Mariposa West
- Approved Brisbane box tree removal request 3421-3H Calle Azul
- Approved resolutions for recording liens for following members: ID Nos. 932-670-2B, 031-590-95 and 932-200-43
- Approved resolution to update committee appointments
- Approved variance request for kitchen remodel and structural changes at 5560-A Casa Lorenzo
- Approved variance request for remodel, which included additions and new windows at 5417 San Marco
- Approved transfer of \$5 million from SunWest IntraFi savings account to an IntraFi certificate of deposit for one year



UNITED LAGUNA WOODS
MUTUAL

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



PUZZLING WORDING IN THE OCCUPANCY AGREEMENT

By Maggie Blackwell, First Vice President and Governing Documents Review Committee Chair

One of the most valuable documents for any United member is the Occupancy Agreement, which is signed at the escrow package stage and can be found at lagunawoodsvillage.com > Residents > United Laguna Woods Mutual > Documents > page 42 of the United resale application package. It is so important that a ballot vote of the members is required to amend any wording. So, it remains as original, full of information, with few changes.

“Corporation” refers to the United Mutual Corporation and “Foundation” refers to the Golden Rain Foundation.

The most confusing paragraph of the Occupancy Agreement has remained intact over the years. When understood, it provides a strong, beautiful statement.

“Article 15. Compliance with Regulations. The Member shall preserve and promote the cooperative ownership principles on which the Corporation and the Foundation have been founded, abide by the articles of incorporation, bylaws, rules and regulations of the Corporation and of the Foundation and any amendments thereto now or hereafter in force and by *its* acts of cooperation with other members, bring about for *itself* and *its* fellow members a high standard in home and community conditions.”

Now delete “*it*,” “*its*” and “*it*,” which all mean “member,” start from the top and you have the real statement concluding with “and by acts of cooperation with other members, bring about for self and fellow members a high standard in home and community conditions.”

Isn’t that high standard a goal everyone wants?

SOLVING THE CANARY ISLAND PINE CHALLENGE

By Diane Casey, Landscape Committee Chair

United Landscape Committee members considered the possibility of removing pine trees having at least one of the following characteristics: health decline, in groves of trees, dense canopies in conflict with roofs and gutters, shade causing poor turf growth and an abundance of leaf pick-up tickets or infrastructure damage.

Staff and certified arborists visited and inspected every one of our 992 Canary Island pines in United Mutual. Canary Island pines, which are planted in groves, are prone to these problems. They are in groups of three to nine and located near buildings, carports and sidewalks. Canopies are dense, and the proximity to other trees has made it difficult to maintain healthy turf and shrub beds below the trees due to lack of sunlight and competition for ground water. Large accumulations of needles fall onto roofs of buildings and carports, blocking gutters, drains and downspouts. Removing some trees in groups closest to roofs will allow the remaining trees to develop healthy canopies without causing a detrimental effect on aesthetics of the area. Turf and shrubs will have more sunlight and become healthier.

Staff selected 393 (40%) of our Canary Island pines for removal in a single multiyear project ensuring the lowest price. After selected pines are removed, staff will evaluate the areas for possible turf removal and conversion to shrub beds to save water and labor costs.

Heading this project will be Bob Merget, Support Landscaping Services Manager and arborist, and Kurt Wiemann, Director of Landscaping Services.

BY COMMITTEE

Meeting schedule and descriptions of United Mutual's committees

Architectural Controls & Standards Committee. Meets third Thursday monthly, 9:30 a.m., Community Center Board Room. Recommend approval or denial of all requests for nonstandard alterations and modifications, or alterations that have generated neighbor objection. Final recommendations will be brought before the United Mutual monthly board meeting for approval.

Business Plan. Meets as needed. The directors of United review the preliminary business plan for the upcoming year.

Executive Committee Hearings. Meets fourth Thursday monthly, at 9 a.m., Community Center Sycamore Room. Closed to the public. Addresses member disciplinary hearings, delinquent accounts, common area damage and other issues.

