

VILLAGE BREEZE

A swimmer is captured in motion, swimming freestyle in a pool. The swimmer is positioned in the lower-left quadrant of the frame, moving towards the right. The water is a vibrant blue, and the swimmer's body is partially submerged, with a large splash of white water trailing behind them. The pool's lane lines are visible, with a prominent dark blue line running parallel to the swimmer's path. The background shows the surface of the water and some dark foliage on the right side.

AUGUST/SEPTEMBER 2022

Recreation + Transportation + News + Services + More



Care that's always there.

Join our complimentary program, tailored to you.

Trusted and convenient care. 24/7 access to video visits and local support from our dedicated patient navigation center. Free transportation to in-person appointments. Personal liaisons to answer your questions and connect you with resources, classes and more. Join our no-cost membership program with exclusive perks for patients age 55 and better. **Get care that's always there with MemorialCare 55+.**

Sign Up Today.
memorialcare.org/55plus | (657) 241-8475


MemorialCare[™]



LETTER FROM THE EDITOR

PROMISE AND POSSIBILITY

Your community is alive with hope and opportunity.

For example, a resident with whom I work came into my office the other day and excitedly shared that a club her husband had proposed was given the green light by the Recreation and Special Events Department and that the pair of them couldn't wait to get started with events. This person also shared that another club she belonged to had boomed from 440 members before COVID to 960!

Summer Splash Days, children's swim, Father's Day brunch, 90s Luncheon, BBQ buffet, Village Library summer storytime events, Fourth of July festivities, myriad classes, Performing Arts Center events and free movies, Aquadettes returning, Equestrian Center undergoing many various enhancements—there is so much going on and so much to enjoy.

And let's not forget the Village's more than 250 clubs, fitness opportunities, pools, golf, tennis, pickleball, paddle tennis, Clubhouse 4 studios and more.

To ensure the Village can continue to expand hours and amenities, we seek resident partners to work paid, part-time Recreation positions, including recreation leaders and Community Center attendants. Your skills are needed more than ever, given the challenging post-pandemic job market. To view open positions, visit lagunawoodsvillage.com. Click "Careers" at bottom of the home page and click "Residents" under "Search Our Current Job Openings." Click on the job(s) of interest for details and to apply, and check back periodically for updates.

The world outside the Village is full of opportunity, too. On page 10, in "Beyond the Gates," discover three great nearby destinations ready for exploration. On page 16, in "So Much Within Your Site," find community online, with myriad websites featuring helpful information on finance, technology, humor, inspiration, dating, discounts, forums and much more. On page 20, in "Orange County Museum of Art: Building an arts experience for a new age," learn all about the reimagined OCMA opening its doors in October at its new home at Segerstrom Center for the Arts. So that you can help your mind and body do all the things you want to, be sure to read "The ABCs of Zzzs" to find out how to overcome the many challenges that impact sleep.

The Village—and the wider world—is alive with promise and possibility—find what makes you happy!

Ellyce Rothrock, Editor

ellyce.rothrock@vmsinc.org





Mark Rabinowitch

features

10 Beyond the Gates

Looking to enjoy some time outdoors? These nearby destinations offer fresh air and fun aplenty.

BY JENNIFER KARMARKAR



PAGE 10

12 The ABCs of Zzzs

Make sleep a priority to optimize your health and reduce the risks for chronic conditions.

BY SUSAN LOGAN-MCCRACKEN

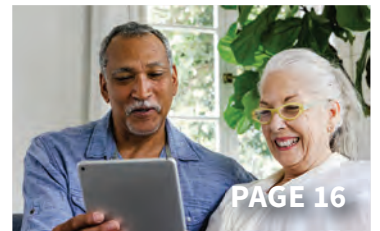


PAGE 12

16 So Much Within Your Site

From health to finances to technology to humor, find help, inspiration and community online.

BY ELLYCE ROTHROCK



PAGE 16

20 Orange County Museum of Art

Building an arts experience for a new age

BY JENNIFER KARMARKAR



PAGE 20



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



Cherri Hamilton

VILLAGE BREEZE

THE OFFICIAL MAGAZINE OF
LAGUNA WOODS VILLAGE

AUGUST/SEPTEMBER 2022

CEO: Siobhan Foster

PUBLISHER: Eileen Paulin

EDITOR: Ellyce Rothrock

MANAGING EDITOR: Susan Logan-McCracken

VICE PRESIDENT, MEDIA SERVICES 55,
SALES & MARKETING: Jon Noell

ADVISORY BOARD: Golden Rain Foundation Media and Communications Committee: Neda Ardani, Maggie Blackwell, James Cook, Annie McCary, Joan Milliman (chair), Ryna Rothberg and Juanita Skillman; advisors: Theresa Frost, Lynn Jarrett, Tom Nash, Carmen Pacella and Lucy Parker; alternate: Deborah Dotson

BOARD PRESIDENTS: Bunny Carpenter, GRF Board of Directors; Mark Laws, Third Laguna Hills Mutual Board of Directors; Anthony Liberatore, United Laguna Woods Mutual Board of Directors; Ryna Rothberg, Mutual No. Fifty Board of Directors

VILLAGE BREEZE MAGAZINE: Published six times a year by the Golden Rain Foundation (GRF) of Laguna Woods Village. ©2022 GRF. The diverse opinions expressed in Village Breeze magazine do not necessarily represent the views of the editors, Village Management Services Inc. management or administration, the GRF Board of Directors or the Village Breeze Advisory Board. Village Breeze magazine welcomes comment from its readers to info@lagunawoodsvillage.com or Village Breeze, 24351 El Toro Road, Laguna Woods, CA 92637.

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

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

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

Submissions will not be returned.

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

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

departments

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

from the Village Boards

REPORTS, NEWS AND UPDATES FROM YOUR BOARDS OF DIRECTORS

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



in every issue

KEYS TO THE COMMUNITY

- 28 Village Map
- 30 In Your Neighborhood
- 31 Stay in Touch



WHAT'S UP IN THE VILLAGE



ORGANICS RECYCLING CARTS ARE NOT FOR CLIPPINGS

Please schedule a Friday clippings pickup.

Please do not place prunings in organics recycling carts. To ensure all Village residents can participate in the program and use the carts for accepted organics waste, please do not fill the organics carts with garden/lawn prunings.

Instead, please call Resident Services at **949-597-4600** to schedule a Friday clippings pickup.

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



FREE HAZARDOUS WASTE PICKUPS

City contractor picks up paint products, household cleaners and more.

Laguna Woods residents are able to schedule door-to-door collections of household hazardous waste on an as-needed basis. There is no charge for this service. WM Curbside, the City of Laguna Woods' contract service provider, will make arrangements to collect materials that residents assemble from outside of their homes.

To make arrangements for a door-to-door collection of household hazardous waste, please call WM Curbside at **800-449-7587**. Note: Please be sure to remember to place your hazardous waste per WM Curbside's direction. The City of Laguna Woods is charged for the pickup service even if you forget to put out your items.

ACCEPTED

- Paint products: Caulk, stripper, sealer, stain, thinner, artist's paint, oil-based paint, spray paint, latex paint and wood preservative
- Household cleaners: Ammonia, floor stripper, drain cleaner, rust remover, carpet/upholstery cleaner, cleaning compounds, tile/shower cleaner
- Miscellaneous household materials: Batteries, fire extinguishers, hobby glue, propane tanks/pressurized cylinders (five gallons or less) and smoke detectors
- Fluorescent tubes and compact fluorescent lamps
- Home-generated sharps waste (can also be dropped off at Laguna Woods City Hall in a rigid and needle puncture-resistant container such as laundry detergent bottles, soda bottles or medical sharps containers)

NOT ACCEPTED

- Ammunition, appliances, asbestos, biological waste, explosives, liquid mercury, medication, tires, radioactive materials, roadside flares
- No collections consisting of ONLY sharps waste

Visit bit.ly/3RxJHcF for a full list of items that are accepted or not accepted, and alternate means of disposal of some items. Visit cityoflagunawoods.org/waste-recycling for comprehensive information about waste programs, FAQs and more.



ETWD PROVIDES DETAILED DROUGHT EMERGENCY FAQs

Learn the district's plans, current and future water restrictions, and more.

California's record-breaking drought is a serious reminder that we must continue to work together to ensure our water supplies remain reliable for future generations.

El Toro Water District (ETWD) has provided a drought emergency FAQ document at bit.ly/3cg1q8u that details where ETWD gets its water, what the district's plans are in regard to the drought, where our region falls within the water shortage contingency plan, water restrictions in place in the ETWD service area, what you as a water consumer can do to help and more.

Please direct questions regarding the drought to ETWD customer service representatives at 949-837-0660 or email ETWD at district@etwd.com.



IMPROVED MUTUAL CONSENT TRACKING

VMS offers a new real-time status update log.

As part of Village Management Services' ongoing effort to provide residents with the best customer service experience possible, the Maintenance and Construction Department and the Manor Alterations Division are pleased to announce the launch of a new real-time mutual consent status update log.

Residents and contractors alike can access the mutual consent status update log by visiting the Manor Alterations Division landing page (lagunawoodsvillage.com > **Residents** > **Manor Alterations**) and clicking "mutual consent application status." Residents can obtain even more detailed information by logging in to the resident portal at portal.lagunawoodsvillage.com.

In addition to this new capability to provide up-to-the-minute status updates for mutual consent applications, VMS anticipates significantly shorter mutual consent application processing times.

Manor Alterations staff looks forward to receiving your feedback regarding this quick, easy and informative resource. Please contact the division at 949-597-4616 or alterations@vmsinc.org with comments, suggestions and questions.



WHAT'S UP IN THE VILLAGE



KEEP YOUR COOL IN HEATED MOMENTS

Beat the heat and stay safe with these tips.

- **Remain hydrated.** Aim to drink six to eight cups of water per day—more if you intend to spend much time out in the sun. Invest in a water bottle you can bring on excursions and refill when necessary. Older adults become less aware of their thirst as they age. Be proactive in staying hydrated and drink water, sports drinks or juice—soda, coffee and alcohol are not good hydration alternatives.
- **Keep outdoor activity short.** Don't overdo outdoor chores or exercise—or plan to spend the whole day out in the sun. The sun's effects aren't always readily apparent in the moment, so stick to a couple hours and then head inside for a break. Try to stay covered and cool in a shaded area if you can.
- **Check the forecast.** Always know what to expect from the weather so you can dress appropriately and plan your day accordingly. Plans should allow for an easy escape from the outdoors when heat becomes extreme.
- **Keep sunscreen handy.** Carry sunscreen. If reapplication will be necessary at some point, set an alarm on your smartphone

or digital watch. For information about skin cancer prevention, visit bit.ly/3dz8oR3.

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

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

HOW CALIFORNIA FLEXES CONSERVATION POWER

During extremely hot weather that strains power supplies, the California Independent System Operator (ISO) issues statewide Flex Alerts, or calls for voluntary electricity conservation.

Shifting energy use to morning and nighttime hours and conserving as much energy as possible during the late afternoon and evening hours can help lower demand and avoid further actions including outages, and lessen the duration of an outage.

The ISO urges consumers to:

- Set AC thermostats to 78 degrees, if health permits.
- Defer use of major appliances.
- Turn off unnecessary lights.
- Unplug unused devices.
- Close blinds and drapes.
- Use fans when possible.
- Limit time the refrigerator door is open.

Also, take steps to prepare for Flex Alerts by doing the following before 3 p.m.:

- “Pre-cool” homes or lower AC thermostats to 72 degrees.
- Charge electric vehicles.
- Charge mobile devices and laptops.
- Run dishwashers, washing machines and other appliances.

For information on Flex Alerts and more electricity conservation tips, visit flexalert.org.



RAISING ISSUES WITHIN YOUR MUTUAL

How to get answers to your questions

In an active and diverse community like Laguna Woods Village, challenges will arise that require attention. Some specific issues that have a relatively simple answer or require more immediate attention are best addressed by contacting Resident Services from 9 a.m. to 5 p.m. Monday through Friday (949-597-4600) or Security after hours and on weekends (949-597-1400).

Wider-reaching issues concerning policies, signage, bare-slope replanting and other topics that affect the mutual or community at large may be better handled via other means. Your mutual’s board of directors is elected to serve all residents and address issues as they are brought forth. However, the first best course of action may be to bring them to the attention of the appropriate committee that deals most closely with the issue at hand.

For committee schedules, visit lagunawoodsvillage.com > **Calendars > Calendars Home**. Then select **All Governance Boards, United Mutual, Third Mutual, GRF** or **Mutual 50** to access specific calendars.



WHAT'S UP IN THE VILLAGE



THE AQUADETTES RETURN!

After a two-year hiatus, the Aquadettes, who have been entertaining audiences for 56 years, are pleased to announce their upcoming Aqua Follies, planned September 8-10.

The 2022 Aqua Follies will feature up to eight synchronized swimming routines set to Disney music, including “When You Wish Upon a Star,” “Sleeping Beauty” and “Beauty and the Beast.” The show will conclude with “God Bless America.”

