

# VILLAGE BREEZE

MAY/JUNE 2024



Recreation + Transportation + News + Services + More



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## LETTER FROM THE EDITOR

# IN HER FOOTSTEPS

### The connections we make

Are there people in your life you seem to follow? It may not be intentional or even apparent at first, but looking back at your life, you find you were in the same places at pivotal moments during your journey.

When I met Ellyce Rothrock in 2001, she was the editor of Veterinary Practice News magazine and I became the editor of Pet Product News magazine at the same publishing company. Ellyce eventually became the

editor of consumer magazine Cat Fancy and I became the editor of Veterinary Practice News. Then while Ellyce was raising a family, I followed her yet again and became the editor of Cat Fancy. I couldn't make this up!

Fast forward 20 years, I ran into her at a party held by a mutual friend—another colleague with whom we both had worked at that same publishing company. I was looking to move on from my position at the time, and she worked for a company that was seeking a communications specialist. Once again, I followed Ellyce right over to Laguna Woods Village working on the Village Breeze and numerous other communication platforms. I'm honored to work with her as well as with Assistant Editor Jennings Lai on this magazine for this community.

Jennings and I had the honor of attending and singing in the "One Song-300 Voices" event sponsored by Community Bridge Builders. You may not be able to see us in the photo, but we were sitting in the last row of the middle section directly behind the singers recording the chorus in Korean. One of the women I interviewed for the article on page 10, Grace Choi, is also in the photo. During the filming of the whole song, I sat in the row directly behind her and tuned in to her pitch-perfect voice so that I could quickly learn the soprano part.

While I was at the event, I ran into a friend with whom I used to sing alto in a gospel choir for 15 years. We reconnected over lunch a few days later. Like so many things in life, the people we connect with along the way, whether intentionally or not, make the journey worthwhile.



*Susan*

**Susan Logan-McCracken, Managing Editor**

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Cover photo by Mark Rabinowitch



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 GOLDEN RAIN FOUNDATION  
of LAGUNA WOODS

 THIRD LAGUNA HILLS  
— MUTUAL —

 UNITED LAGUNA WOODS  
— MUTUAL —

 Village Management Services, Inc.

 THE TOWERS  
*Laguna Woods Village*

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# VILLAGE BREEZE

THE OFFICIAL MAGAZINE OF  
LAGUNA WOODS VILLAGE

MAY/JUNE 2024

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## WHAT'S UP IN THE VILLAGE



# GUARD AGAINST SCAMS

It seems scammers never sleep—they certainly never tire of looking for ways to liberate you from your identity and/or cash.

Below are links to common scams. Be vigilant, stay safe and don't let the criminals scam you! Read on for more ways to avoid becoming a scam victim.

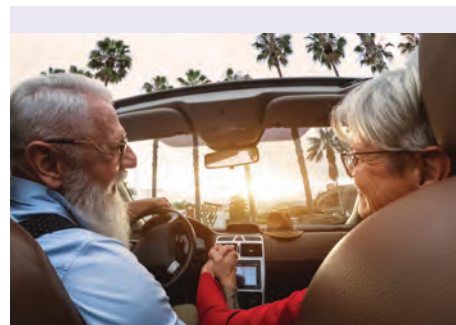
- Read AARP's "6 Top Scams to Watch Out for in 2024" at [bit.ly/3PmAjRn](https://bit.ly/3PmAjRn).
- USA Today shares "5 New Year's Resolutions to Avoid Scams this Year" at [bit.ly/3J91hAK](https://bit.ly/3J91hAK).
- Experian shares "The Latest Scams You Need to Be Aware of in 2024" at [bit.ly/3SnZ4UD](https://bit.ly/3SnZ4UD).
- The Federal Trade Commission shares scam alerts, common scams and reporting scams at [bit.ly/3dxKUS8](https://bit.ly/3dxKUS8).

### WHAT YOU CAN DO

- Protect your mail by enrolling in the United States Postal Service's free Informed Delivery program, which lets you view images of incoming mail, track packages and more. Also make sure to remove mail and packages promptly from your mailboxes.
- Don't answer calls from phone numbers you don't recognize or are not expecting. Do not give personal information to unknown callers and look up organizations that are supposedly calling you.

- Be vigilant for fake emails and avoid clicking any suspicious links or attachments. Take note of the email address, spelling mistakes and signatures to verify the validity of the email.
- Monitor your credit for free with **AnnualCreditReport.com** and protect your identity with identity theft protection services.

In a world where scammers are ever evolving, it's crucial to remain vigilant and informed. By staying alert and following these tips, you can safeguard yourself against potential threats and avoid falling victim to scams. Your security and peace of mind are paramount, so stay proactive and don't let the criminals scam you.



## DRIVE TIME IS FUN TIME

Springtime is a great time to take a Sunday (or any day) drive. Everything is green, the temperatures are perfect and the air is fresh. Take some time to take in beautiful scenery and enjoy some good eats along the way. Visit [bit.ly/3ec5a6g](https://bit.ly/3ec5a6g) for SoCal drives and dining.



## COMMUNITY CENTER TRAFFIC

The Laguna Woods Village Community Center is a very busy place. Pedestrians and vehicles are constantly coming and going, focused on reaching this bustling hub that houses Resident Services, Recreation and Special Events, and other VMS departments, as well as the fitness center and third-floor amenities like table tennis, the computer labs and the multipurpose room used for activities during the Clubhouse 1 renovation project.

With this increase in activity surrounding the Community Center, please be extra vigilant of pedestrians and exercise caution when driving through or parking at the facility. The recommended speed limit in the Community Center parking lot is 5 to 10 mph.



## VILLAGE TELEVISION OFFERS LIVE STREAMING

Watch Village Television on smart TV and internet devices via the Village Television mobile app and, with Village Television live stream, watch Village Television on your smart TV or internet devices via iOS, Android, Fire Stick or Roku mobile apps.

With the Village Television mobile app, enjoy your favorite programs, catch up on community and local news, listen to classic '70s music, watch popular movies and do so much more right from your smartphone or tablet.

Follow these steps to install the Village Television app on your smart TV or internet devices:

- From the smart TV home screen, use your remote to scroll to apps at the top of the screen and select the App Store.
- Select Search at the top of the screen.
- Type "Village Television" and select Village Television in the search results.
- Select Install.
- Watch the Village Television live stream.

Please note: The process for adding apps to smart TVs varies across manufacturers and models. This information offers some general guidelines that are likely similar for your smart TV brand. Consult your documentation for your device's specific steps.

For more information, call Broadband Services at **949-837-2670**.



## WHAT'S UP IN THE VILLAGE



### EMERGENCY INFO TO KNOW

All residents should know where they can find news and updates regarding emergencies and disasters outside the community. Be sure to rely on facts from trusted sources when seeking regional updates.

#### LAW ENFORCEMENT AND FIRE RESOURCES

- Visit the Orange County Sheriff's Department website at [ocsheriff.gov](https://ocsheriff.gov), which includes evacuations resources for all Orange County municipalities, or visit the department's X (formerly Twitter) page at [twitter.com/OCSheriff](https://twitter.com/OCSheriff).
- Visit the Orange County Fire Authority (OCFA) website at [ocfa.org](https://ocfa.org) or the OCFA X page at [twitter.com/OCFireAuthority](https://twitter.com/OCFireAuthority) for updates regarding wildfires.
- Visit [alertoc.org](https://alertoc.org) and enroll to receive updates and notifications.

### SWITCH TO PAPERLESS AGENDAS

To promote sustainability and efficiency, VMS has adopted electronic meeting agenda packets for in-person board meetings. Be sure to bring your phone to the next meeting and locate the QR code near the coffee area to effortlessly access the agenda. Follow these steps:

- Open up the camera app on your device
- Aim your device toward the QR code
- Click the link

This eco-friendly shift eliminates the need for hundreds of reams of paper annually, as many printed packets go unused or are promptly discarded after meetings. This transition is estimated to mean up to \$25,130 in savings per year.



### ALWAYS CARRY YOUR VILLAGE ID

Please be sure to bring your Village ID card with you to any GRF event or facility, including the fitness centers and the table tennis room on the Community Center's third floor, as well as for entry through Village gates if you do not have an RFID affixed to your vehicle. Please note that entry through Gate 12 requires residents to show Village ID.