Finance Committee. Meets Last Tuesday, odd months, 2 p.m., Community Center Board Room. Oversees the finances and fees related to United Laguna Woods Mutual.

Governing Documents Review Committee. Meets third Thursday monthly, 1:30 p.m., Community Center Sycamore Room. Reviews United Mutual governing documents for clarity, legality and current applicability through meetings open to the United members.

Landscape Committee. Meets second Thursday, even months, 9 a.m., Community Center Board Room. Oversees all landscaping matters related to the United Laguna Woods Mutual community.

Maintenance & Construction Committee. Meets fourth Wednesday, even months, 9 a.m., Community Center Board Room. Oversees the upkeep of all buildings located in the United Laguna Woods Mutual community.

Resident Advisory Committee. Meets second Thursday monthly, 4 p.m., Community Center Sycamore Room. Liaison between the United Laguna Woods Mutual ("United") Board and the Members of United. Answers questions and promotes communications of board-approved policies and information to United Members.



Village Management Services, Inc.

VMS Board of Directors

Rosemarie diLorenzo
Chair
Third, 2019-2022

Wei-Ming Tao
First Vice Chair
Third, 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



NEW DIRECTORS, NEW YEAR, NEW PLANS!

By Norman Kahn, Director

As we welcome 2022, we also welcome newly elected members to the VMS (three), GRF (three), Third (four) and United (six) boards of directors, totaling 16 of 42 seats. That's a significant change, and we are pleased to see so many new faces with fresh ideas and high energy. Congratulations to our current board members and the newcomers; thank you for volunteering your time and expertise.

Regarding the VMS board, we are delighted that Wei-Ming Tao was reelected for three more years, and that LeLeng Isaacs and Manny Robledo have joined us

from the Third, GRF and United boards, respectively. In addition, the VMS board unanimously elected Rosemarie diLorenzo as chair, Wei-Ming Tao as first vice chair and Diane Phelps as second vice chair and secretary. Again, congratulations!

Looking back briefly, 2021 was quite a year for Laguna Woods Village in many respects—the ongoing pandemic, runaway inflation, acute labor shortages and a massive increase in insurance costs. In spite of the challenges that confronted us, the Village has seized the opportunity to move forward! We have reopened clubs and



facilities, reinstated programs and more. The year 2022 marks not only a new year but also a recommitment to the Village’s return to “normal” life.



OUR NEW CEO

VMS CEO Jeff Parker decided to retire from his position effective February 4, 2022; we thank him for his three years of dedicated service and we wish him the best during retirement.

As we bid farewell to Jeff, we also welcome our new CEO/ General Manager, Siobhan Foster. Siobhan has served as chief operating officer (COO) of VMS for four years with two CEOs. As COO, she instituted multiple programs that improved systems, increased efficiencies, generated cost savings and improved services on many levels. Siobhan also possesses a vast understanding of the Village, its needs and our expectations. She is extremely well qualified for the CEO/General Manager position and was

All Village board members are volunteers as well as owners. We all share the same challenges, and we ask for your help, encouragement and input during the new year. Help us to help you!

endorsed by an overwhelming majority of directors from GRF, Third, United and VMS.

Our board will be working closely with Siobhan. We will continue to assist her in executing her new duties as CEO/ General Manager.

A LITTLE BIT ABOUT VMS

Village Management Services (VMS), an in-house property management company owned by the mutuels, maintains and improves all the services necessary to keep the Village functioning efficiently—and in a cost-effective manner. VMS employs more than 800 in 10 departments, with 50 subentities, and manages all the business affairs of the Village. More than

18,000 residents dwell in more than 13,000 homes in Laguna Woods Village. To put our management task in perspective, 76% of all 19,600 American cities have a population less than 5,000 people. Thus, our Village is larger than thousands of cities across the U.S.