In 1965, the Aquadettes began as a group of all-female lifeguards who collaborated to host a synchronized swimming show and formally became a club one or two years later. The 15-member club, which practices twice weekly at

Clubhouse 1, is currently seeking new swimmers to join the group. “No prior swimming experience is necessary to join,” said Kim Knotts, club president. “You just need to love the water and want to get active and stimulate your mind, body and memory.”

The women, ranging in age from 62-90, have been featured in National Geographic and other publications. Currently, they appear in the opening of the CBS hit comedy, “B Positive,” which airs Thursdays at 9:30 p.m. In 2020, they appeared on “The World According to Jeff Goldblum” on Disney+. Later this year, they will be featured in a documentary, “The World Renown Aquadettes.”



LIVING WITH NATURE

How to handle too-close bugs and beasts

If you encounter coyotes, raccoons and snakes that come a bit too close for comfort, call the Laguna Beach Police Department at [949-497-0701](tel:949-497-0701) and press 0.

For more information, read “Wildlife and You” at bit.ly/3uP1X7K, courtesy of LBPD Animal Services, or visit the City of Laguna Beach Animal Services webpage at bit.ly/3z4mqbe.

Call Resident Services at [949-597-4600](tel:949-597-4600) for bee swarm activity.

Finally, during August and September, the Laguna Woods History Center, located next to the Village Library at 24266 Calle Aragon, will be featuring a special exhibit about the Aquadettes and their history. For more information, email info@lagunawoodshistory.org or call [949-206-0150](tel:949-206-0150).

Follow the Aquadettes on Facebook at bit.ly/3yJQmrH.



OCMVD MOSQUITO CONTROL AWARENESS

The Orange County Mosquito and Vector Control District (OCMVCD) aims to educate and protect OC residents against vectors and prevent vector-borne diseases in an environmentally responsible manner.

For information and resources regarding mosquito control, the invasive *Aedes* mosquito, how you can become a neighborhood advocate, West Nile virus updates and more, visit ocvector.org.

HOW TO IDENTIFY MOSQUITO IMPOSTORS

Crane flies, midge flies and fungus gnats are very annoying, but they're not mosquitoes. Here's how to tell them apart.



Midge Fly

- Cannot bite
- About the same size as a mosquito; body longer than wings
- Develops in water with mosquitoes
- Often seen in large numbers on exterior walls and window screens



Crane Fly

- Cannot bite
- Develops in moist soil or water
- Doesn't fly well
- Larger than a mosquito (about 1.5 to 2 inches long)

Fungus Gnat

- Cannot bite
- Spiny legs
- Develops in fungus or moist, decaying vegetation
- About the same size as a mosquito

If these pests become a nuisance, residents can submit a tip online at ocvector.org/submit-a-tip or call 714-971-2421 and the Orange County Mosquito and Vector Control District will assess the issue. For more information on mosquitoes and their look-alikes, visit ocvector.org/invertebrates-insects.





BEYOND THE *Gates*

Looking to enjoy some time outdoors?
These nearby destinations offer fresh air and fun aplenty.

BY JENNIFER KARMARKAR

ALISO VIEJO RANCH

Preserved by the city of Aliso Viejo on the last remaining parcel of the historic Moulton Ranch, the 7.7-acre Aliso Viejo Ranch opened to the public in May 2021 and includes a mix of new and restored construction, a fish pond and orchards with apple, avocado and orange trees. Tour the restored 1890s barn and bunkhouse, and an 8,000-square-foot red barn—a replica of one that once stood on the property—filled with historical artifacts, including Louis Moulton’s writing desk and saddle.

The ranch offers classes, workshops, summer camps, an aquaponics farm, volunteer opportunities at Gold Coast



Farm, free senior lectures and citywide special events. Various spaces can be reserved for events or where families and friends can take self-guided tours, scheduled tours of the facility or just enjoy the outdoors under the pepper trees.

“In the short time that Aliso Viejo Ranch has been open to the public, we have already seen it quickly become an important gathering space for the community,” says Lizzy Mendoza, the city’s recreation and community services manager.

New to the ranch this summer is a sculpture created and

donated by local artist Jon Seeman. The 7-foot-tall abstract steel artwork, titled “Onward,” is located at the site entrance.

Aliso Viejo Ranch is located at 100 Park Avenue in Aliso Viejo. For information, call **949-425-2550** or email recreation@avcity.org.



IRVINE REGIONAL PARK

Looking for a scenic spot to take a leisurely walk, picnic with family or just relax and enjoy the great outdoors under a shade tree? You can't beat Irvine Regional Park. Nestled among groves of heritage oaks and sycamore trees and surrounded by rolling foothills, the 475-acre park offers something for everybody. Take a paddleboat ride or rent a bicycle or surrey and travel a paved path through the park. For sports-minded folks, there are ballfields, a volleyball court and horseshoe pits. Picnic tables and barbecue grills are conveniently located throughout the park, as are restroom facilities.

Grandkids will want to visit the OC Zoo, located inside the park, or ride the Irvine Park Railroad, open daily from 10 a.m. to 4 p.m.

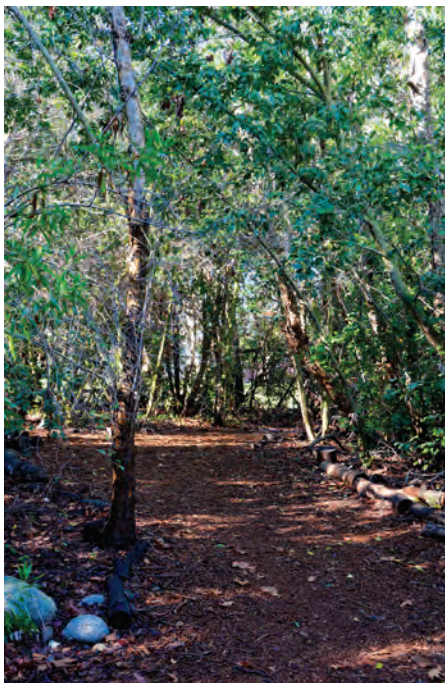


The 10-minute train ride winds past the lakes and circles through an oak woodland.

Children's pony rides are offered year-round daily except Mondays. Hours of operation are weekdays from 11 a.m. to 4 p.m., and weekends and holidays from 10 a.m. to 4 p.m.

The park, located at 1 Irvine Park Road in Orange, is open daily from 6 a.m. to 9 p.m. in the spring and summer and from 6 a.m. to 6 p.m. in the fall and winter.

For information visit ocparks.com/irvinepark or call **714-973-6385**.



SHIPLEY NATURE CENTER

A visit to Shipley Nature Center is a step back in time—more than 100 years—before development wiped out many of Huntington Beach's native habitats. The center boasts 4,000 square feet of well-maintained trails that meander through several habitats, including oak woodlands, stands of coast redwoods, Torrey pines, meadows and Blackbird Pond, a natural freshwater wetland with mature willows and sycamores. The Interpretive Center offers exhibits on local wildlife and ecology.

Admission is free (suggested \$3 donation). Hours are Fridays and Saturdays from 9 a.m. to 1 p.m. Extended summer hours through August include Saturdays from 4:30 to 7:30 p.m. Restrooms are on-site. Shipley Nature Center is located at 17851 Goldenwest St. in Huntington Beach.

For information visit shipleynature.org or call **714-842-4772**.





Make sleep a priority to optimize your health and reduce the risks for chronic conditions.

BY SUSAN LOGAN-MCCRACKEN

Sleep impacts how we think, act, look and feel. It's an investment of time that pays off with clear thinking, positive mood, bright eyes and the energy we need to navigate our days. Sleep deprivation can make it difficult to get through the day and can have long-term adverse effects.

"Sleep affects every process in our body. Nobody is going to get away with sleep deprivation," said Karen Cheng, M.D., who is board certified in sleep medicine and neurology and affiliated with MemorialCare Saddleback Medical Center. "Because it affects every process in our body, insufficient sleep has an impact on all the chronic diseases," she said. Those diseases include heart disease, hypertension, stroke, diabetes, cancer and dementia.

"Feeling sleep deprived has an impact on our daytime functioning," Dr. Cheng said. Daytime sleepiness and increased irritability often accompany difficulty concentrating, focusing and getting tasks done.

Sleep deprivation can also make older adults, who are already at higher risk for falls, even more prone to falling.

HOW MUCH SLEEP DO YOU NEED?

How much sleep do you actually need and what exactly constitutes a good night's sleep?

The National Sleep Foundation (NSF) defines a quality night's sleep as:

- Getting seven to nine hours a night

- Falling asleep in 30 minutes or less
- Waking no more than once in the night
- Falling back asleep in 20 minutes or less after you do wake up

Even if you're getting the right number of hours of sleep, you could still wake up tired if your sleep isn't meeting these other criteria. Older adults need just as much sleep as ever, but they may find it more difficult to fall and remain asleep throughout the night.

SLEEP STAGES AND CYCLES

According to the NSF, sleep occurs in four stages that repeat about four to six times during a typical night's sleep. Each cycle lasts around 90 minutes. After the fourth stage, the cycle repeats.

Stage 1: In this lightest sleep stage lasting one to five minutes, breathing and heartbeat slow down and muscles begin to relax.

Stage 2: In this light sleep phase lasting about 10 to 60 minutes, breathing and heartbeat slow down further and body temperature drops.

Stage 3: In this deep, restorative sleep phase lasting 20 to 40 minutes, the body repairs muscle and tissue, improves immune function and encourages growth and development, making you feel refreshed when you awaken. Achieving one to two hours of this sleep stage per night will keep you feeling restored and healthy. Not getting enough of this sleep stage can cause you to wake up tired.

Older adults can face many challenges that impact sleep, including various types of pain, as well as medical and psychiatric conditions.



FOR MORE INFORMATION

Karen D. Cheng, M.D.

24422 Avenida de la Carlota, Suite 370
Laguna Hills, CA 92653

949-951-1969

memorialcare.org/providers/karen-d-cheng

American Academy of Sleep Medicine

aasm.org

American Academy of Neurology

aan.com

California Sleep Society

californiasleepsociety.org

Centers for Disease Control and Prevention

cdc.gov

National Institutes of Health

nih.gov

National Sleep Foundation

thensf.org



Regular exercise helps you fall asleep faster and stay asleep longer.

Stage 4: In this rapid eye movement (REM) phase, your eyes move rapidly beneath your eyelids and dreaming occurs, heart rate and blood pressure increase, breathing becomes faster and irregular, and arm and leg muscles become temporarily paralyzed, which protects you from acting out your dreams. This stage lasts about 10 minutes during the first sleep cycle and around an hour in the last sleep cycle. REM sleep is vital for learning, memory, concentration and mood.

In fact, sleep is vital for brain health. “Sleeping at night is an important time to clear up toxic proteins that build up during the day that accumulate in the brain. If we’re not getting good quality sleep, toxic waste products accumulate in the brain,” Cheng said. That’s why poor sleep quality is associated with conditions such as dementia. “There’s a correlation between good sleep quality and optimal brain health.”

HABITS THAT HELP YOU SLEEP

Sleep hygiene, or good sleep habits, can go a long way to help you get the sleep you need. If you need more or better-quality sleep, look at your sleep habits and environment.

Cheng offers recommendations for improving sleep:

- Restrict caffeine after lunch.
- Avoid alcohol within three hours of bedtime.
- Avoid late meals.
- Avoid using electronic devices within one hour of bedtime.

Prepare your environment.

The NSF recommends removing electronics from the bedroom or at least turning them off one hour before bedtime. That’s because the blue light in televisions, cellphones, tablets and computers interrupts the production of melatonin, a hormone that responds to darkness and regulates the timing of your circadian rhythm, your body’s internal clock that runs on 24-hour cycles.

To make your bedroom an environment conducive to sleep, the Centers for Disease Control and Prevention (CDC) recommends a quiet, dark, relaxing bedroom that’s a comfortable temperature.

Maintain a consistent sleep routine. The NSF, CDC and National Institutes of Health recommend maintaining a consistent sleep-wake routine. It’s important to go to bed at the same time each night and wake up at the same time each morning. If you like to sleep in on weekends, you can add one more hour without disrupting your body’s internal clock.

Exercise. Regular exercise helps you fall asleep faster and stay asleep longer.

WHEN YOU CAN’T SLEEP

Older adults have more challenges. Cheng cites organic and environmental factors. “Lower back pain, shoulder pain or any orthopedic pain make it more difficult to fall and stay asleep,” she said. In addition, medical conditions like congestive heart failure, COPD and physical limitations, as well as psychiatric conditions such as depression, anxiety and obsessive-compulsive disorder, are organic factors that can impact sleep.

Environmental factors include everything in our surroundings, such as television, electronic devices, ambient light and ambient noise, she said. “The timing of when you have all those devices on is really crucial as well. These environmental factors can either intrude or aid in our sleep.”

Some of the most common sleep disorders in older adults include obstructive sleep apnea, a condition in which the muscles in the back of the throat relax and cause the airway to narrow or close when you breathe in, leading to a loss of air that can reduce your blood oxygen level, and insomnia, an acute or chronic inability to fall asleep (sleep initiation insomnia) or stay asleep (sleep maintenance insomnia).