Nonresident guests must be accompanied by a resident when visiting the Village or using amenities. Please do not give your ID to anyone else to use. If you see nonresidents taking advantage of Village amenities without a resident host, please notify Security Services personnel immediately at **949-580-1400**.





## MOISTURE DETECTORS HELP ARREST LEAKS

Water leaks and moisture intrusion events can be devastating to you and your neighbors.

Investing in 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. Detectors equipped with smart tech will send alerts to your smartphone. 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.

If you notice a leak Monday through Friday from 8 a.m. to 5 p.m., call Resident Services at **949-597-4600**; after hours and on weekends, call Security Services at **949-580-1400**.



## DUMP AND DRAIN STANDING WATER

With winter and early spring rains over, green-thumbed residents are watering their potted plants. To prevent mosquito breeding, Orange County Mosquito and Vector Control District urges gardeners to empty all flower pots, saucers and other items that may become full of water—as well as eggs, larva and pupa.

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

For more information about how you can help prevent mosquitoes from breeding, visit [ocvector.org](http://ocvector.org).



## PRO SHOP OFFERS COOL MERCH

While the Village pro shop caters primarily to golfers, it offers plenty of merchandise to appeal to nongolfers, as well, including apparel for men and women that features the Laguna Woods Village logo. The shop also carries golf towels, which work for tennis, pickleball and other sports. Visit the shop and check out the goods!

The pro shop, located inside Gate 12 and beneath 19 Restaurant & Lounge, is open from 6 a.m. to 6 p.m. during daylight saving time.

# THE POWER OF RECREATION

Meet the leaders who help make the Village's many great amenities possible.

BY SUSAN LOGAN-MCCRACKEN

**T**he amenities that attract people to the Village and keep them active are made possible by the hard work of 141 employees with the Department of Recreation and Special Events. Their leaders know first-hand the benefits of recreation on the whole person—mind, body and spirit.

## **ALISON GIGLIO, DEPARTMENT OF RECREATION AND SPECIAL EVENTS DIRECTOR**



As department director, Alison Giglio oversees the programs, services, events, classes and budgets for the clubhouses, Equestrian Center, golf course operations, Performing Arts Center, fitness centers, aquatics facilities and all

recreation amenities. That responsibility requires daily communication with community members and regular interaction with the GRF board, the Community Activities Committee and various

departments. In this role, she monitors policy and facility needs, requests maintenance and repairs, and follows through on improvements needed in these facilities.

Giglio and the recreation team aim to offer programs and activities that improve quality of life and promote physical activity, social engagement, mental stimulation and overall well-being, all while increasing efficiencies, maintaining consistency with policies and procedures, and implementing cost recovery methods.

“The residents have worked hard throughout their lives to live in a community where they can successfully age, and I find it satisfying to help them achieve their retirement and active aging goals,” she said. “I find residents’ life experiences to be enriching, and I feel fulfilled by providing services and support.”

The department administrative assistant, recreation manager, golf operations manager, performing arts supervisor and Clubhouse 4 supervisor report directly to her. The entire recreation team, however, “keeps my world turning at work,” she said. “Their collective knowledge is a true benefit to the department, the Village and to me.”

Giglio has worked in the recreation and community services field for her entire career and has always had an interest in aging services. Married for almost 22 years, she and her husband support their 17-year-old daughter’s and 14-year-old son’s sporting events when she’s not at work. When she is at work, she loves “working with the recreation team, as well as collaborating with other departments to meet the goals and objectives of the residents and boards,” she said.

## **JENNIFER MURPHY, DEPARTMENT OF RECREATION AND SPECIAL EVENTS MANAGER**

Department Manager Jennifer Murphy oversees five of the seven clubhouses (Clubhouses 1, 2, 5, 6 and 7), the Equestrian Center, the aquatics program, clubhouse reservations, recreation coordinated classes and club administration. With 40 employees currently reporting to her, she is customer-service focused within all aspects of recreation.





Consulting with the recreation director and the Community Activities Committee, she helps plan and implement new or revised policies and new programs or procedures, conducts regular walk-throughs of recreation facilities, prepares

and administers annual budgets, conducts special studies and develops long-range plans.

“I have always worked in customer service, and I love to serve this community,” Murphy said. “It pleases me to see the smiles from those who use the programs and services recreation offers. It brings so much joy to my heart knowing that our efforts are improving the quality of life for Village residents.”

Murphy aims to provide superior services and programs through customer service excellence as well as innovation that will enhance residents’ quality of life. She also endeavors to support her team by ensuring a safe, secure and positive work environment.

In her 17 years working for Laguna Woods Village, Murphy was originally hired as a part-time recreation leader during her internship. After accepting a full-time position as a recreation coordinator, she then earned promotions over time to recreation supervisor, senior recreation supervisor and finally to recreation manager. “My time in those prior positions provides me with a vast knowledge of the community and prepared me for today,” she said. Prior to working for the Village, she worked in the hospitality industry.

Murphy attends annual conferences to connect with other professionals who work with older adults and focus on recreation, leisure, gerontology, health and the ideals of aging well. Her 11-year-old son and 13-year-old daughter keep her busy outside of work, and she spends most Saturdays at the soccer field. “I love to give back to my community and actively participate in my children’s recreational activities,” she said. “I strongly believe in the power of recreation!”

## **TOM MCCRAY, GOLF OPERATIONS MANAGER**



If you golf in the Village, you undoubtedly have crossed paths with Tom McCray. As golf operations manager, McCray is responsible for all aspects of the Village golf courses, including golf shop operations, golf course maintenance and the Village Greens

building. In addition, he oversees the two garden centers, serves on the executive safety committee and assists the fitness supervisor in managing the fitness centers and racquet sport operations.

Currently 37 golf operations employees report to him, including a Professional Golfers’ Association of America (PGA) professional, 19 full-time union golf course maintenance crew members, two full-time garden center staff members, 15 fitness staff members and a full-time fitness supervisor. McCray himself has been a PGA professional for 30 years and managed complex golf operations in Southern California and San Francisco.

McCray enjoys creating a pleasant environment for residents and staff. “These areas should all be enjoyable, and my goal is to continue to improve this environment,” he said. He also aims to grow the golf operation, develop new ways for residents to enjoy the amenities, foster a sense of community and make residents feel welcome.

“Each day has its own priority list depending on the day’s events and weather, and various other needs at the different centers,” said McCray, who believes that communication is a key part of his role. On most days he meets with all golf staff, including the golf course maintenance leads to review course and feedback needs, as well as staff within the other areas in his charge.

A San Francisco native, McCray has lived in Southern California for 27 years. He and his wife have two sons. Their eldest is a Marine Corps officer and their youngest is majoring in economics at UC Berkeley. In addition to golf, he enjoys fishing, skiing, birding and fine wine.



Photos by Mark Rabinowitch

# TOGETHER IN *Harmony*

Nearly 300 residents form a choir to sing 'One Song' for peace.

BY SUSAN LOGAN-MCCRACKEN

**T**he Laguna Woods Community Bridge Builders brought together around 270 Village residents to sing as a choir at the Performing Arts Center (PAC) on Wednesday, March 6, in an opportunity for residents to unite and bond over music. Singers of varied backgrounds who have never sung together before sang in four-part harmony "One Song" written by Mitchell Jay Sharoff. Sharoff flew in from New Jersey to play keyboards along with Village musicians who accompanied the choir: Mark Hochberg on piano, Sharone Rosen on acoustic guitar, Craig Spradley on electric guitar, Mike Weber on lap steel guitar, Bill Ring on drums, Rabbi Joe Mendelsohn on percussion and Carmen Pacella on bass guitar and band leader. Leeav Sofer,

cofounder and artistic director of the Urban Voices Project, taught and directed the choir in two rehearsals on Monday and Tuesday, March 4 and 5, for filming on Wednesday, March 6.

"I don't know how he did that in two days," said Sandy Rosen-crans of Sofer. "He took a group of people who had never sung together before, many who never sing at all as I don't, and made a cohesive group out of it. It was one of the most exhilarating and inspirational things I've done



in the 14 years I've lived in the Village." Although she is involved in many Village activities, this was the first time that something like this has happened in the time she has lived here.

Steven and Judy Rex are also active in the Village, so when someone in the Reform Temple mentioned the event, that sparked their interest. "This was not just a chance to sing but to get the community together," he said. "I've always liked to sing, but I never thought I had a voice for a choir."