NEW PLANS NOW

In response to current workplace and economic challenges, the VMS board requested management initiate an in-depth review of all departments and services performed by VMS employees and outside contractors. This is an excellent opportunity to identify waste, duplication of efforts and resources, outdated systems,



VMS



jurisdictional overlap and other functions that could be streamlined or merged.

During the last three months of 2021, COO Foster, in conjunction with CEO Parker, proposed a wide-ranging plan to the VMS board to restructure and strengthen operational and service departments. After extensive and careful reviews, many changes and adjustments were made, and a restructuring plan was adopted by the VMS board.

One major component of the restructuring plan combined the COO and CEO duties and added just two support staff. Both support positions were filled by promoting current employees and eliminating the COO position, resulting in reduced corporate expense. It is worthwhile to note that it is VMS' policy to promote from within. For the overall ongoing restructuring in 2022, VMS promoted five current staff members while hiring just two outside candidates.



MORE 2022 PLANS

As the new year begins with new VMS board members in place, we will continue to implement our list of strategic goals to improve services and realize cost savings to the Village. Not in any order of importance, the VMS board will work to achieve the following goals:

- Increase VMS board involvement with operational challenges

- Ensure the financial stability and longevity of the Village
- Interface with the new CEO and department heads to achieve and exceed board expectations
- Notify department heads of member issues or dissatisfactions prior to their monthly VMS meeting and to include them in their report as to how those matters are being addressed
- Strive to provide a higher level of services to the Village through employee training and team building
- Substantially increase the use of technology to track employee performance and increase member satisfaction
- Establish a multi-board committee to identify areas to reduce costs/generate new revenue
- Perform both mid-year and annual CEO evaluations





- Widely publicize VMS accomplishments
- Improve and expand department heads' presentations
- Increase neighborhood-based communication
- Continue to promote the use of DwellingLive

READING THE 2022 CARDS

Going into 2022 we know we will face a year of new challenges—and new opportunities. To control spiraling inflation and confront other issues head-on, we must make tough decisions. VMS' goal is to exceed current service levels in view of the headwind we face—not a simple undertaking. We on the VMS board assure you we will seize each opportunity that presents itself with determination and commitment. Each member's patience, understanding and positive attitude will give us the moral support needed to forge ahead.

Remember, all Village board members are volunteers as well as owners. We all share the same challenges, and we ask for your help, encouragement and input during the new year. Help us to help you! Some say that it "takes a village." But what is a village but a collection of individuals? We are all in this together, and we must act responsibly as a community and as individual members of a larger society.

VMS STRUCTURE

Eleven departments strive every day to ensure the Village remains a wonderful community for all.

Village Management Services (VMS) is a nonprofit mutual benefit corporation formed in 2016 to provide services for Laguna Woods Village residents (except Mutual Fifty). Here is a bird's-eye view of how VMS is structured by department.

- **Financial Services** provides accounting, financial planning and insurance/risk management services.
- **General Services** operates the Village's transportation system, maintains a fleet of 407 Village-owned vehicles, oversees custodial operations and helps maintain Village streets, sidewalks and walkways.
- **Human Resource Services** recruits, hires and trains employees and administers employee benefits. Of VMS' 848 employees, 256 are part time and 592 are full time. About 40% of employees are union members.
- **Information Services** supports Resident Services as well as Information Technology, which includes VMS network operations, software development, PC support and data entry.
- **Landscaping Services** maintains Village greenery and provides most pest control services (termite treatment is performed by an outside company).
- **Maintenance and Construction** plans, organizes, directs, implements and controls work done on all Village facilities, including construction and project management, maintenance operations, facilities management, manor alterations and permits, and moisture intrusion.
- **Media and Communications** oversees marketing and public relations services, TV6 and Broadband Services, which furnishes residents with high-speed internet access (provided by West Coast Internet) and cable television.
- **Office of the CEO/General Manager** provides support to the governance boards, maintains records, processes sales and leasing applications, and oversees all VMS departments.
- **Recreation and Special Events** operates clubhouses, sports facilities, both Garden Centers and the Equestrian Center, and it plans events and classes.
- **Resident Services'** call center receives 30,000 calls monthly on a wide range of issues, including community access, maintenance, contractor rules and bulky-item pickups.
- **Security Services** oversees traffic/parking enforcement, gate access, the Social Services Division and emergency operations.