HELP IS AVAILABLE

Since sleep is a pillar for health and functioning, the lack of it warrants a formal sleep evaluation, Cheng said. She recommends getting a formal evaluation by a sleep specialist and having a sleep study done.

If you're looking online for a sleep specialist, Cheng suggests going through the American Academy of Sleep Medicine, but a one-on-one, in-person meeting is most effective. With insomnia, for example, she delves into her patients' history and examines their sleep across a lifetime. The childhood, teenage and young adult years can impact a person's sleep in elder years, especially if the person has a history of insomnia. "All that crucial information is brought up in the initial consultation and follow-up visits," she said.

Cheng has been working with Laguna Woods residents over the past decade and sees people of all ages. She has a special interest in working with women

and children. She works with women of child-bearing age, in the peri- and post-menopausal years, whom she said often get dismissed as being stressed out or anxious when it might be a sleep disorder.

"About 80 percent of pregnant women have sleep apnea during pregnancy and don't get treated," she said. This increases their risk factors for preeclampsia, hypertension, preterm labor and congenital defects on the fetus. Men with moderate or severe sleep apnea have a threefold increased risk for having a stroke, she said. "The quality of our sleep throughout our entire life is something to not be neglected for our health and children's health."



Get the Most Out of Medicare

Join a Medicare 101 class.

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

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



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



WWW



SO MUCH WITHIN YOUR SITE

From health to finances to technology to humor, find help, inspiration and community online.

BY ELLYCE ROTHROCK

The World Wide Web can seem like a never-ending, vast and daunting place. Here's a list of useful, easy-to-navigate senior sites where you'll find a little bit of everything.

AGING

Useful information is essential when you are trying to age with ease. From activities to try at home, to retirement and investment advice, it's important to know where to look for information on aging.

AARP:

aarp.org

From the latest treatments for Alzheimer's to the eight healthy reasons to have sex, aarp.org is crammed with useful senior articles, videos and senior discounts. Even if you aren't

looking for anything specific, just browse the headlines and you'll find something that catches your eye.

Assisted Living Directory:

assisted-living-directory.com

This site focuses on assisted living facilities across the nation.

Love to Know Seniors:

seniors.lovetoknow.com

Interviews with experts, fashion and beauty, arts and crafts for

seniors—you'll find a little bit of everything here.

Retirement Life Matters:
feedreader.com/observe/retirementlifematters.com

Hundreds of articles for retired folks on topics ranging from health to relationships to spirituality.

CHAT ROOMS

A chat room is much like a forum except you are talking in real time to others who are online at the same time. Many forums offer a chat room, while some websites only offer a place for seniors to chat.

Senior Chatroom:
silversurfers.com

Silversurfers is a free community and described as a place for seniors to learn how to use chat rooms online. As the name suggests, the chat room is for seniors and you will be able to have discussions with others no matter what time of day it is.

DATING

When you are looking for a new partner, or you are interested in finding companions for a night out, sign up for a dating site exclusively for seniors. If you have been looking for love but haven't found it, take a chance by meeting like-minded seniors online.

Senior Match:
seniormatch.com

Looking for love? Or just a companion? Seniormatch.com's 50+ dating service is free. You may just find your spouse—or just a bridge partner.

DISCOUNT SITES

When you are living on a limited budget, it's important to find all the deals you can. Whether you are looking for a place to go out to dinner or discounted movie tickets, a good deal can be hard to find. Visit seniorliving.org/finance/senior-discounts for more information.

Groupon:
groupon.com

Groupon provides deals on goods and services that are both local and online. While not specific to seniors, Groupon's deals are worth checking out when you want to go out for the night and are looking for an affordable activity.

FINANCE

When you are trying to live comfortably in your retirement, it's important to pay attention to how you are spending and saving your money. Learn more about products you are interested in before making a purchase and see

how your money can continue to add up through solid investments.

The Money Alert:
themoneyalert.com

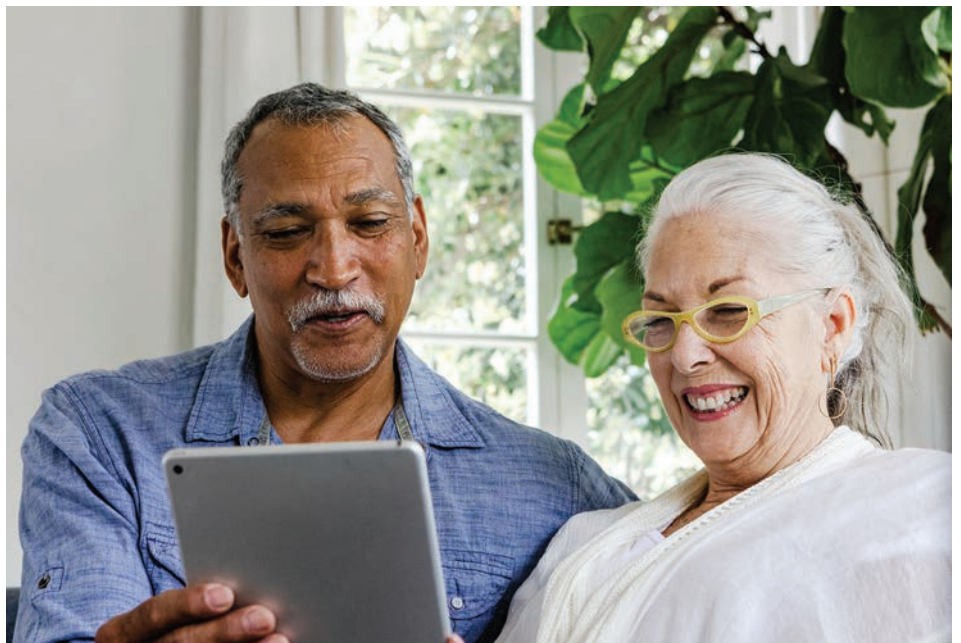
Dozens of articles about investing, retirement planning, estate planning and just about every other topic having to do with money. The calculator page is worth a visit in itself.

Consumer Reports:
consumerreports.org

This site offers smart ways to invest your money, resist credit card temptations and "how to haggle with your doctor." Get access to all the site's content, including reviews and buying advice, for \$30 a year.

FORUMS

Senior forums are a great place to meet other seniors who have similar interests. From local forum groups to build community in your area, to online forums designed to allow people to talk and share ideas,



forums can be very useful. If you are feeling alone, consider checking out a forum. When you are a shy person, forums can be an excellent place to start a virtual conversation.

Seniors Only:
seniorsonly.club

Seniors Only is free for individuals over 50. You must use a first and last name for identification, but it doesn't have to be your name if you are nervous. From philosophical discussions to help requests, get to know other members and you just might find others in your area who are on the site.

Senior Forums:
seniorforums.com

Senior Forums is the place to go when you have questions that you want answered by your peers. With an active community and topic headers for any interest, you will have fun looking through the forums and meeting other people.

HUMOR

Laughter is good medicine, but it can be hard to find websites that cater to the senior crowd.

Suddenly Senior:
suddenlysenior.com

What can you expect from this light-hearted site? Here's a sample: "Instead of 1,000 places to see before you die, at our age how about just five?" There's also nostalgia, trivia, a senior forum and other areas for those who have "become senior before their time."

Swap Meet Dave:
swapeetdave.com

Dave Ahl's site is packed with jokes, funny pictures and videos and, as the title suggests, stuff he hawks, which ranges from books to old coins to vintage video games.

HEALTH

There are many online health information resources, but the amount of conflicting information is extensive. Here are a number of sites that offer useful, accurate and detailed medical advice for seniors who are researching specific medical concerns.

Medicare:
medicare.gov

At the official U.S government site for Medicare, find doctors and medical facilities, compare drug and health plans, and verify coverage. Under "Care and Support," find topics ranging from smoking cessation to prostate cancer screening.

National Institute on Aging:
nia.nih.gov

Pick among myriad topics focusing on building healthier bodies during aging. Visit this site for health information, news and events, resources and initiatives, and more.

The Mayo Clinic:
mayoclinic.com

At this easy-to-navigate site on all things health-related for seniors, get the "basics" on a

topic or click on the "in-depth" tab. You'll also find slideshows, videos and resources for further reading.

WebMD:
webmd.com

Perform a search on any health topic and you'll probably get a webmd.com link on the first page. There's good reason for that: This site's articles on health are authoritative (often written by doctors and easy to read and understand).

JOBS

Whether you are looking to supplement your retirement or you aren't quite at retirement age, you have job options. When you have experience but you aren't sure how to go about searching for a job, we have advice. Start your own business, find your passion or locate a job that fits your skills perfectly.

Retired Brains:
retiredbrains.com

Find jobs, get advice on career transitioning or start your own business.

Work Force 50:
workforce50.com

Loaded with advice for seniors searching for jobs. You'll find relevant articles (e.g., "Leveraging Your Military Background to Build Your Civilian Career") written by experts in the field. Some topics include job search preparation, marketing yourself and finding meaning and purpose.



RETIREMENT

If retirement planning is your current focus, finding the right websites to gather information can help you make the most out of your retirement.

Investopedia:
[investopedia.com](https://www.investopedia.com)

Investopedia is a must read for seniors who want to keep on top of their investments and move to more aggressive investments if necessary. Full of financial advice, Investopedia provides relevant investment news and strategies for people who visit the site.

TECH

Technology can make you feel less independent when you have to constantly ask for help with your computer, smartphone or even television. Check out these

resources to make using technology less scary.

Age in Place Technology Watch:
[ageinplacetech.com](https://www.ageinplacetech.com)

If you want to know the latest tools and advice for remaining in your home for as long as possible, bookmark this site. You'll find topics that you never knew existed.

The Senior's Guide to Computers:
[seniorsguidetocomputers.com](https://www.seniorsguidetocomputers.com)

Simple, useful and uncluttered is the Senior's Guide to Computers. And it shouldn't be any other way with technology. This site walks you through everything computer and web related with its easy-to-navigate "Learning Center." Want to back up your data? You'll get written instructions complete with screen shots and animation.

TRAVEL

If you have a new passion that you want to learn more about, or you want to find out about economical travel opportunities, the following sites will provide you with travel ideas throughout the world.

Evergreen Club:
[evergreenclub.com](https://www.evergreenclub.com)

If you're over 50 and like to travel, check out what the Evergreen Club offers: a network of low-priced B&Bs, guest rooms and other down-to-earth, personal accommodations.

Road Scholar:
[roadscholar.org](https://www.roadscholar.org)

Want to explore the Biblical Israel? See the statues on Easter Island? Float down the Danube? Check out Road Scholar, the site for Elderhostel, "the not-for-profit world leader in lifelong learning."

ORANGE COUNTY MUSEUM OF ART



Rendering of terrace and grand stair at Orange County Museum of Art's new building

MORPHOSIS

Building an arts experience for a new age

BY JENNIFER KARMARKAR

When the reimagined Orange County Museum of Art (OCMA) opens its doors in October at its new home at Segerstrom Center for the Arts, visitors should be prepared to leave behind their notions about what an art museum should be.

Spoiler alert: This is not your parents' (stuffy) art museum.

Rather, OCMA is an art museum for the 21st century, says Heidi Zuckerman, the museum's CEO and director, where the only thing you need to bring is an open mind.

"I think that's the way to approach a museum and a way to approach life—with a sense of openness and curiosity," Zuckerman says.

At 53,000 square feet, the new museum is double the size of its current location in Newport Beach. With flexible exhibition galleries, dedicated space for educational programming and areas for public gatherings, OCMA's new building will provide expanded access to the museum's permanent collection of modern and contemporary art and its world-class special exhibition program.

From its breathtaking grand stair, curving toward the museum's entry and linking the museum to the complex's Julia and George Argyros Plaza

and adjacent performing arts venues, to its façade of undulating bands of terra cotta paneling and spacious rooftop terrace, the building is a work of art in its own right. The building was designed by Morphosis under the direction of Pritzker Prize-winning architect Thom Mayne and partner-in-charge Brandon Welling.

"The first thing people will notice is how unique the design is," Zuckerman says. "It's just beautiful and iconic. It's really unlike anything that I've ever seen before."

The semicircular grand staircase is modeled after

Orange County Museum of Art will host a 24-hour opening from 5 p.m. Oct. 8 to 5 p.m. Oct 9.

Visitors can experience the inaugural art exhibitions, film screenings, performances, workshops and more.

OCMA is located at 3333 Avenue of the Arts in Costa Mesa. For information visit ocma.art or call **714-780-2130**.

the steps of the Metropolitan Museum of Art in New York City—a nod to the centuries-old concept of a semicircular stepped space in which people gathered to watch performances of theater, poetry and dance.

The concept of viewing art with friends and loved ones is echoed throughout the museum in its art and architecture. One of the first works visitors will see when they enter the gallery is Northern California artist Joan Brown's enamel on canvas painting, "The Journey #5 (1976)." The work depicts two figures seen from the back with their arms around one another.

"One is a woman and the other is outlined, so it's not totally clear if it's a man or a woman," Zuckerman says. "They're looking at Egyptian art. I thought that would give people a touchstone to what to do when they come to the museum, which is standing with someone you love, looking at something new to you."