His wife Judy has enjoyed singing since she was very young. "I wanted to be around different cultures and people of different heritage, and I thought this was the perfect way." Already active in several clubs and dancing as much as three times a week, they are interested in participating in further Bridge Builders events like this one. "I really am enjoying this club," Judy said, and she's not alone.



**Village residents come together and create friendships through the power of a shared song.**

### A CHOIR IS BORN

"I am receiving dozens of emails from the singers asking to repeat this event, saying they met wonderful people there, and having left happy, excited and hopeful after singing together, and that was exactly our purpose," said Community Bridge Builders President Rebeca Gilad, who founded the club in 2022. Partly inspired by the all-star

recording of "We Are the World" in 1985, Gilad came up with the idea of forming a 300-voice choir of Village residents and selected "One Song," which she believed represented the club's ideals.

"We are proud to be a part of an event that brings kindness, joy and unity to the community," said Broadband Services General Manager Paul Ortiz. Village Television's Cole Young and Preston Higgins filmed the choir performing the whole song in English. In addition, Young and Higgins filmed five smaller groups from within the choir as they sang the song's chorus in Farsi, German, Hindi, Korean and Spanish while dressed in clothing representative of those cultures.

Grace Choi, who helped sing the chorus in Korean, has been singing her entire life. After retiring, she joined three Village choirs and currently sings at least three or four times a week. "I love to sing together," she said. When she heard about this event, she spread the word



**On stage from left: Carmen Pacella, band leader on bass guitar; Bill Ring on drums; Sharone Rosen on acoustic guitar; Urban Voices Project Co-founder Leeav Sofer, who taught and directed the choir; and Mike Weber on lap steel guitar**

and shared what she was doing with her family, including her grandchildren. While she was practicing by herself at home, her granddaughter heard her and was moved to tears by her singing. “I hope this kind of song spreads all over the world,” she said. “It is so beautiful. I’m now very interested in joining the Bridge Builders. I’m interested in what they are doing. This is a beautiful event. To bring 300 people in one place and sing meaningful song together.” As she described the joy on people’s faces, she expressed a desire for more opportunities to sing in a Village community choir.

#### **THERAPEUTIC BENEFITS**

Studies show that group singing releases the bonding hormone oxytocin and has numerous physical and mental health benefits. Singing in a group also produces less cortisol (the stress hormone) than singing as a soloist, concluded “Choir versus Solo Singing: Effect on Mood, and Salivary Oxytocin and Cortisol



**A group within the choir sings the chorus in Farsi for Village Television.**

Concentrations,” published in *Frontiers in Human Neuroscience*. In other words, group singing provides the benefits of music and bonding without the anxiety of singing a solo.

In his work with the Urban Voices Project, Sofer can testify to music’s healing benefits. The Los Angeles-based nonprofit organization promotes well-being through the performing arts. “We bring therapeutic arts therapy work anywhere there are people experiencing homelessness,” he said. An hour after singing

in the Performing Arts Center, participants were still mingling and experiencing an emotional high. Referencing that vibe, Sofer explained the short- and long-term benefits of performing. “In the short-term, people are able to replace their trauma and burdens. They’re able to escape it for a minute. But in the long term, it builds a sense of purpose again and it works to tackle different mental health problems from light to severe. And, finally, it builds that construct of a safety network again because we do everything in group settings just like this.”

Participants then feel recognized for their contributions to the group. “Once that therapeutic part kicks in, we pair it with social services,” Sofer said. “We hook them up with a case manager. We help guide them toward their own self-advocacy through housing and health.”

#### **ONE HUMAN FAMILY**

Choral singers learn to sing in unison and in harmony. Songs often begin in unison, with everyone singing the same



**A group within the choir sings the chorus in German for Village Television.**





**A group within the choir sings the chorus in Hindi for Village Television.**



**A group within the choir sings the chorus in Spanish for Village Television.**

notes. Then different vocal parts emerge to form a fuller sound that can touch our emotions and transport our souls. Different vocal parts maintain their distinctness yet blend together in beautiful harmony.

“Music is an elixir that brings everyone together,” said Bridge Builders Vice President Willie Phillips. “And it’s hard to be angry if you’re singing, and you’re singing the same song, especially if it’s a meaningful song. Everyone left here happy.”

A retired pastor who has lived in the Village for 11 years, Phillips said he can’t sing at all, but in the five minutes I talked with him, it became obvious to me that he can preach. He said singing together “opens up an avenue for dialogue and once we start talking we get

to know one another personally and then we become friends and then we begin to realize that we’re a family. We realize that we’re one human family and that’s what it’s all about.”

Although we are all unique individuals with differences, we all want the same things,



**A group within the choir sings the chorus in Korean for Village Television.**

## FOR MORE INFORMATION

Watch “Community Bridge Builders Presents: One Song-300 Voices” at [bit.ly/4aTYNSG](https://bit.ly/4aTYNSG).

Learn more about the Urban Voices Project at [urbanvoicesproject.org](https://urbanvoicesproject.org).

Check out the full study “Choir versus Solo Singing: Effect on Mood, and Salivary Oxytocin and Cortisol Concentrations,” published in Frontiers in Human Neuroscience at [bit.ly/3xNa4WA](https://bit.ly/3xNa4WA).

Phillips said. “We want to make a difference. We want to contribute something to the community at large, to the human race at large. We want to know what our purpose is. We want to be happy. We want to make other people happy.”

What’s next for the “One Song” choir? Community Bridge Builders has reserved the PAC for early March 2025 to bring more than 300 resident voices together in song.



A woman with a joyful expression is the central figure, wearing a dark knit beanie and a vibrant, multi-colored quilted jacket. She is standing on a dark, pebbly beach. In the background, a rugged, grey rock formation rises from the water, and the ocean waves are visible under a soft, overcast sky. The overall mood is adventurous and serene.

# Going Solo

Erase the fear, embrace the fun and discover  
new travel adventures at any age.

BY DEBBIE DOTSON

**S**olo travel can be a transformative experience that knows no age limits. In recent years, the number of individuals over 55 embracing solo journeys and seeking adventure, self-discovery and connection with the world around them has notably increased. According to travel industry research, solo travelers represent one of the fastest-growing market shares in 2024. Consequently, many cruise lines and tour companies began adding more options for solo travelers in response to this trend.

## START SMALL

Over the past two years, I have found myself embarking on some solo adventures, both meticulously planned and spur of the moment. And I must say that solo travel is freeing—no complaints of being too tired to visit another museum, no disputes over where to go next and generally less stress. I now choose to travel solo as often as possible, and my last trip to Iceland was spectacular.

Recently, I interviewed Deborah Ives, the creator behind the incredible Facebook group (with over 514,000 members) and website,

Solo in Style: Women Over 50 Traveling Solo and Loving It! for my Village Television show, “Senior Travel Adventures,” and this article. She shared with me how her journey into solo travel began, and let me tell you, it is quite the tale!

Her first solo adventure came about by the looming shadow of divorce. Determined not to let go of the deposit she had put down, she decided to take the plunge into solo travel at the ripe age of 50 and hasn’t looked back since. Her travels have taken her around the world, and she has



# Solo travel offers individuals over 55 an opportunity for personal growth, exploration and adventure.

stories for days. She puts the “globe” in globetrotting!

If you are reading this and feel a twinge of fear or uncertainty about solo travel, you’re not alone. Many share the same hesitations, even though they are itching to explore the world. It is normal to feel intimidated by the idea. But fear not! Ives’ sage advice is to start small. Take a local day trip not too far from your own backyard or go to the theater and treat yourself to a solo dinner outing—little steps to ease into the solo travel scene.

I also spoke with Carolyn Ray, CEO of JourneyWoman ([journeywoman.com](http://journeywoman.com)), who echoed the same suggestion: “Start small; don’t overwhelm yourself.” JourneyWoman offers guidance on vetted, small-group luxury tours for the solo woman traveler via a newsletter and a growing social media presence. She suggested that a tour that aligns with something you enjoy, such as cooking or art, is a wonderful way to meet others.

Solo travel does not necessarily mean loneliness or being alone, depending on your travel style. I have gone on tours where I met couples and other solo travelers, and developed friendships on the road. Part of the fun is meeting new people and sharing

experiences. I can appreciate the sights with others but also enjoy the solitude of my own space.