THEN AND NOW

LIONS AND TIGERS AND BEARS ... OH MY!

When the Village's near neighbors were a bunch of animals

Located near Laguna Woods, Lion Country Safari was a simple concept: a drive-thru zoo for the car-loving public. The 140-acre park was conceived by a South African developer to bring business to south Orange County. The park opened in 1970 and closed in 1984 due to dwindling attendance and diminished conditions in the park.

The most famous resident was a lion named Frasier who came to the park from Mexico. Frasier was a toothless male wonder who sired many of the park's cubs.

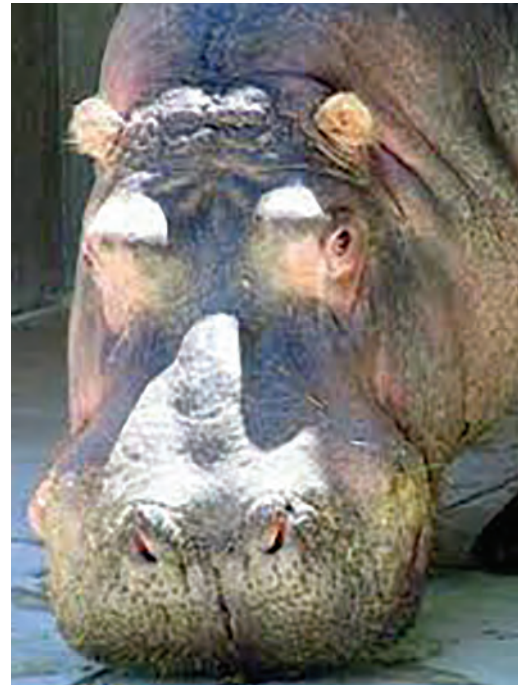
In 1975, a South American capybara wandered into the Village to say hello.

In 1978, a hippo named Bubbles wandered out of the park and was on the loose (maybe in our neighborhood) for 19 days before a tranquilizer dart felled her and led to her death.

In 1983, an Asian elephant named Misty broke free, causing a traffic jam on the 405 freeway. Maybe the park closing was not a bad idea after all.

No copyright infringement is intended.

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](tel:949-206-0150)). Visit lagunawoodshistory.org for more information. Donations are greatly appreciated.



Join Our MemorialCare 55+ Program Today!



Through our MemorialCare 55+ program, adults 55 and better gain easy access to unique health and wellness information, resources and exclusive perks, including:

- Free membership
- Personal liaisons to help you navigate your healthcare experience
- 20% discount at our medical center gift shops, cafés and on over-the-counter pharmacy products
- Medicare counseling and classes
- Free transportation to and from your MemorialCare appointments*

*Limitations may apply.



Ready to join for free?

MemorialCare 55+ is an added benefit for patients of MemorialCare and does not affect your current insurance benefits.

For more information or to sign up, call one of our 55+ liaisons below, scan the QR code on your mobile device, or visit us at [memorialcare.org/55plus](https://www.memorialcare.org/55plus).

Saddleback Medical Center
(949) 452-3791

**MemorialCare
Medical Group**
(866) 407-0695

**Greater Newport
Physicians**
(866) 407-2021





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From left to right:

- John Bahadorani, M.D.**
Interventional Cardiology
- Paul Drury, M.D.**
Electrophysiology
- Sasan Ghaffari, M.D.**
Cardiology
- Rahul Sharma, D.O.**
Vascular Surgery

Saddleback Medical Center

Elite heart specialists. Exceptional technology. All working for you.

Trust your heart to the leaders in innovative cardiovascular care.



Find a specialist at Saddleback Medical Center.
[memorialcare.org/MHVI](https://www.memorialcare.org/MHVI)