ART FOR EVERYBODY

OCMA's collection comprises more than 4,500 works of modern and contemporary art, including painting, sculpture, photography, drawing, printmaking, video, digital and installation art—all

produced during the 20th and 21st centuries.

Opened in 1962 as the Balboa Pavilion Gallery, the museum is noted for its significant collection of California-centric art, highlighting movements such as early- and mid-century modernism, Bay Area Figuration, assemblage, California Light and Space, Pop Art, Minimalism and installation art. The museum became the Newport Harbor Art Museum in 1968 and the Orange County Museum of Art in 1997.

With nearly 25,000 square feet of exhibition galleries, the new museum at Segerstrom Center will organize major exhibitions alongside installations from

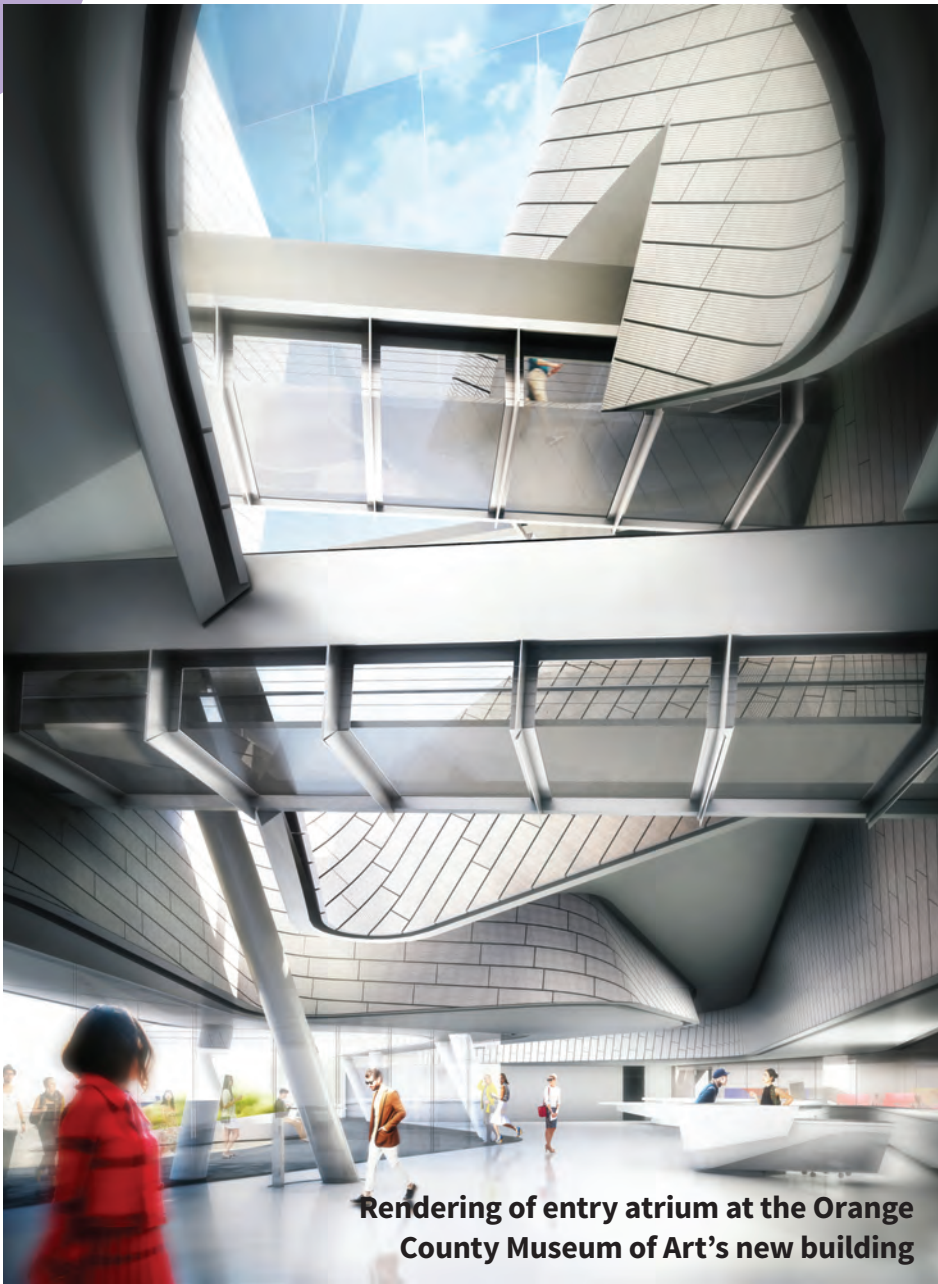
its collection. An additional 10,000 square feet will be set aside for education programs, performances and public gatherings. The space will include administrative offices, a gift shop and a café.

Zuckerman, the former 14-year CEO and director of the Aspen Art Museum, says the new OCMA is designed to offer intergenerational as well as multigenerational experiences.

"There will be programs for people to come to on their own and with people of their same vintage, as well as with younger generations—perhaps kids and grandkids," she says. "We have a variety of family programs we've organized that are intentionally intergenerational. We have lecture series planned that are at a (convenient time of day). The museum is really a place to come during the day as well as in the early evening."

No prior background or education is needed to enjoy the art, Zuckerman says. "You





Rendering of entry atrium at the Orange County Museum of Art's new building

MORPHOSIS

EXHIBITS RECALL MUSEUM'S HISTORY

Zuckerman's overall vision for the new OCMA is "to look back to look forward; to honor the past and the people who worked so hard to put together this museum." The inaugural exhibitions have been carefully curated with that in mind.

"13 Women," curated by Zuckerman herself, pays homage to the 13 women who founded the Balboa Pavilion Gallery. The exhibition presents the work of female artists from the 1960s to the present. Artists will rotate, so visitors will see many more than 13 artists over the course of a year. Artists represented include Alice Aycock, Lee Bul, Barbara Kruger, Joan Brown, Vija Celmins, Mary Corse and Mary Heilmann.

"California Biennial" features the work of 20 artists from across the state. The exhibit has defined the spirit of the museum since it launched in 1984 and exemplifies the museum's history of identifying emerging contemporary artists. It's being organized by Elizabeth Armstrong—who curated the "California Biennial" in 2002, 2004 and 2006—with Essence Harden, visual arts curator at the California African American Museum, and Gilbert Vicario, chief curator at the Phoenix Art Museum.

Zuckerman notes the curatorial team reflects the museum's intent to be representative of the diversity of the county's residents.

"The artists represented are also very diverse, and not just in medium and age. We're working

come, and whatever you see, you see. One of my favorite things is to look at art with other people because I always learn something. I think of art as a reflection of ourselves, and so whatever you bring to it, that's what you see."

Thanks to a \$2.5 million gift from Newport Beach-based Lugano Diamonds, admission to the museum will be free for the first decade, aligning with the museum's goal "to remove

as many barriers of entry as possible, and to connect as many people as we can to art and artists," Zuckerman said in a release.

People should expect to feel welcome when they visit, she adds. "We really are charged with opening the tent and inviting in as many people as possible. This gift of free general admission is a significant indicator of how I hope that people will find the museum."



Heidi Zuckerman, Orange County Museum of Art CEO and director

to reflect our community in our program and also in our staff and our board,” she says.

Inaugural exhibitions also will include Sanford Biggers’ 24-by-16-foot outdoor sculpture, “Of many waters ... ,” commissioned for the opening of OCMA’s new building; Fred Eversley’s “Reflecting Back (the World)”; and Peter Walker’s “Minimalist Landscape.”

Drawn to the director position by her admiration for the museum’s curatorial history, Zuckerman says she’s found inspiration in the entrepreneurial spirit of Orange County. “I’ve been struck by how innovative people are in Orange County and how many people have made their lives by making something out of nothing.”

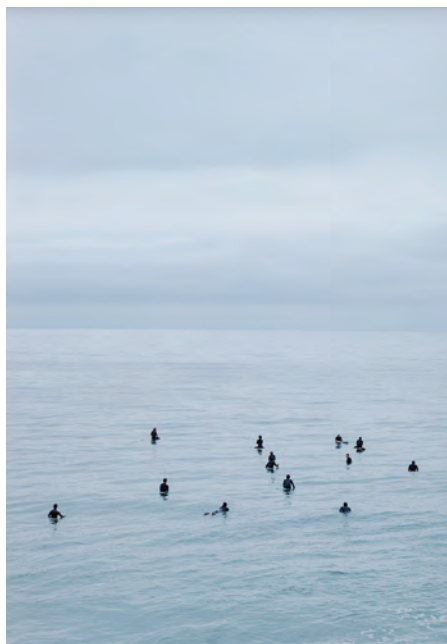
“That is what the museum is,” she continues. “It’s been here for 60 years, so it’s a ground-up construction project of what is both a legacy institution but also a kind of start-up, and I like that idea. I love the fact that people are curious about it, and open to it, and seem to be embracing the institution.”

“There will be programs for people to come to on their own and with people of their same vintage, as well as with younger generations—perhaps kids and grandkids. We have a variety of family programs we’ve organized that are intentionally intergenerational.”

—Heidi Zuckerman,
Orange County Museum of Art CEO and director



Chris Burden, Large Glass Ship, 1983



**Catherine Opie,
Surfer for Women, 2018**



**Mary Heilmann,
Surfing on Acid, 2005**



WE HEAR YOU!

QUESTIONS ASKED & ANSWERED

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

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

- Mail a letter addressed to (board you are trying to reach) Board of Directors, 24351 El Toro Road, Laguna Woods, CA 92637.
- Attend a board meeting and address the board during the open forum portion of the agenda; you will have a three-minute time limit to speak to the board or ask a question.
- Pick up the list of directors from the concierge desk in the Laguna Woods Village Community Center. This list will provide you with the phone number and/or email of the directors who have made their contact information public.
- Contact the Office of the CEO and leave a message for a specific board member, or email generalmanager@vmsinc.org.

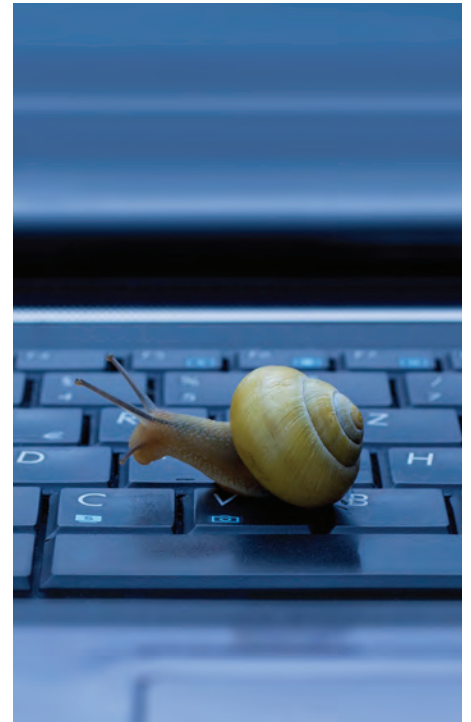
My insurance company is looking for the mutual's insurance policy. How do I get a copy?

Insurance policy information for Third and United Mutuals can be found at lagunawoodsvillage.com > Documents > select **United** or **Third**. Scroll midpage to the Sales and Leasing section and look for the PDF document titled "Annual Insurance Disclosure and Policy Summary."

Why is my internet speed so slow? I checked the speeds and have confirmed it is slow. What is going on with this service?

Slow internet speed is caused by many issues, most commonly old modems and wireless routers. The first step toward faster internet speed is calling West Coast Internet (WCI) and describing your

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



problem. WCI will troubleshoot your issue by reviewing a checklist of possible causes and helping you find a solution. Call [949-487-3302](tel:949-487-3302) for new service; [949-487-3303](tel:949-487-3303) for billing service and [949-487-3307](tel:949-487-3307) for tech support.

I am having trouble coping while caring for my ill spouse. Who can I talk with about my situation privately?

Laguna Woods Village's Social Services Division has been serving the community since 1972. Social workers are available for short-term counseling, crisis intervention, support groups, educational programs, long-term care planning and resource referrals. All services are confidential. Call Social Services at [949-597-4267](tel:949-597-4267).



SECURITY SERVICES

GETTING BY THE GATE AMBASSADORS

The community's first line of defense in ensuring those who enter are cleared.

By Eric Nuñez, Director of Security Services

Village security and proper community access via its many gates are everyone's responsibility. To gain entry to the Village, all motorists, pedestrians and bicyclists must show a valid resident ID, possess a visitor's pass or have working RFID decals. Gate ambassadors must ensure everyone who wishes to gain access to the community can do so properly. Security personnel must enforce access policies and address suspicious entry activity. Residents whose vehicles have malfunctioning RFID decals must replace them and, in the meantime, use the visitor lane. Visitors must use the visitor lanes.