Although solo travel is not everyone’s cup of tea, the many social media groups, websites and content channels about solo senior travel are proof that there is a whole community out there who have found empowerment and joy in traveling solo. The trend is here to stay, and many people are taking the leap of faith and finding out exactly how joyful solo travel can be.

## CAREFUL PLANNING

Whether you are a seasoned traveler or embarking on your



**Many people are taking the leap of faith and finding out how joyful solo travel can be.**

first solo adventure, careful planning, safety considerations and thorough research are key. Plan a trip yourself or consult a trusted advisor or a travel agency. Just remember that a solo journey requires careful consideration of several factors, particularly for those who are older or have special needs.

**Assess personal health and capabilities.** Prior to planning your trip, consider your physical health and any limitations. Traveling to international locations is wonderful, but accessibility could be an issue, with cobblestone streets, steep stairs and no elevators. While age should not deter you from exploring the world, it is important to choose destinations and activities that align with your abilities. Gather as much information as possible to avoid disappointment.

**Pack efficiently.** Packing light makes navigating airports, train stations and city streets much easier. Prioritize versatile clothing and essential items, and consider investing in lightweight luggage with convenient features such as wheels and compartments. Do not overwhelm yourself—just check a bag and lighten your load. Most airports may require long walks between gates, and a heavy backpack or shoulder bag can quickly become a burden.

**Buy travel insurance.** Protect yourself against unexpected emergencies and cancellations by investing in comprehensive travel insurance. Ensure your policy provides adequate coverage for medical expenses, trip

interruptions and other potential risks. Travel insurance offers a variety of coverage, so research this carefully as there are many options, both short and long term, and a variety of coverages. Some credit card companies include some insurance on the travel portions, but the coverage isn't all inclusive, so read the fine print.

### **SAFETY CONSIDERATIONS**

Safety is crucial when traveling solo, especially for individuals who are older. Here are some things you can do to ensure your safety.

#### **Research destination safety.**

Before choosing a destination, thoroughly research its safety reputation, including crime rates, political stability and healthcare infrastructure. Consult travel advisories and recent visitor experiences to make informed decisions. Use official websites for those countries when possible. If an area has a travel advisory issued by our government, heed those warnings.

#### **Secure your belongings.**

Minimize the risk of theft by always keeping valuables such as passports, cash and electronics secure. Consider using a money belt or hidden pouch to store essential items discreetly. I use a crossbody bag that is easy to access and offers a measure of security. Backpacks are not a great idea in foreign countries, and men should never put their wallets in a back pocket.

**Stay connected.** Maintain regular communication



**Packing light and investing in lightweight luggage with convenient features such as wheels and compartments can make navigating airports, train stations and city streets much easier.**

with loved ones back home throughout your journey. Share your itinerary and check in regularly to provide updates on your whereabouts and well-being. Consider sharing your location via your phone or tracking devices. Activate international travel coverage on your phone when necessary or buy an eSim activation for your phone, which allows international cell coverage, too.

**Trust your instincts.** Listen to your intuition and avoid situations or individuals that make you feel uncomfortable or unsafe. If you meet with any potential threats or emergencies, seek help from local authorities or fellow travelers. Walking alone at night or in dark alleys is not a good idea anywhere in the world.

**Choose reputable accommodations.** Prioritize accommodations with positive reviews and an impressive

reputation for safety and security. Choose well-established hotels, guesthouses or vacation rentals in central locations. Do your research here and ask for personal recommendations. Spend time reviewing as much information as possible to help with your choices.

### **THOROUGH RESEARCH**

#### **Seek destination information.**

Familiarize yourself with the culture, customs and laws of your chosen destination. Understanding social norms and etiquette can help you navigate unfamiliar environments with confidence and respect.

#### **Consider risks to your health.**

Research potential health risks, vaccination recommendations or medical facilities available at your destination. Consult with a healthcare professional to ensure you're adequately prepared for any potential health issues



**Check solo travel resources.** Online communities and travel forums are invaluable resources for solo travelers, providing a wealth of firsthand advice, recommendations and insights. Tailored to the needs of solo adventurers, including age-specific groups with an emphasis on destinations suitable for older travelers, these platforms offer guidance on everything from navigating unfamiliar cultures to finding safe accommodations. Beyond providing information, these communities can help create meaningful connections, enabling solo travelers to form friendships with like-minded individuals who share their passion for exploration. Through

Solo travel offers individuals over 55 an opportunity for personal growth, exploration and adventure. My own experiences have surpassed

*Debbie Dotson, a former GRF board member, is now actively involved in her next chapter of life—solo travel adventures and sharing her tips, tricks, stories and photos as a content creator for social media, magazines, YouTube and her website, [seniortraveladventures.net](http://seniortraveladventures.net). Watch her shows, “Let’s Talk Tech” and “Senior Travel Adventures,” on Village Television weekly or on the Village YouTube channel. Subscribe to her content @seniortraveladventures and @letstalktech949, across multiple platforms, such as Facebook, YouTube, Instagram, TikTok and WordPress.*



**Research transportation options available at your destination, including public transit, taxis and ride-sharing services.**

# SECURING YOUR DIGITAL ASSETS



Take steps now to preserve cherished memories, vital information and more.

BY DEBBIE DOTSON

**T**echnology has long been a fundamental part of our daily lives, which means most people have built quite a cache of digital assets, such as photos, videos, documents and more. Like any valuable property, digital assets require organization, storage and general management. While older adults are often miscategorized as technologically challenged, anyone can corral these significant assets with good planning. Digital asset management applies to a wide range of files, including:

- Photos and images
- Videos and movies
- Documents and text files
- Audio files
- Presentations
- E-books and digital publications
- Creative projects stored digitally
- Personal archives
- Websites and web content you own
- Rewards points for airlines and hotels
- Online subscriptions such as Netflix or Amazon Prime

## INTRINSIC VALUE

Digital assets hold value because they often represent memories, intellectual property, vital information or creative works, and managing them involves organizing, categorizing and ensuring their accessibility and preservation over time. The significance of managing digital assets has increased, allowing individuals to leverage the power of these assets for personal, professional or creative purposes.

One of the most significant advantages of digital assets is the ability to preserve and share memories. Most older adults possess cherished photo



albums, family videos and important documents that are susceptible to damage or loss over time. By digitizing and organizing these assets, you can ensure their preservation for future generations. Digital platforms and applications allow for easy scanning, categorizing and tagging of photos and documents, making it easy to locate specific memories. Our own Laguna Woods Video Club has the equipment to help you digitize assets, or online companies will do it for a fee. Once digitized, you will need to find a storage mechanism, whether on a hard drive, in the cloud or both (recommended).

Digital asset management also plays a pivotal role in enhancing communication. With today's social media platforms, video chat applications and messaging services, you can stay connected with your loved ones more conveniently than ever before. Social media allows you to share family updates, milestones and memories through various platforms, bridging geographical gaps and advancing a sense of belonging. Grandparents can witness their grandchildren's growth through shared photos and videos, while distant family members can engage in meaningful conversations, combat social isolation and nurture relationships. Consider what would happen to these accounts if you cannot oversee them, and whether or not they should continue to exist.

Digital assets are not just limited to personal memories;

they can also include tools like password management and encryption, ensuring the security and confidentiality of sensitive information as well as store/travel/credit card reward points.

### **STEPS TO TAKE**

An important and often-overlooked aspect of digital assets is planning for what happens to them upon your incapacitation or death. Digital assets should be treated like other assets; taking control of your digital afterlife now and leaving a meaningful legacy for your loved ones is important.

1. **Take inventory:** Create a comprehensive list of your digital assets, including online accounts, social media profiles, email accounts, cryptocurrency wallets, digital photos, documents stored in the cloud and any other digital possessions you own.
2. **Document your wishes:** Clearly express your wishes regarding the management and disposition of your digital assets in your will or estate planning documents. Specify who should have access to your accounts and how you want your digital assets to be managed after your death.
3. **Appoint a digital executor:** This trusted individual will be responsible for executing your wishes regarding your digital assets. Make sure they have the necessary technical knowledge and access to essential information.
4. **Secure important information:** Carefully store relevant login

credentials, passwords and other necessary information. A password manager or an encrypted document make this information easily accessible to your digital executor while keeping assets protected. Be sure to share this with at least one trusted person in your circle. If you use facial recognition, add a backup PIN. If you enabled multifactor authentication, document that information.