GATE DETAILS

Laguna Woods Village has 16 gates. Gates 1, 2, 5, 7, 10, 11 and 14 are open 24/7; gates 3, 4, 6, 8, 9 and 12 close in the evening. Gate 4 is an exit-only gate for vehicles but can be entered via the gatehouse-adjacent pedestrian gate, gates 13 and 15 are locked emergency gates and gate 16 has no gatehouse but is secured at 11 p.m. Gatehouses at the remaining 12 gates are manned by gate ambassadors.

All gates also feature alarms that activate when a pedestrian or bicyclist trips wall- or fence-mounted motion sensors. Entrances and exits at gates 1 and 7 have wall-mounted intercoms and camera devices; signage instructs pedestrians and bicyclists to present their resident IDs to the camera. Gate ambassadors authenticate IDs from inside the gatehouse and, if necessary, use the intercom to communicate with the person wanting to enter.

IF SOMEONE SLIPS BY ...

Gate ambassadors sometimes are distracted while helping visitors or residents with malfunctioning RFIDs and, as a result, pedestrians and bicyclists may sometimes enter without proper clearance. In these cases, gate ambassadors notify Security, and a patrol officer contacts these individuals to properly identify them.



ATTENTION TO GATE STAFFING

Adequately staffing the gates is ongoing. The Village employs approximately 134 gate ambassadors who are part-time and mostly Village residents—whose status and ability to work can change frequently and without notice. Gate ambassador supervisors are actively retraining existing personnel and establishing quarterly meetings to facilitate communications and clarify expectations. Security will continue to recruit the best possible personnel, provide extensive training in our policies and standard operating procedures, and always look for opportunities to improve our service levels.

OUR COMMUNITY IS SAFE

In reviewing the Village's minimal crime statistics, as reported by the Orange County Sheriff's Department, and considering the number of vehicles, bicyclists and pedestrians who enter the Village daily, the gate ambassador program, security patrol officers, residents staying vigilant and reporting suspicious activity, and Orange County Sheriff's Department patrols keep the community relatively safe.



GENERAL SERVICES



COMPOSTABLE BAGS ARE BEST

Plastic bags have no place in organics recycling carts.

Compostable bags are preferable, but paper bags and newspaper are OK, too.

Find a variety of compostable bags at

[Amazon.com](https://www.amazon.com), [Walmart.com](https://www.walmart.com), [HomeDepot.com](https://www.homedepot.com) and more.

Compostable bags degrade to humus (the organic component of soil, formed by the decomposition of leaves and other plant material by soil microorganisms), CO₂ and water within 180 days when placed in a standard compost pile.

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



BREAK DOWN BOXES, FREE UP SPACE

By Robert Carroll, General Services Director

In the United States, around 80% of all products sold are packaged in cardboard. However, a shocking 850 million tons of paper and cardboard are thrown away and end up in landfills across the United States annually. Moreover, if you're measuring this material estimate during the holiday season, the total amount of cardboard waste generated increases by more than 25% of the normal average. Even more shocking is the EPA's recent estimate that states paper and cardboard materials represent the largest component of municipal solid waste.

If you aren't disposing of your cardboard properly, you're missing an opportunity to not only be more environmentally friendly but also give your neighbors equal opportunity to use the recycling bins.

To optimize the space in recycling container(s), always break down your cardboard waste. Follow these easy steps:

- Take your box and turn it upside down. Run a box cutter, scissors or a knife along the center bottom seam, slicing through the packing tape.
- Repeat this under the two flaps on each end of the box, freeing the tape at the edges.
- Pull all four flaps straight up so that all edges on either end move freely up and down.
- Lightly push and twist in until the box collapses on itself—flattened and ready to be stacked in your container.

It's also important to note that in addition to breaking down boxes, you must remove miscellaneous plastic, Styrofoam and other packing material, which is not recyclable, and place it in the regular trash bin.



REDUCE THE RODENT POPULATION

Mice (and rats) will play if you don't help keep them away.

By Kurt Wiemann, Landscaping Services Director

During warmer months, mice and rats breed nonstop. Why is this a problem? Rats can birth up to 24 babies per year, and each mouse can birth up to 60 per year! Mice take just three weeks to reach sexual maturity, meaning each new mouse can contribute 60 babies of its own to the environment—and so on, and so on.

In addition to their breeding prowess, rodents must gnaw constantly to keep their teeth sharp and healthy, and they're not picky about what they chew on. Rats like to gnaw on soft materials accessed while sneaking about—boxes, storage materials, fabric or wiring. Teething is a big reason why rats can be dangerous inside homes.

Rodents also aren't particularly picky about where they live. They build small, tightly packed clumps of various debris in which they rest and eat. Rats drag paper, insulation, stray fabric and other trash into dry, warm, dark and secluded areas to build their nests.

How you can help reduce the rat population:

- Be on the lookout for fecal droppings, gnaw marks, paw prints, chewed wires or small holes or crevices in walls. Report any suspected rodent activity to Resident Services at **949-597-4600**.
- Get rid of clutter, as it provides great hiding spaces and nesting

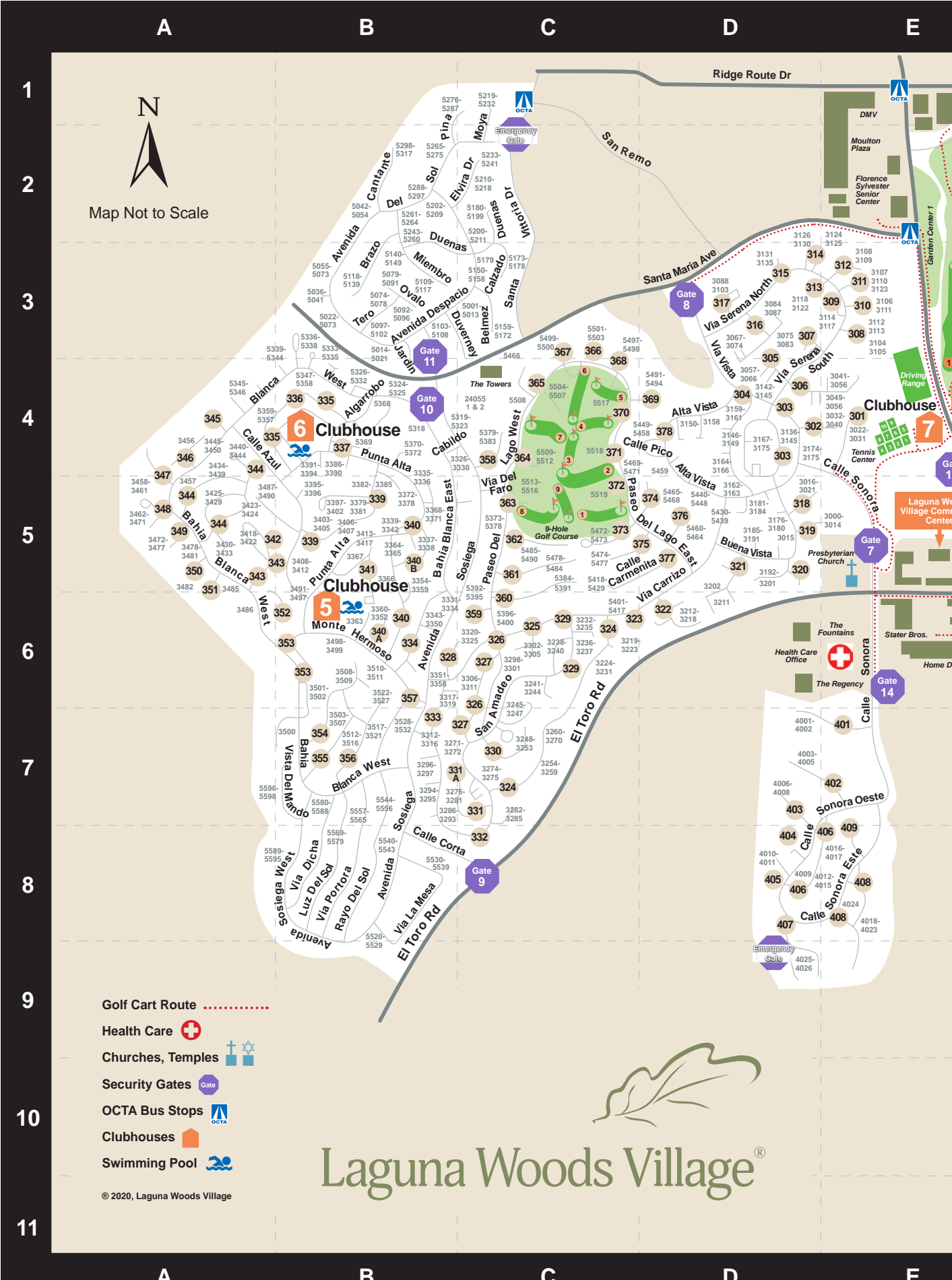
The Department of Landscaping Services' full-time licensed pest-control personnel maintain more than 1,000 bait stations throughout the community. These bait stations are black, four- or six-sided boxes placed outdoors in locations where they can be most effective. Never touch, move or open these boxes. Please call Resident Services at **949-597-4600** with questions.



- material for rodents. Further, finding evidence of rodents is easier if you don't have to dig through piles of belongings. Elevate belongings out of rodents' reach, and replace cardboard boxes with plastic ones.
- Pick up dropped seeds from bird feeders, or eliminate feeders altogether. Pick up fruit that has fallen from trees, and promptly pick ripe fruit.
 - Clean up common crumb areas, including under stoves, refrigerators and dishwashers. Regularly sanitize countertops and keep them clear of food. Do not leave glasses of water out overnight. Remove uneaten pet food at night and keep pet bowls clean.
 - Upgrade your food storage to airtight containers to make it harder for rodents to access it or recognize it as a possible food source.

LAGUNA WOODS VILLAGE COMMUNITY STREET MAP

KEYS TO THE COMMUNITY



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

© 2020, Laguna Woods Village





KEYS TO THE COMMUNITY

In Your Neighborhood

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



GRF PROJECT LOG

UNITED MUTUAL PROJECT LOG

THIRD MUTUAL PROJECT LOG

GRF Facilities Sweeping Schedule

1ST FRIDAY OF THE MONTH

4 to 5:30 a.m. Clubhouse 1
5:30 to 6 a.m. Clubhouse 2

2ND FRIDAY OF THE MONTH

4 to 5:30 a.m. Clubhouse 3
5:30 to 6 a.m. Clubhouse 4

3RD FRIDAY OF THE MONTH

4 to 6 a.m. Clubhouse 7
6 to 7 a.m. Clubhouse 5
7 to 8 a.m. Clubhouse 6

4TH FRIDAY OF THE MONTH

4 to 7 a.m. Maintenance Center
Garden Centers
Equestrian Center Lot

5TH FRIDAY OF THE MONTH (WHEN APPLIES)

4 to 7 a.m. RV Lots
Golf Maintenance

Street Sweeping Schedule

**All times are approximate and subject to change*

MONDAY TO FRIDAY

7:30 a.m. to 3:30 p.m.
Cul-de-sacs

MONDAY

7:30 to 11:30 a.m.
Gates 1, 2, 3 – Calle Aragon to Via Estrada North
11:30 a.m. to 3:30 p.m.
Gates 1, 2, 3 – Calle Aragon to Via Estrada South

TUESDAY

7:30 to 11:30 a.m.
Gates 5, 6 - All streets in this area
11:30 a.m. to 3:30 p.m.
Gates 11, 14 – All streets in this area

WEDNESDAY

7:30 to 11:30 a.m.
Gates 7, 8 – Calle Sonora/Alta Vista (East Area)
11:30 a.m. to 3:30 p.m.
Gates 7, 8, 9 – Calle Sonora/Alta Vista (West Area)

THURSDAY

7:30 to 11:30 a.m.
Gate 10 – East of Ave. Sosiega & North of Monte Hermoso
11:30 a.m. to 3:30 p.m.
Gate 9 – South of Monte Hermoso

FRIDAY

GRF Facilities
Please see GRF Facilities Sweeping Schedule.

Every other week

Gate 9 – Towers Parking Lot
Gate 11 – Check area and re-sweep if needed.

Stay in Touch!

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

ADMINISTRATIVE OFFICES

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

AMENITIES AND RECREATION

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

COMMUNITY ACCESS

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

EMERGENCY AND MEDICAL SERVICES

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

MISCELLANEOUS

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

KEYS TO THE COMMUNITY



MAINTENANCE & CONSTRUCTION

MAINTENANCE

HOW ANNUAL FUMIGATION PROTECTS YOUR HOME

By Ian Barnette, Maintenance and Construction Assistant Director



The Village Management Services (VMS), the Maintenance and Construction Department and your mutual are committed to protecting your home by maintaining the structure of your buildings that are threatened by termites and other wood-destroying insects through its annual fumigation program. Fumigation tenting is a whole-structure two-day treatment in which all residents, guests and pets must temporarily vacate the premises until the structure has been certified safe to re-enter.

Depending on the extent or location of the infestation, fumigation is the only total control method proven to eliminate certain infestations of wood-destroying insects. To eliminate infestations, fumigators

must tent the structure, sealing it up to 18 hours. After the fumigation period is completed, a certified fumigator will aerate the structure using fans for the prescribed aeration period. After thoroughly aerating the dwelling, the fumigator is required to measure the level of any fumigant remaining in the living space to ensure it is below the EPA-approved concentration for re-entry by the occupants.

VMS' notification procedure is designed to confirm that all affected residents and/or non-resident owners are properly notified of the need for fumigation. Standard procedure for all affected buildings complies with either California Civil Code and/or your mutual's directive. The 2022 fumigation program started in July and will run through November (for approximately 17 weeks excluding major national and religious holidays) by the mutual's certified fumigation contractor, Newport Exterminating. Within 15 to 30 days of the scheduled date, a notification letter is provided to residents and non-resident owners outlining the necessary preparations, including contact information of vendors and VMS staff.

As a courtesy, VMS and your mutual will provide you with a complimentary hotel stay and plant removal assistance. The Hills Hotel in Laguna Hills will

VMS WELCOMES MATHEW ALDAZ

accommodate a two-night hotel stay for our fumigation schedule. The Hills Hotel is pet friendly, meaning that residents will no longer have to look for alternative lodging accommodation to house their pets during fumigation. Pet boarding fees at a discounted rate are residents' responsibility and must be coordinated directly with the hotel.

If you require assistance moving large potted plants, South Coast Restoration, at the request of residents, will remove plants from manors. This service will no longer be provided by VMS Landscaping Services staff. Using the outside service reduces the number of days residents are without their plants during the fumigation procedure.

Q: How can I find out when maintenance work will be done around my manor?

A: Maintenance schedules and project logs for the community are updated monthly and posted to the Village website. Find the schedule and logs at lagunawoodsvillage.com
 > Residents > Services
 > Maintenance and Landscaping.

The Maintenance and Construction Department is pleased to introduce to the community Maintenance Services Manager Mathew Aldaz, the newest addition to the leadership team.

Mathew brings more than 10 years of service management to the organization, including large-scale community management. In his most recent role, Mathew held the position of accounts manager with a large-scale remediation company in the inland empire. Most notable among his prior experience was his tenure with the Irvine Company as one of its maintenance services managers, overseeing multiple communities. Mathew's knowledge of operational efficiency in plumbing, electrical and HVAC will help to propel the Maintenance Services Division forward while continuing to provide excellent customer service.

In his new role as maintenance services manager, Mathew will oversee a division with 51 full-time staff positions and a \$10.3 million annual operating and contract services budget. He will be responsible for managing the activities of several maintenance programs and service work centers, including plumbing, electrical, appliances, facilities and the mutual's annual waste line and copper pipe remediation programs. In 2021, this division closed more than 30,000 service order tickets throughout the Village.

Mathew is an innovative and results-driven professional with experience in project management, team leadership, staff development, budgeting and promoting a strong customer service environment. Welcome, Mathew!





RECREATION

YOUR GUIDE TO EVENTS, FITNESS AND FUN

RECREATION OFFICE VILLAGE COMMUNITY CENTER

24351 El Toro Road
Laguna Woods, CA 92637

949-597-4273

recreation@vmsinc.org

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



Village Library Storytime

The Village Library warmly welcomed residents and their grandkids ages 3 through 6 to join in three summer storytime events. The group met on the lawn area in front of the library, got comfortable, and enjoyed reading and crafts.

The Village Library, located at 24266 Calle Aragon, is open Monday through Friday from 10 a.m. to 4 p.m. (Wednesdays to 7 p.m.) and Saturdays from 10 a.m. to 1 p.m.

RECREATION



90s LUNCHEON

In June, the Recreation and Special Events Department hosted a 90s luncheon, a celebration of Village nonagenarians. More than 250 attendees enjoyed a delicious menu from Martinez's Catering, a live performance by harpist Brian Noel and great company.

There were 32 veterans who attended the luncheon. "It's always an honor to meet these veterans who served their country and to listen to their stories," said Ted Ball, VMS recreation supervisor.

One guest, Henry, who is 102, served in the 28th regiment and fought in three large battles during World War II. Lillian, 100, was a nurse in New York and cared for the wounded stateside.

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.

Visit lagunawoodsvillage.com/amenities/clubs for more information.



LIBRARY & HISTORY CENTER

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

Library Hours

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

[949-597-4274](tel:949-597-4274); lwvillagelibrary@yahoo.com

History Center Hours

- Weekdays from 11 a.m. to 1 p.m. and by appointment

[949-206-0150](tel:949-206-0150); info@lagunawoodshistory.org; lagunawoodshistory.org



RECREATION



PAC 2022 SEASON

- **Queen Nation, August 20.** The West Coast's longest-running, most authentic, fully costumed re-creation of a vintage Queen concert
- **Ronstadt Revival, September 17.** The premiere tribute to Linda Ronstadt, with a full seven-piece band, to bring you the authentic sound of the Ronstadt catalog
- **Who's Zeppelin, October 1.** One band, two iconic tributes to The Who and Led Zeppelin
- **New Year's Eve, December 31.** Ring in the New Year at the PAC with a special show.

Ticket prices vary by show. Visit tickets.lagunaoodsvillage.com to create an account and purchase and print tickets at home. No printer? Show a smartphone screenshot of your purchase at the box office or, at checkout, choose to pick up your tickets at the PAC box office. Or purchase tickets at the PAC box office, open Monday, Wednesday and Friday from 9 a.m. to noon.

Call **949-597-4288** or email recreation@vmsinc.org for more information. The Performing Arts Center/Clubhouse 3 is located at 23822 Avenida Sevilla.

MONDAY MOVIES AT THE PERFORMING ARTS CENTER

Aug 15 | House of Gucci

Sep 19 | West Side Story

Oct 17 | Nightmare Alley

Nov 21 | Spencer

2 p.m., free admission | **949-597-4288**



RECREATION



EVENTS

Summer Splash Day

August 12

Pool 2, noon to 4 p.m.

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

Advanced reservations required.

949-597-4286 or 949-268-2418



SPACE ODDITY THE ULTIMATE DAVID BOWIE EXPERIENCE

Saturday, September 3

Clubhouse 2 Lawn • 4 to 6 p.m.

FREE

Don't miss an uncanny re-creation of the music and magic of one of popular music's most influential and innovative superstars. Together with an amazing backup band, David Brighton recreates the greatest moments of Bowie's four-decade career that helped shape many generations of fans and musicians.

Bring blankets and lawn chairs; no seating is provided. Guests and picnics are welcome; glass bottles/containers are prohibited. A food stand by 19 Restaurant will be open while supplies last.

Parking is limited at Clubhouse 2; additional parking is available at Clubhouse 7.

For more information, call 949-597-4285 or 949-268-2418, or email recreation@vmsinc.org.



RECREATION



EQUESTRIAN CENTER

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

LOCATION

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

HOURS

Business hours: 9 a.m. to 3 p.m., Wednesday through Sunday
Tour hours: Wednesday and Thursday at 2 p.m.; Friday, Saturday and Sunday at 12:30 and 2 p.m.
Riding program: Wednesday through Sunday; contact the Equestrian Center office for lesson schedules.

Tours and riding program are closed Monday and Tuesday.



HORSEMANSHIP CLASSES

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.

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

HELP THE HERD FUNDRAISING

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

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



GET MOVING!

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

- View a list of amenities, location, contact information, registration process and more at bit.ly/3tXFP9w.
- Purchase event tickets, register for outdoor classes, sign up for Clubhouse 4 activities via ActiveNet at bit.ly/39sfreE or by telephone between 10 a.m. and noon, Monday through Friday, at **949-597-4382**. Visit bit.ly/3CDWAd9 to view an ActiveNet tutorial video.
- Consider taking one or more of the almost 20 classes currently offered, including mat/chair yoga, ballroom dance, English or Korean language classes, cycling, aquatic classes and more. Check out our schedule of current recreation classes at bit.ly/3u086MB.
- Visit bit.ly/3u2eovu for a comprehensive list of virtual activities, classes and more.



PERSONAL TRAINERS ARE HERE FOR YOU

Get in a good workout led by a personal trainer at the Community Fitness Center or Clubhouse 1. Five 30-minute sessions cost \$200; 10 30-minute sessions cost \$400.

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



RECREATION

ONGOING CLASSES

Schedules subject to change without notice.

MONDAY

Chi Kung

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

Yoga with Kim Min

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

Laughter Yoga with Cheryl Russell

Clubhouse 1 ballroom, 9:15 to 10:15 a.m.
Free drop-in class

Zumba Gold with Tracy Murray

Clubhouse 2 ballroom, 10 to 11 a.m.
\$25 for 5 classes

Movement and Stretch with Sybil Moore

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

Ballroom Dance with Candi Davis

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

Stress-less Mindfulness Meditation with Dr. Lois Rubin

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

Mat Yoga with Kristine DeYoung

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

Chair Yoga with Kristine DeYoung

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

Hula with Mahina Kimmitt

Clubhouse 5 fitness room, 1 to 2:30 p.m.
Free drop-in class

Chinese Language Class with Grace Sams

Class on summer break; will resume in September.

Aqua Zumba with Tracy Murray

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

Cycling with Alisha Sullivan

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

TUESDAY

Yoga with Kim Min

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

Tai Chi

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

Cycling with Alisha Sullivan

Clubhouse 5 fitness room, 9 to 10 a.m. and 10:30 to 11:30 a.m. *\$40 per eight-class session*

Chair Fitness with Janet Gilliam

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

Swim Clinic with Jan Levinrad

Pool 2, noon to 1 p.m. and 1 to 2 p.m.
Free drop-in class

IKTA Self Defense with Ron Murray

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

Meridian Yoga with Phoebe Gong

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

WEDNESDAY**Chi Kung**

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

Zumba Gold with Tracy Murray

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

Cycling with Alisha Sullivan

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

Mindful Movement Yoga with Jerry Bloch

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

Russian Language Class with Janet Preissler

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

IKTA Self Defense with Ron Murray

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

Contemporary Jazz with Laura Fremont

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

Tap Dance and Rhythms with Laura Fremont

Clubhouse 5 fitness room, 5:30 to 6:45 p.m.
\$25 for five classes

THURSDAY**Cycling with Alisha Sullivan**

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

Tai Chi Dance

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

Chi Kung

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

Tai Chi

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

Chair Yoga Fitness Janet Gilliam

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

Tap Dance and Rhythms with Laura Fremont

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

Mat Yoga with Kristine DeYoung

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

Chair Yoga with Kristine DeYoung

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

IKTA Self Defense with Ron Murray

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

FRIDAY**Cycling with Alisha Sullivan**

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

Chi Kung

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

Embrace Life Yoga with Phoebe Gong

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

Ballroom Dance with Ed VanOrnum

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

Zumba Gold with Tracy Murray

Clubhouse 2 ballroom, 10 to 11 a.m.
\$25 for five classes

SATURDAY**Tai Chi Dance**

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



RECREATION

AMENITY INFO



Clubhouse Reservations | 949-597-4227

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

Clubhouse 1 | 949-597-4281

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

Clubhouse 2 | 949-597-4286

- Open 8 a.m. - 5 p.m. Monday - Thursday, 8 a.m. - 6 p.m. Friday
- Video lab and studio
- Card room
- Lawn bowling

Clubhouse 4 | 949-597-4344

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

Clubhouse 5 | 949-597-4382

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

Clubhouse 7 | 949-268-2417

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

Community Center | 949-597-4273

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

Equestrian Center | 949-597-4275

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

Garden Centers | 949-268-2387

- Daily sunrise to sunset



Pools | 949-597-4273

Pool 1

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

Pool 2

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

Pool 4

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

Pool 5

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

Pool 6

- Noon - 6 p.m.
- Children's swim noon - 4 p.m.
- Check the most current pool schedule at bit.ly/3u4adRE

Golf | 949-597-4336

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

History Center | 949-206-0150

- Call to schedule an appointment

Library | 949-597-4274

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

Paddle Tennis | 949-597-4273

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

Performing Arts Center | 949-597-4288

- Box office open Monday, Wednesday and Friday, 9 a.m. - noon
- Auditorium open for scheduled shows; dates and times vary

Pickleball | 949-597-4273

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

Recreation Coordinated Classes | 949-597-4273

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

Restaurant 19 and Lounge | 949-206-1525

Tennis | 949-268-2481

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

Saddleback Emeritus | 949-582-4835

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



ROBERT'S RULES OF ORDER ALL OVER

By Joan Milliman, Secretary

If you are a new board member or considering becoming one, or if you serve on a board that must make decisions for a group, you probably need to know Robert's Rules of Order—parliamentary procedure guidelines that allow board meetings to run legally and effectively. As a candidate or new board member, it is important to know how to properly participate in board discussions and votes. Each Laguna Woods Village governing board has a mandate in its bylaws to use Robert's Rules of Order as its parliamentary guide.