5. **Review and understand terms-of-service agreements:** Some online platforms have specific policies regarding account management after a user's death. Familiarize yourself with these policies and make sure your wishes align with them. For example, Facebook has specific legacy account guidelines.
6. **Communicate your plan:** Inform your trusted individuals, such as your digital executor or family members, about your digital asset plan. Provide them with necessary instructions, access details and any other information they may need to effectively carry out your wishes.
7. **Consult with legal professionals who specialize in estate planning and digital assets:** Many digital assets will have legalities attached to them upon your death; your plan must align with relevant state laws and regulations. Engaging professional guidance now can save stress for your loved ones. Digital asset management can help safeguard your cherished memories for generations to come.



# COYOTE CONTROL

Keep yourself, your pets and your neighborhood safe.

**L**ike other communities located near wilderness areas, coyotes are a part of the local ecosystem. According to California Department of Fish and Wildlife, coyotes play an important role in helping to keep rodent populations under control. These animals are fearful of humans by nature, and most encounters are nonthreatening, but those provided access to human food and garbage change their behavior. They lose caution and fear, and may cause property damage, threaten human safety and be killed. Relocating problem coyotes is not an option, as doing so only moves the problem to someone else's neighborhood.

## A MULTIFACETED APPROACH

Laguna Beach/Laguna Woods Animal Services officers, who work year-round to prevent and respond to instances of aggressive coyote behavior, use a multifaceted approach to coyote control that includes:

- **Public education:** Speaking with residents one on one, either in person or by telephone, as well as at club meetings and other gatherings. For more information, call Laguna Beach/Laguna Woods Animal Services at **949-497-0701** (press 0) or email [coyotes@lagunabeachcity.net](mailto:coyotes@lagunabeachcity.net). Visit the City of Laguna Beach's coyote information web page at [bit.ly/3HZhgRB](https://bit.ly/3HZhgRB).
- **Hazing:** Using sound, visual



## Did You Know?

During pup-rearing season (typically April through August), coyotes have been known to “escort” (or follow) people or pets to encourage them to leave an area they are defending.

—California Department of Fish and Wildlife

and tactile stimuli to frighten coyotes and discourage their presence in residential areas. Visit [bit.ly/3y8BWja](https://bit.ly/3y8BWja) for Laguna Beach and Laguna Woods hazing guidelines.

- **Habitat management:** Working closely with Laguna Woods Village and other private properties to eliminate “layups,” dens and other areas where coyotes might hide, lurk, rest or breed.
- **Trapping:** Employing trapping and other population control methods as conditions warrant. Research shows there is a fine line between effective and ineffective population

control efforts. While targeted trapping can be effective in disrupting aggressive behavior, it is not undertaken, nor would it be successful, as a strategy for reducing long-term populations. Coyotes also learn to avoid and manipulate traps over time, causing continual trapping to be both impractical and ineffective.

### WHAT YOU CAN DO

Residents can make a big difference in how coyotes behave in the Village community, whether by keeping pets on leashes, feeding pets indoors or other practices.



## COYOTE MYTHS

**Myth: Coyotes can be completely eradicated.**

**Fact:** It is impossible to eradicate all coyotes due to their breeding and territorial patterns—and doing so would be unwise given ecosystem implications. Research shows that often when coyotes are aggressively eradicated, their reproductive rates increase, with breeding occurring earlier and in greater numbers.

**Myth: Coyotes can be controlled by poison or sterilization.**

**Fact:** It is generally illegal to use poisons or toxicants to control coyotes (further, pets could find and ingest these substances). Similarly, there is no practical sterilization procedure.

**Myth: Coyotes can be relocated.**

**Fact:** Relocation is generally illegal and would involve an unacceptable level of risk and liability.

# COYOTE HAZING Q&A

**Q: What is hazing?** Hazing is a process designed to scare wild animals away and instill in them a fear of humans. This is done for both public safety and the animal's well-being. Wild animals that get too comfortable around humans can become dangerous and must be killed.

**Q: What should I do if I encounter a coyote?** First, immediately pick up pets. Then implement the hazing strategies introduced below. Once you start hazing do not stop until the coyote has left the area. Never turn your back or run from a coyote.

**Q: When should I haze a coyote?** Any time you are confronted by one. Consistency is important. Everyone in the community must work together to make coyotes feel unwelcome.

**Q: When should I not haze a coyote?** Do not haze a coyote if it is cornered, injured or has pups. In the event you encounter a coyote under these circumstances, maintain eye contact with the coyote and slowly back away.

**Q: How do I haze a coyote?** Various hazing strategies can scare them away:

- Stand up straight, make yourself as large as possible and wave your arms over your head.
- Make loud noises: scream, yell or whistle.
- Be forceful and direct your voice at the coyote.
- Be animated.
- Throw rocks, sticks—anything you can pick up.
- Take steps toward the coyote. Be aggressive.
- Always look directly at the coyote. Never turn your back to it or run away.
- When walking, carry an item like a stick, golf club, water gun or air horn.

To discourage coyotes from becoming comfortable:

- **Obey leash laws.** Keep your dog on a leash when outdoors. Allowing dogs to be off-leash for even just a moment (e.g., bringing in the mail, unloading groceries) greatly increases the risk of a coyote attack. When returning home from a walk, do not remove your dog's leash until you are inside with the door securely closed behind you.
- **Walk your dog using a leash 6 feet long or less.** The greater the distance between you and your dog, the more likely a coyote is to attack. Also, walking dogs using a leash greater than 6 feet long is illegal and carries fines and penalties (Laguna Woods Municipal Code §5.14.010).
- **Walk safely.** Walk your dog in groups whenever possible, and carry a whistle, air horn or other noisemaker to startle any coyotes you encounter. In addition, stand tall, shout, flail your arms in a defiant manner and throw rocks or other small objects.
- **Keep cats indoors.** Free-roaming cats are easy prey for coyotes, no matter the size or breed. Keep your cat inside your home to ensure its safety and avoid emboldening coyotes.
- **Keep pet food and water bowls indoors.** Pet bowls are convenient sources of food and water for coyotes. Keeping pet bowls indoors ensures your pet's safety while eating and drinking.





- **Do not feed wildlife.** Though often well intentioned, feeding wildlife draws coyotes closer to populated areas where they can lose their natural fear and caution, making them a threat to both people and pets. Also, feeding wildlife is illegal and carries fines and penalties (Laguna Woods Municipal Code §5.20.070).
- **Pick up fallen fruit.** Coyotes are omnivores. Pick up fallen fruit and remove fruit hanging within 3 feet of the ground to prevent fruit trees from becoming sources of food for coyotes.
- **Keep BBQ grills clean and covered.** Grease and grilled food remnants are a strong attractant.
- **Report aggressive coyote behavior.** Laguna Beach/Laguna Woods Animal Services are the animal control providers for Laguna Woods Village.

## Additional Resources

- [Keepmewild.org](http://Keepmewild.org)
- California Department of Fish and Wildlife, South Coast Region, [858-476-4201](tel:858-476-4201)
- On Village Television's "Discovering Laguna Woods Village," host Cyndee Whitney interviewed Laguna Beach animal services officer David Pietarila, who shared information about coyotes in and around the Village, tips for walking with or without a dog, insight into coyote behavior and much more. Visit [bit.ly/3EYcty6](http://bit.ly/3EYcty6) to watch.



## SEE SOMETHING? KNOW WHERE TO REPORT IT

Too often, residents fail to report encounters with aggressive coyotes or make their reports to entities other than Laguna Beach/Laguna Woods Animal Services. As the animal control provider for the Village, they are able to act only on reports they actually receive.

If you encounter a coyote exhibiting unusual or aggressive behavior, owners walking dogs off leash or individuals feeding wildlife, call Laguna Beach/Laguna Woods Animal Services at [949-497-0701](tel:949-497-0701) (press 0) or email [coyotes@lagunabeachcity.net](mailto:coyotes@lagunabeachcity.net). For incidents that require immediate attention, call the Laguna Beach Police Department at [949-497-0701](tel:949-497-0701). For more information, visit the City of Laguna Beach's coyote information website at [bit.ly/3HZhgRB](http://bit.ly/3HZhgRB).



## COMMUNITY CONNECTED



# GETTING TO KNOW OUR NEIGHBORS

*By Marcy Sheinwold, for The Foundation of Laguna Woods Village*

What makes living in Laguna Woods Village special? It is the sense of community—that feeling of belonging and having others to whom you can turn if you need help. During the pandemic that sense of community became a little frayed, as people were more isolated and fearful because of health concerns.

As we continue to emerge from the pandemic, we must strengthen that sense of community and create “connections.” Start with your neighbors. Do you know them? Do you know their names? When did you chat with them last?

Getting to know your neighbors is the first step toward creating community. For example, say hello and stop to chat—perhaps ask if they need any help, particularly if they live alone. If you are new to the Village, you may want to exchange contact information with your neighbors in the event of an emergency. You might even consider exchanging house keys with your neighbor.

Perhaps you can drop off some cookies or other home-baked goodies when a new neighbor moves in—it’s a wonderful way to get to know them. In the same way, if you have a fruit tree,

consider sharing your bounty. You might also offer to pick up groceries for an older neighbor or someone without transportation.

If your neighbors are new to the community, perhaps you can invite them to join you at a club meeting or introduce them to your other neighbors. If your neighbor lives alone, perhaps create a telephone buddy system each morning to check on each other’s well-being. While these are not big steps, they will go a long way toward strengthening our sense of community.

Another possible approach is for the Village to sponsor a “Meet Your Neighbor Day.” The Foundation of Laguna Woods welcomes your ideas and strategies. How can we create more meaningful connections among residents? Please contact the Foundation of Laguna Woods with your suggestions at **949-268-2246** or **[thefoundation@comline.com](mailto:thefoundation@comline.com)**. Remember, the motto of the foundation is “Neighbors Helping Neighbors.”





## COMMUNITY CONCERTS 2024-2025 SEASON

*By Ian Samson, for  
Community Concerts of  
Laguna Woods Village*

Community Concerts has upped the ante for its 2024-2025 season. Check out these concerts scheduled at the Performing Arts Center at 2 p.m. on Sundays:

- October 20: Viano Quartet, a string ensemble currently in residence at Lincoln Center in New York
- November 17: Dmytro Choni, a Ukrainian pianist and Cliburn medalist
- January 26, 2025: Moanin' Frogs Saxophone Sextet, offering electrifying chamber music
- February 23: Bion Tsang, Scott Yoo and Orion Weiss comprise a spectacular string trio. A generous donation by John Stevens sponsored this concert.
- April 6: Trio Zimbalist—a pianist, a cellist and a violinist who have played with esteemed international orchestras
- April 27: Manhattan Chamber Players, seven musicians from a New York-based collective

Visit [comconcertslwv.com](https://comconcertslwv.com) for more information.

# SPRINGTIME IN THE VILLAGE



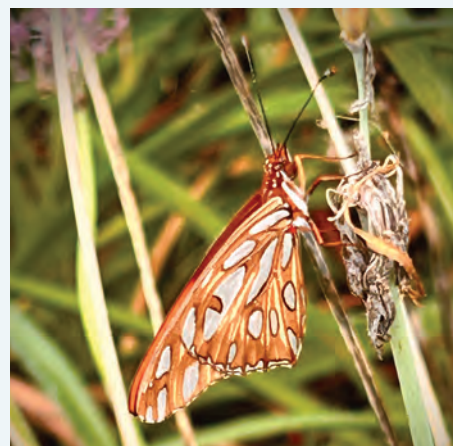
Jerry Kathnelson



Eli Silberberger



Andy Eugenio



Ghislaine Fenmore



Eli Silberberger



Jerry Kathnelson



## SECURITY SERVICES



# DISASTER PLAN

Working with the city to effectively support the community

*By Chief Eric Nuñez*

Although Laguna Woods Village has a comprehensive emergency plan in the event of a disaster, the City of Laguna Woods has jurisdiction of actual emergency declarations, resource allocation and funding reimbursement to mitigate the event. The City coordinates this through Orange County's operational area, which is part of the California Governor's Office of Emergency Services Standardized Emergency Management System. Our emergency operation plan (EOP) has been modeled to effectively support our community. It facilitates reporting to the City of Laguna Woods emergency operations center by providing information on our status, resources and specific needs.

The Laguna Woods Village emergency operations plan aligns with industry standard protocols and addresses the specific threats the Village may face. The plan conforms to both FEMA's National Incident Management System and the USDA's Incident Command System, and has received the Excellence in Disaster Preparedness award from the American Red Cross. The information contained in the plan details the guidelines and protocols that are essential for handling a disaster as effectively and efficiently as possible.

The Village's robust Disaster Preparedness Task Force, key VMS employees and the network of committed, volunteer Good Neighbor

captains have participated in annual Great ShakeOut drills to prepare for most types of emergencies including earthquake, fire and flood.

### STORM WATCH

Before, during and after rain events, staff members review their respective roles in the rain event action plan and familiarize themselves with maps of high-priority areas and catch basins located throughout the Village. To prepare for storms, crews are on standby and are prepared to report to work after hours or on weekends when needed.

### CODERED

VMS continually monitors municipal and government information sources and communicates any potential danger to residents via the CodeRED emergency notification system. In the event of an emergency or the need to broadcast critical time-sensitive news, CodeRED transmits brief, urgent messages to Village residents as quickly as possible via phone, text or email.

If you are not already enrolled in CodeRED, visit [lagunawoodsvillage.com](https://lagunawoodsvillage.com), click the black and red CodeRED icon at the top left-hand corner and fill out the form.

### SOCIAL SERVICES ON DUTY

In addition, the Social Services Division is always on alert when it comes to resident safety and acts as a vital resource for



those coping with the aftermath of a frightening and stressful event. For more information, call **949-597-4267** or visit [lagunawoodsvillage.com/residents/social-services](http://lagunawoodsvillage.com/residents/social-services).

### LOCAL RESOURCES

The Orange County Sheriff's Department offers helpful resources, as well:

- Visit [bit.ly/3M7nP74](http://bit.ly/3M7nP74) for resources before a disaster.
- Visit [bit.ly/45DSgZn](http://bit.ly/45DSgZn) for resources during a disaster.
- Visit [bit.ly/48YHSy5](http://bit.ly/48YHSy5) for resources after a disaster.

Visit [ocgov.com/about-county/emergency](http://ocgov.com/about-county/emergency) to sign up for Alert OC or sign in to your account.

## HOW TO USE A FIRE EXTINGUISHER

Small blazes aren't that uncommon in the modern household. Fortunately, fire extinguishers can help fires from escalating.

Keep at least one fire extinguisher near your kitchen, where most common house fires start. Another near the exit of your home can ensure a safer getaway if flames are close to your house's entry points.

According to the Orange County Fire Authority (OCFA), multi-purpose, or ABC, extinguishers are recommended for home use.

OCFA urges homeowners to remember the PASS technique for using a fire extinguisher:

- Pull the pin
- Aim at the base of the fire
- Squeeze the lever slowly
- Sweep from side-to-side

Watch a video from OCFA on fire extinguisher use at [vimeo.com/51149098](https://vimeo.com/51149098). View OCFA flyers on fire safety, available in multiple languages at [bit.ly/43GLQsU](http://bit.ly/43GLQsU).

Last but not least, always call **9-1-1** and make sure you have a clear exit route before using an extinguisher.