Village boards use both formal and informal rules from Robert's Rules of Order, including:

- Raising your hand to speak rather than standing to be recognized
- Knowing when and when not to speak
- Remaining seated while speaking or making motions
- Understanding how and when motions and seconds are made
- Understanding how proposals and motions are made, and when and how votes are taken
- Knowing the chair's role

Generally, Village governing boards tend to be more formal, because their decisions have legal implications, especially when dealing with community-wide policies or budgets. For example, motions often appear as resolutions. A resolution states the reasons why (“Whereas”) the issue needs to come forward and then resolves to solve the problem(s). Resolutions are backed by staff reports and other documentation, as needed, to clarify the issue. A resolution motion states what is being done to what and usually states “approval” for the resolved section (i.e., “I move to approve the changes presented in X policy.”). The entire resolution is usually read by the secretary before the motion to approve; other times the secretary might read just the changes made to an existing resolution. In either case, a reading of a resolution is important for the public to hear, so they know what’s being voted on and why. The resolution can be voted up or down or amended, or be sent back to committee. Because of their legal import, resolutions are usually given two readings with 28 days in between for any revisions. Regular motions do not deal with policy-changing decisions.

The authoritative, 714-page “Robert’s Rules of Order, Newly Revised, 12th Edition”

can be quite daunting in its thoroughness. Many of Robert’s Rules are designed for large membership meetings or conventions. However, there are many other types of meetings and decision-making boards, including homeowners’ associations, church and religious organization meetings, school boards, city councils, nonprofit boards of directors’ meetings, etc.

Robert’s Rules follow the fundamental concepts of parliamentary procedure, encompassing everything that goes into running a legal and effective meeting, including:

- Proper meeting notice to members
- Ensuring enough members are in attendance to conduct business
- Discussing and voting on issues at the meeting

Studying Robert’s Rules

One of the easiest ways to learn or refresh one’s learning of Robert’s Rules is to join a group that studies them. Here in the Village, there is a very specific club that does just that: Robert’s Rules Study Club, which meets monthly on the fourth Thursday to review a subject from Robert’s Rules. The group starts with self-introductions and a brief description of any recent parliamentary experience or observation. Then there

is a brief game or question for the group, followed by a presentation on an aspect of Robert’s Rules. This part of the meeting is followed by the business meeting of the club, where Robert’s Rules are strictly followed. After the meeting, an appointed parliamentarian reviews how the group did.

Each year the group selects a book that presents Robert’s Rules in some fashion. This year the group selected Jim Slaughter’s “Robert’s Rules of Order Fast Track: The Brief & Easy Guide to Parliamentary Procedure for the Modern Meeting.” Speakers each take a chapter and present it in conjunction with “Robert’s Rules of Order, Newly Revised, 12th Edition” and “Robert’s Rules of Order, Newly Revised, In Brief, 3rd Edition.” In other years, the club has gone through the “In Brief” edition with great success. Group members are all learning Robert’s Rules at some level, and there are always questions, answers, discussions and learning through practice.

There are other places to study and learn Robert’s Rules, including Toastmasters’ meetings. Whether one serves on a board or not, just the fun of learning and discussing this topic will, at the very least, help those watching any decision-making group in action understand what’s going on.



FLASHING STOP SIGN TESTIMONY

By Joan Milliman, Secretary

By a vote of 9 to 1, on July 5, GRF passed the installation of 21 solar-powered red-flashing light-emitting diode (LED) stop signs throughout the Village. The reason being that in the last year, alone, traffic specialists issued more than 500 violation notices to drivers who failed to stop at posted Village stop signs.

The purpose of LED stop signs is to capture the driver's attention through supplemental visual input, increase stopping compliance and reduce or prevent accidents by alerting drivers to upcoming roadway changes.

Research reports on flashing LED stop signs have been done across the country. One such study, a 144-page report from Texas A&M University, came to a significant conclusion:

“Overall, the use of stop signs with red flashing LEDs embedded at each corner of the sign had consistent statistically significant

What Are LED Stop Signs?

Light-emitting diode (LED)-enhanced stop signs include red LEDs on the sign's outer edge. The LEDs operate continually.

What Is Their Purpose?

LED stop signs capture the driver's attention through supplemental visual input. They increase stopping compliance and prevent right-angle crashes by alerting drivers of upcoming roadway changes so they do not unintentionally run the stop sign.

beneficial effects on daytime and nighttime stopping compliance. Statistically significant reductions of 34% to 53% in the rate of vehicles not fully stopping (blow-throughs and roll-throughs) were observed during four of the five evaluation periods after installation of the flashing LED stop sign. Overall, the total rate of vehicles not fully stopping was reduced from 0.471 to 0.335 (28.9% reduction) after installation of the flashing LED stop sign.

“The flashing LED stop sign was particularly effective for reducing the rate of vehicles blowing through the intersection, as the overall rate of occurrence was reduced from 0.051 to 0.024 (52.9%). Although effective towards improving stop-compliance, the flashing red LED signs produced no statistically significant effect on vehicular speeds or decelerations on the approaches to the intersections” (Texas Transportation Institute, Texas A&M University System, October 2003).

Having solar-powered red LED flashing lights will not only cut the cost of having to hardwire the signs, but the signs will flash day or night, even during a power outage when all street lights are out. They should not be flashing into any residences. There are shields that can be added if that occurs. In addition, these signs will aid in the safety of pedestrians, especially the visually handicapped.

WHY I SERVE

Do you ever wonder what drives a retired individual to serve on a board, to raise one's hand to accept a volunteer job that often results in more hours worked than before retirement? For most, giving back to one's community and helping neighbors are labors of love that hold great meaning and fulfillment. Here, some GRF board members share their reasons for serving.

Bunny Carpenter, President

Serving is a way for me to give back and is a valuable opportunity for learning more about governance and leadership. I have enjoyed meeting new people, building new relationships and contributing to the success of the Village. Serving on the board is intellectually challenging and rewarding, and it is fun to be able to accomplish things around my community together with fellow board members and staff.

Debbie Dotson, Second Vice President

I personally enjoy working with technical advances and setting sustainable goals for the Village. Therefore, I especially enjoy working with the Information Technology Advisory Committee, the Website Ad Hoc Committee and Village Broadband. I can see results and believe I have contributed something to the long-term future of the Village.

Joan Milliman, Secretary

Serving on a board is very stimulating. Board work uses much of my previous experience and, at the same time, always challenges me to learn something new. I very much enjoy how our board can come together in our decisions by sharing our different points of view and then merge them into an agreeable solution.

Jim Hopkins, Treasurer

What I like about being on a board—especially the current GRF board—is the diversity of

opinions and reasoning on the issues that come before us. Often, I have opinions on issues without the benefit of another viewpoint and am persuaded to understand those other views by my board colleagues. It forces me to be more balanced in my approach.

Elsie Addington, Director

I love knowing how things work, and being a director affords that opportunity. I enjoy the collegiality and the camaraderie with and among several members of the different boards. Most of all, with every meeting, I enjoy learning something new about people, functions or things.

Gan Mukhopadhyay, Director

Being a board member provides me the opportunity to serve the community where I live in the areas of my expertise. In doing so, I believe the only interest to be considered is the best interest of the residents, and I aspire to see them smile.

Juanita Skillman, Director

I was raised in a family that emphasized community service, and I have always valued doing all I can to be part of the solution—not just complaining about a problem.

Don Tibbetts, Director

I like the interaction with the residents and all the board members. We get an abundance of suggestions and comments, and I enjoy working with others to resolve the different issues and, hopefully, reach a workable solution.

In considering these board members' comments, perhaps you can feel the excitement and the enjoyment of working with others on a similar goal—to make Laguna Woods Village the best it can be. Maybe you, too, will be inspired to join in the rewarding fun in the near future.

Third Board of Directors

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

Mark Laws
President
2021-2024

Annie McCary
First Vice President
2020-2023

Ralph Engdahl
Second Vice President
2019-2022

Cris Prince
Secretary
2022

Donna Rane-Szostak
Treasurer
2020-2023

Cusrow “Cush” Bhada
Director
2019-2022

Jim Cook
Director
2021-2024

John Frankel
Director
2020-2023

Nathaniel Lewis
Director
2021-2024

Jules Zalon
Director
2022-2023



KEEP COOKING SAFELY

Kitchen safety, fire extinguishers and smoke alarms

Because more folks are cooking more meals at home these days, there has been an uptick in kitchen fires or kitchen-related smoke incidents in the Village, requiring a response by the Orange County Fire Authority (OCFA), which provides outstanding service and emergency response to our community. However, it might take firefighters several minutes to arrive on scene, and significant damage can occur during that time.

OCFA offers a brief video on kitchen safety and the use of a fire extinguisher at ocfa.org/SafetyPrograms/CookingFires. All residents are encouraged to keep at least one fire extinguisher in their unit. If you have only one extinguisher, keep it somewhere close to the kitchen. In the event of a small stove fire, an extinguisher can quickly stop the flare-up. For safety reasons, always call 911 immediately. Quickly exit the unit if you feel unsafe.

Remember the PASS technique when using an extinguisher: Pull, aim, squeeze and sweep.

It's best to have a multipurpose fire extinguisher, such as one for Class A-B-C fires. Here's a quick guide to what those letters mean:

- Class A: Ordinary combustibles like cloth, wood and paper
- Class B: Flammable liquids like grease, gasoline and oil
- Class C: Electrical appliances and tools

Smoke Detectors

All units also should have working smoke detectors that will



alert residents in the event of a fire. OCFA offers the following tips about smoke detector installation and inspection:

- Install smoke alarms on every level of the home and both inside and outside each bedroom and sleeping areas
- Install smoke alarms on the ceiling or high up on the wall
- Use interconnected smoke alarms: When one alarm sounds, they all sound
- Consider special alarms with strobe lights or bed shakers if household residents are hearing impaired
- Replace all smoke alarms every 10 years
- Test all smoke alarms at least once a month by pressing the test button
- Change 9-volt smoke alarm batteries twice a year; smoke alarms with long-life batteries work for up to 10 years, so they never need changing (just replace every 10 years)
- Change the battery immediately if the alarm chirps a low-battery warning

APPROVALS AND BOARD ACTIONS

MAY AND JUNE MEETINGS

MAY

- Approved resolutions for liens against seven members
- Approved a request to remove one bottlebrush tree
- Approved a landscape revision request
- Denied a request to remove one rusty leaf fig tree

JUNE

- Denied approval of an inter-board anti-harassment, anti-abuse and anti-intimidation policy and charter for joint-hearing body. Returned to committee for further discussion
- Denied approval of a revised approval fee schedule; returned to Architectural Controls and Standards Committee for further discussion
- Accepted staff recommendation to accept mandate for recycled water use in Third to conform to state and local mandates
- Approved recommendations to use some of the \$371k savings this year and \$742k in 2023, and consider some of the savings for turf removal and landscape modernization, as well as some to replace inappropriate plants
- Approved cut of irrigation by 30% of potable and non-potable water for irrigation starting July 1
- Approved an amendment to the net worth guidelines for financial qualifications to add “U.S.” in front of residential property in the wording to clarify select income and net worth requirements to protect the integrity of the corporation
- Approved a resolution for a policy for revising the distributing/posting of printed materials to fairly address placement of materials within Third; door-to-door distribution of materials shall be permitted and may only be left on the surface of thresholds of front doors or hung from doorknobs; all materials are required to be removed in 30 days



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



AVOID WATER INTRUSION WOES

By Maggie Blackwell, First Vice President

United experiences water intrusion events every year in altered and unaltered units. However, the mutual is investing significantly in waste line remediation and copper pipe relining, which act to reduce the number of these events. Leaks in altered units could be the responsibility of the member; these leaks can be extremely expensive, costing in the tens of thousands.

The following tips for preventing water intrusion events are reshared here after a resident and her neighbor experienced a water intrusion incident that could have been prevented. Share this information with neighbors.

- Pipes wear out or joints leak. Ensure you have a key on file with Resident Services in case of an emergency. Those who leave their unit for a month or more should arrange for a neighbor to spot check the interior. A leak for a few days can cause significant damage to floors, walls and ceilings—and to all of the same areas in the unit below.
- Turn off your A/C unit after midnight for several hours to allow condensation to dry; otherwise, water can collect and spill in the ceiling.
- Icemakers are notorious leakers. Check kitchen floors and under the sink and the refrigerator regularly. Check under your washer for leaks, as well.
- Moisture detectors help arrest leaks. Water leaks and moisture intrusion can be devastating to you and your neighbors. Inexpensive moisture detectors, available at most large hardware stores and online for between \$10 and \$80, emit an audible alarm as soon as a leak develops. To help catch water leaks and avoid moisture intrusion events, install moisture detectors at the backs of toilets, under kitchen and bathroom sinks, near refrigerator ice makers and under hot water heaters. Also, special plates placed under hot water heaters catch leaks, and special devices shut off the water and electricity to the tank when a leak is detected.
- Carry HO-6 insurance with appropriate coverage limits for dwelling, personal property, loss of use and liability. A sound policy may cover thousands of dollars of damage for less than your average beverage budget.

Call Resident Services immediately at **949-597-4600** if you notice a leak. Call Security at **949-580-1400** after hours and on weekends.



FOLLOW RULES, TRY PEACEFUL RESOLUTION WITH NEIGHBORS

By Maggie Blackwell, First Vice President

All communities experience neighbor disputes from time to time. When tensions arise and challenges surface, it's best to try to amicably resolve your differences. However, it may become necessary to lodge a complaint or report a suspected violation.