## Need Help With Medicare?

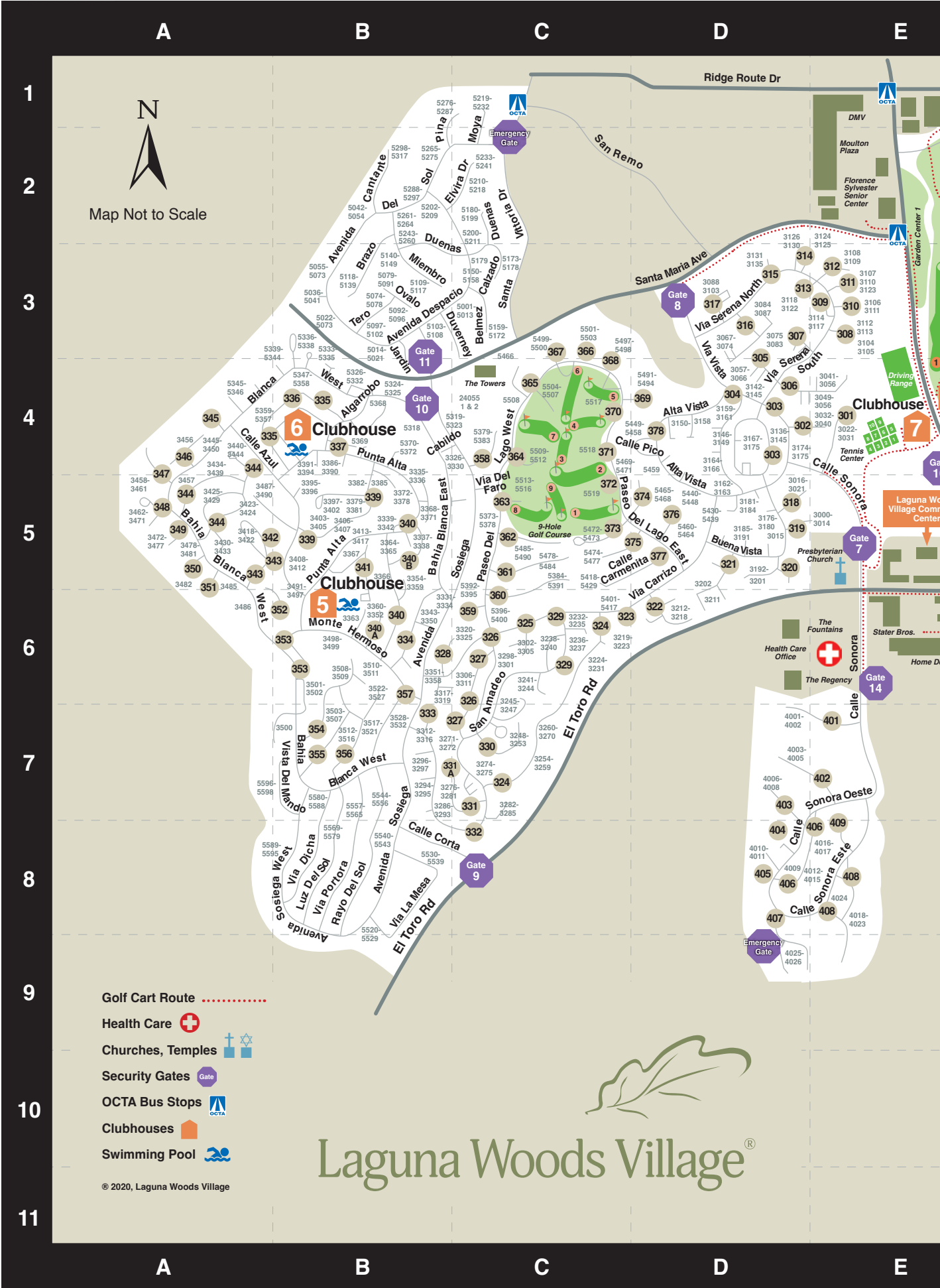
Attend a complimentary class.

If you have questions about Medicare and aren't sure which plan is right for you, learn about your options at a free Medicare class. Our Medicare specialists will discuss Medicare Advantage plans, Original Medicare, prescription drug plans and Medigap plans, along with eligibility guidelines and how to apply.

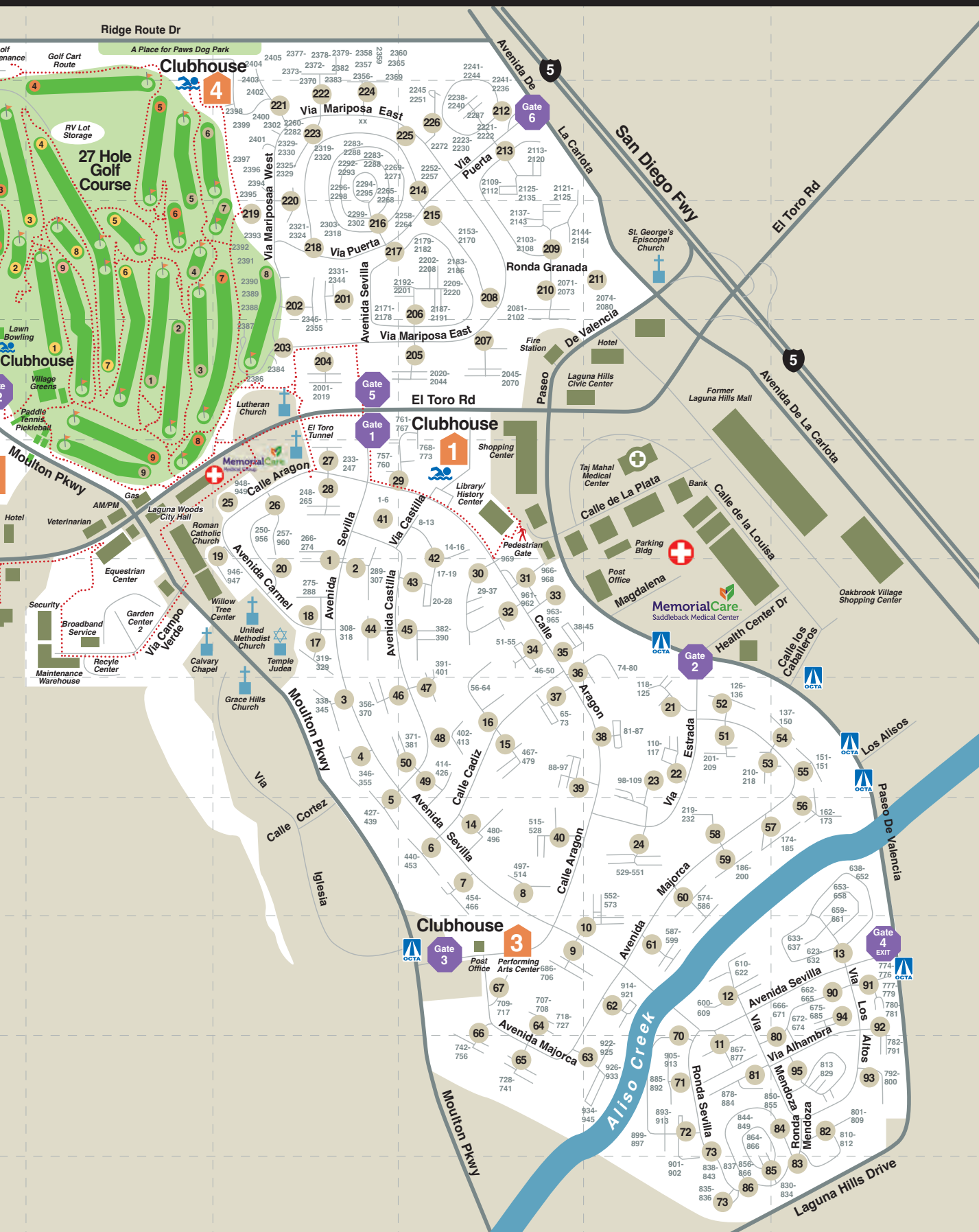


For class dates and times, please visit [memorialcare.org/MCEvents](http://memorialcare.org/MCEvents) or call Jose at (714) 640-7158.

LAGUNA WOODS VILLAGE COMMUNITY STREET MAP









## KEYS TO THE COMMUNITY

# Stay in Touch!

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

### ADMINISTRATIVE OFFICES

General Information 949-597-4600  
[information@lagunawoodsvillage.com](mailto:information@lagunawoodsvillage.com)  
[info@vmsinc.org](mailto:info@vmsinc.org)

### AMENITIES AND RECREATION

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

### COMMUNITY ACCESS

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

### EMERGENCY AND MEDICAL SERVICES

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

## The Laguna Woods Village Community Center

24351 El Toro Road  
 Laguna Woods, CA 92637  
[lagunawoodsvillage.com](http://lagunawoodsvillage.com)  
 949-597-4600

Emails provided where available

### 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 (subscriptions) 714-796-7777  
[lagunawoodsglobe@scng.com](mailto:lagunawoodsglobe@scng.com)  
 Laguna Woods History Center 949-206-0150  
[info@lagunawoodshistory.org](mailto:info@lagunawoodshistory.org)  
 Lost and Found 949-597-4435  
[lostandfound@vmsinc.org](mailto:lostandfound@vmsinc.org)  
 RV Storage 949-268-2284  
 Saddleback College Emeritus Institute 949-582-4835  
 The Towers 949-597-4278  
[thetowerslwv@pmpmanage.com](mailto:thetowerslwv@pmpmanage.com)

### RESIDENT SERVICES

Manor Alterations 949-597-4616  
[alterations@vmsinc.org](mailto:alterations@vmsinc.org)  
 Resident Services 949-597-4600  
[residentservices@vmsinc.org](mailto: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](mailto: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



# In Your Neighborhood

To find out what's going on in and around your neighborhood, visit [lagunawoodsvillage.com](http://lagunawoodsvillage.com), go to the Residents tab, click on Maintenance & Landscaping and scroll down to Maintenance and Construction Documents.