Violation reports are appreciated; however, legally, the community must follow specific steps when enforcing the rules, which takes time. However, if a legitimate violation is reported, a case file is opened and managed behind the scenes by the Compliance Division. The Village boards of directors set conditions for compliance and fines residents; Compliance facilitates member hearings for the boards.

Call the anonymous Compliance hotline at **949-268-CALL/2255**

email compliance@vmsinc.org to report suspected violations.

CUT THE CLUTTER

Clutter and the care and maintenance of patios, balconies, breezeway and walkways can sometimes cause friction among neighbors.

United Mutual has policies regarding clutter that aim to maintain safety and attractiveness, and prevent building damage.

- Refer to United Resolution 01-18-104 Clutter Policy for more information.
- Place permitted plants in suitable pots with adequately sized saucers to collect excess water and elevate by using sturdy platforms with casters.
- Control the amount of water given to these plants so it does not overflow the saucer and

collect on the floor surface or fall to a lower level onto residents, windows or other objects belonging to neighbor.

- Store items in assigned storage cabinets. Contact Manor Alterations at **949-597-4616** or alterations@vmsinc.org for information regarding additional storage cabinets. Examples of loose items allowed in carports include shopping carts, brooms and dustpans, bikes and emergency kits.
- Don't plant herbs, tomatoes, vegetables or any other crops on patios, balconies, breezeways and walkways.
- Don't place indoor furniture on patios, balconies, breezeways and walkways.
- Don't place nuisance items—wind chimes, food and water for wildlife, or refrigerators—in common areas.

BEYOND NEIGHBOR DISPUTES

Sometimes, neighbor disputes are rooted in or can be exacerbated by unknown circumstances. If you have an issue beyond a neighbor dispute and would like assistance, please contact Laguna Woods Village's Social Services Division, which has been serving the community since 1972. Licensed clinical social workers provide short-term counseling, crisis intervention, support groups, educational programs, long-term care planning and resource referrals. All services are confidential. Call Social Services at **949-597-4267**.



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



VMS IN THE REAR-VIEW MIRROR

By Norman Kahn, Director

In January 2022, VMS welcomed two new board members and a returning member, representing GRF, United and Third, respectively. This was at a time when COVID was winding down, the Village was cautiously reopening and the process for selecting a new CEO was about to begin.

There's an old phrase, "When the going gets tough, the tough get going," that describes the attitude VMS adopted over the six months that followed. Considering all that was in motion at the beginning of 2022, as well as the events and challenges that arose, VMS seemingly outperformed Disney with magical changes and accomplishments.

Let's take a look back at the first six months of 2022.

A NEW CEO/GENERAL MANAGER

Late in 2021, the VMS CEO advised the board of his decision to retire in February 2022. The challenges created by a change at the highest



level of executive management are rarely welcome events, and this retirement was no different! Bouncing back from the widespread COVID closures and lockdowns ordered by the state of California, your VMS board had been planning a much-needed operational restructuring.

Fortunately, then-chief operating officer, Siobhan Foster, working with the retiring CEO, was heavily involved with the proposed restructuring. Collaborating with two previous CEOs during her three years at VMS, she had vast knowledge of how VMS functions and had fostered excellent relationships with department heads. Her understanding of how to manage a service-based community also made her a wise choice for promotion to CEO. Doing so provided the Village with experienced operational continuity, which led to a successful major restructuring. This VMS board choice was ratified by an overwhelming number of directors on all

boards except VMS, which did not vote.

ON TO RESTRUCTURING

With our new CEO/GM at the helm, Village business continued—but not as usual. Staff implemented a planned operations restructuring that combined the CEO and COO positions and added director of operations and services manager positions to the CEO’s office. Three executives sharing the workload has improved efficiency and delivered considerable annual savings in labor and benefits costs.

Of particular interest, internal promotion of the three top executives combined with management vacancies opened many employee promotion opportunities. Pursuant to VMS’ promote-from-within policy, just four management positions were filled via an external search compared to many more internal promotions. The combination of VMS’ promotion policy and carefully selected external hires injected an incredible amount of energy into our departments. This formidable group of

“let’s get on with the job” talent allowed VMS to charge ahead with its commitment to excellence and dedication to providing superior service to Village residents.

WHAT HAPPENED NEXT

To be sure everyone was pulling the same service wagon, VMS went forward with the March 22 strategic planning meeting, which was attended by more than 40 board members and VMS executives. One important meeting objective was to involve all management in decisions needed to greatly improve timeliness and service quality to the Village. It further created solidarity between operations and Village boards by giving every attendee a chance to voice their opinion. The results, as previously announced, were a three-year growth plan with adjustments at six-month intervals based on monthly VMS review and possible changes.

RESULTS TO DATE

In February, VMS initiated a work order satisfaction survey. Each time a work order was completed, the resident involved received a survey to rate the service(s) provided.

Questions include rating overall resident services experience, timeliness of response, maintenance experience, employee courtesy and whether expectations were met. Answers were rated by using 1 to 5 stars, with 1 being

Thanks to wise decisions and changes made by VMS in 2022, we’ll make every possible effort to get through 2023 with minimal pain and continued high-rated services. Working together in a fair, respectful and pleasant manner will help all of us manage the tough times. An appreciative attitude when dealing with staff is always helpful.



the lowest rating and 5 the highest. Of the 1,770 survey responses VMS received through April 2022, the average rating was 4.5 stars. Of the 479 survey responses VMS received in May, the average rating was 4.56 stars. In June, 502 responses averaged 4.54 stars and held steady in all categories.

In terms of follow-up, all negative comments receive management review and response. VMS' satisfaction goal is a perfect 5, which will be difficult to achieve, but it remains the goal. Please be mindful of continued understaffing in some areas, including recreation, maintenance and landscaping. The job market for individuals with those and other necessary skills is still suffering the aftereffects of COVID and current nationwide economic conditions.

WHAT ELSE IS GOING ON

Beyond the major items discussed, VMS oversees a large 800-employee entity that on a daily basis requires staff oversight, operational improvements, budgetary concerns, employee benefits

and health insurance, new anti-harassment policies, HR overview and so much more. We were pleased to once again honor 16 outstanding employees with VMS Employee Excellence Awards for exceeding service expectations. We thank the following individuals, whose photographs are on display in the Human Resource Services Department, for their excellent contributions and service to the Village: Jayanna Abolmoloki, Department of Security Services; Liz Cortez, Department of General Services; Dara Doeum, Department of Maintenance and Construction; Maribel Flores, Department of Landscaping Services; Erika Hernandez, Department of Financial Services; Delia Landaeta, Department of Human Resource Services; Tom McCray and Jennifer Murphy, Department of Recreation and Special Events; Ellyce Rothrock, Department of Media and Communications; Juan Uicab, Department of Landscaping Services; Gilberto Chagolla and Filemon Flores, Department of General Services; and Julio Romero, Jose Ceja, Kristopher Kubota

and Irma Sato, Department of Maintenance and Construction.

THAT'S THE REAR-VIEW MIRROR ... WHAT'S AHEAD?

VMS has a very talented staff, but obviously, none of us bring crystal balls, tea leaves, tarot cards or chicken bones to our board meetings. VMS managers fully understand and subscribe to the board's mission to constantly strive to improve services and to work closely as a cohesive group to achieve our goals. VMS was restructured successfully in most departments, but a few weak areas still require attention. We're on it!

When all is said, there are realities with which VMS must deal. A few biggies include understaffing in several areas, record-high inflation and perhaps a severe state water-use mandate.

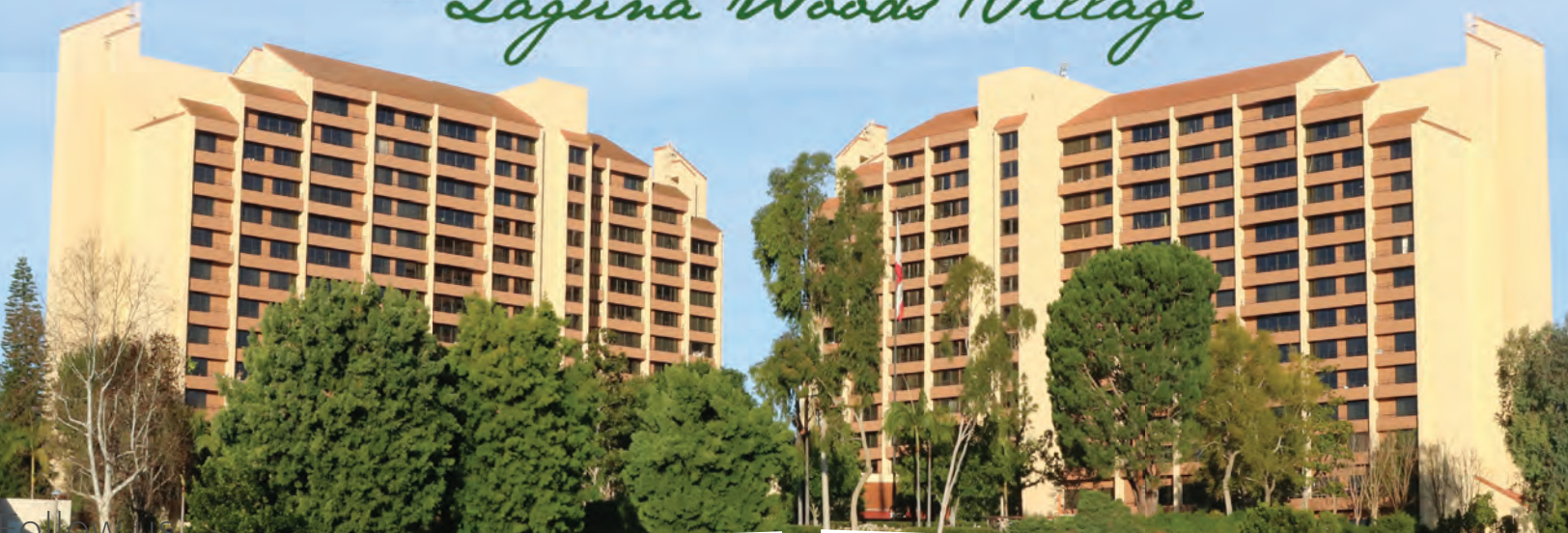
The 2023 budget process is concluding, with ominous clouds on the horizon. All boards and department heads will be making difficult decisions, but 2023 still may be a tough year for the Village.

Thanks to wise decisions and changes made by VMS in 2022, we'll make every possible effort to get through 2023 with minimal pain and continued high-rated services. Working together in a fair, respectful and pleasant manner will help all of us manage the tough times. An appreciative attitude when dealing with staff is always helpful.

VMS oversees a large 800-employee entity that on a daily basis requires staff oversight, operational improvements, budgetary concerns, employee benefits and health insurance, new anti harassment policies, HR overview and so much more.

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

THEN AND NOW

THE VILLAGE LIBRARY: THE HISTORY CENTER'S NEIGHBOR

In 1965, the Panhellenic Society provided the idea for a library and, in 1966, with community volunteers and support while partnering with the Golden Rain Foundation (GRF), the Laguna Woods Library began serving the community. A small room was made available next to the Clubhouse 2 swimming pool, and volunteers began collecting donated books that arrived in bundles and boxes. Later the library moved to the "Snack Shop." The Panhellenic Society and GRF promised a monthly sum for new books. Fundraising events and donations added to revenue.

Today's Village Library, built in 1976 at 24266 Calle Aragon, continues to flourish. It offers more than 30,000 multi-media items to Village residents, including the latest best-sellers, paperbacks and a large selection of magazines and periodicals. Many books are available in large print. For more information and to view the library's extensive catalog, visit lagunawoodsvillage.com/amenities/clubhouses/library.

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



In 1969, the Snack shop became the library's new home.





WOMEN'S HEALTH PAVILION

Building the Future of Women's Health Together

At MemorialCare Saddleback Medical Center, we're pushing healthcare forward. Our new Women's Health Pavilion will be completed in 2023 — offering a full array of women's health services, including a comprehensive MemorialCare Breast Center, Community Education Center, mental wellness support and more, all in one state-of-the-art facility.

One campus. One community. One commitment to women's best health, now and far into the future.

Learn more at
[memorialcare.org/women](https://www.memorialcare.org/women)


MemorialCare[™]
Saddleback Medical Center

EXPERT
CANCER
CARE

Take Your Time Back

When a cancer diagnosis happens, time becomes more important than ever. That's why we're here — with the most personalized and effective treatment for you. At the MemorialCare Cancer Institute at Saddleback Medical Center, our oncology experts listen to your needs. Your schedule. Connecting you with life-saving screenings, breakthrough research, and advanced technology and imaging capabilities. Putting all of our time, into helping you take control of yours.



Find a cancer specialist at
MemorialCare Saddleback Medical Center.
800-MEMORIAL | [memorialcare.org/cancer](https://www.memorialcare.org/cancer)


MemorialCare™
Cancer Institute

LONG BEACH MEDICAL CENTER | ORANGE COAST MEDICAL CENTER | SADDLEBACK MEDICAL CENTER