**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.  
Gate 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  
Every other week  
Gate 9 – Towers Parking Lot

### FRIDAY

GRF Facilities  
Please see GRF Facilities Sweeping Schedule.

Gate 11 – All streets in this area  
No numbered cul-de-sacs fourth week of the month



## FINANCIAL SERVICES



# 2025 BUDGET PROCESS UNDERWAY

The process to determine the 2025 business plan (budgets) for GRF, Third and United is underway, with meetings scheduled in the Community Center board room (24351 El Toro Road):

- GRF capital review – Wednesday, May 15, at 1:30 p.m.
- Third maintenance and general services review – Thursday, May 23, at 9:30 a.m.
- United maintenance and general services review – Thursday, May 23, at 1:30 p.m.
- GRF operating department review – Wednesday, May 29, at 1:30 p.m.
- United landscape review – Monday, June 3, at 9:30 a.m.
- Third landscape review – Monday, June 3, at 1:30 p.m.
- GRF capital or operating review (if necessary) – Monday, June 17, at 1:30 p.m.
- GRF business plan review – Wednesday, July 10, at 1:30 p.m.
- Third business plan review – Monday, July 15, at 9:30 a.m.
- United business plan review – Wednesday, July 17, at 1:30 p.m.

Other key milestones in the budgetary process include the third-iteration business plan review in August (televised) and the business plan adoption, which is planned to occur at each of the three September board meetings.

View the entire 2025 business budget calendar at [bit.ly/3TM0uL8](https://bit.ly/3TM0uL8).

## EZ PAY AUTOMATES PAYMENTS

GRF and your housing mutual offer you the opportunity to make your monthly homeowner's assessment payments automatically through the auto-debit EZ Pay program.

When you sign up for EZ Pay, you authorize Laguna Woods Village to withdraw your assessment amount on the sixth of each month from a checking or savings account you designate.

Although owners cannot pick another date for the withdrawal, more than 75% of owners in the Village enjoy EZ Pay. The EZ Pay program will automatically adjust the payment at the start of every calendar year to the assessment amount.

That means you don't have to remember to adjust your payment each year as you would for traditional bill pay programs. You gain peace of mind that the correct amount is withdrawn every month. Find more information and the EZ Pay authorization form at [lagunawoodsvillage.com](https://lagunawoodsvillage.com)

> Residents > Financial Services > EZ Pay Automatic Payment Program. For general EZ Pay questions, email [ezpay@vmsinc.org](mailto:ezpay@vmsinc.org) or call 949-597-4217.





WE HEAR YOU!

# QUESTIONS ASKED & ANSWERED



**I am unable to walk for long distances, and I like to get out in my golf cart. Are there set paths I can use?**

A map of the community's golf cart paths is available at [lagunawoodsvillage.com](http://lagunawoodsvillage.com) > Documents > VMS > Golf Cart Path Map or Amenities > Recreation > Recreation Publications > Golf Cart Path Map.

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

Laguna Woods Village uses the CodeRED emergency notification system, which relies on residents to enroll to share emergency contact, estate, doctor and other medical information—and even pet care needs. If you haven't already, complete your CodeRED enrollment online by selecting the CodeRED icon at the top left-hand corner of the main [lagunawoodsvillage.com](http://lagunawoodsvillage.com) page.

Also, consider enrolling with AlertOC, a mass notification system operated by the County of Orange in collaboration with local cities that sends voice and/or text messages, emails and TTY alerts informing enrolled individuals of emergencies that may require immediate life-saving actions. Visit [alertoc.org](http://alertoc.org) to learn more.

**A Village Management Services (VMS) employee who came to my home to complete a repair did a wonderful job, and I want to communicate this to VMS. How do I let them know?**

Email [generalmanager@vmsinc.org](mailto:generalmanager@vmsinc.org) to share your observations with CEO Siobhan Foster, who will acknowledge these staff members working to make Laguna Woods Village the very best community possible for all residents.

**I have wonderful plans to remodel my manor and I want to get started on my project. What are the association's requirements?**

It is exciting to remodel; however, the mutuels have specific guidelines that must be followed to ensure a project can proceed. First visit [lagunawoodsvillage.com](http://lagunawoodsvillage.com) > Residents > Manor Alterations (to the right under the Services heading). There you will find information detailing the permits and alterations process for your mutual. FYI: The main reason residents experience project approval delays is because the application they or their contractor submits to the Manor Alterations Division is incomplete and the required documentation has expired or was not provided.

Email questions to [info@lagunawoodsvillage.com](mailto:info@lagunawoodsvillage.com), and include your name and unit number, and label the subject line My Community Question.



## GENERAL SERVICES



# LET'S TALK TRASH

A handy guide to what waste goes in what receptacles

*By Robert Carroll, General Services Director*

If you have questions about what to recycle, what to place in the organics bin or what should and should not go in the landfill, here's a handy guide.

### RECYCLABLES

Toss recyclables in the containers with the blue lids. To determine what can go in the recycling containers, look for the triangular recycling symbol with numbers from one through seven. That includes paper, cardboard, glass bottles and jars, aluminum and tin cans, plastic bottles and jugs, dairy and juice cartons, paperboard, paper bags, phone books, magazines and newspapers, office paper, junk mail and aluminum foil.

### LANDFILL

Toss landfill waste into the black containers with black lids and the bins designated for landfill trash. These types of items can go in the landfill trash bins:

- Polystyrene, flexible packaging and plastic wrap, pet waste, soiled paper, ceramics and broken glass.

### SPECIAL DISPOSAL REQUIRED

Some waste requires special handling and should not go into the landfill, recycled trash bin or organics containers. These types of items require special disposal:

- Construction waste, household cleaners, batteries, automotive

products, medicine and sharps, garden chemicals and pesticides, flammable materials, paint products, thermometers, fluorescent tubes and electronic waste.

### ORGANICS

Organic waste bins have green lids and can accommodate human and pet food, food-soiled paper, cardboard or newspaper, wooden chopsticks and compostable bags. Compostable bags are preferred for disposing of organic items, as they can simplify the organics recycling process, help keep the appropriate bins cleaner and reduce odors emanating from the bins.

### GREEN WASTE

To ensure everyone can participate in the organics recycling program and use the carts for accepted waste, please do not place garden clippings or green waste in the organics recycling bins. Email or call Resident Services at [residentservices@vmsinc.org](mailto:residentservices@vmsinc.org) or **949-597-4600** any time before noon on Thursday, and your garden waste will be picked up on Friday morning. Just provide your address. Place clippings or garden waste close to the curb, but not until Thursday evening.

If you have trash, recycling and organics recycling questions, concerns or requests, please email CR&R at [LagunaWoods-Recycles@CRRmail.com](mailto:LagunaWoods-Recycles@CRRmail.com) or call **949-625-6735**. Requests received after the Thursday deadline will be serviced as soon as possible the following week.





## LANDSCAPING



# A MORE SUSTAINABLE LANDSCAPE

California law sets the stage for saving potable water.

*By Kurt Wiemann, Landscaping Services Director*

Big changes are coming to the look of California public spaces, including in Laguna Woods Village. In response to three severe statewide droughts in 15 years, Gov. Gavin Newsom signed into law Assembly Bill 1572, which will ban irrigation of nonfunctional turf grass in public spaces and HOAs, effective in stages from 2027 to 2031. For HOAs, the deadline to completely remove turf is January 1, 2029.

The new law will ban irrigating nonfunctional turf with potable water, which is water suitable for human consumption. Nonfunctional turf, sometimes called ornamental turf or decorative grass, includes areas where human access for recreation or assembly is permanently prohibited by fencing or other barriers. Nonfunctional turf consumes an enormous amount of water. Hotter and drier weather conditions are likely to significantly reduce California's water supply, and irrigating decorative grass with potable water leaves less water for essential purposes like cooking, bathing and sanitation.

AB 1572 accommodates irrigation of functional turf, including sports fields, golf courses and recreational use areas. Whether the turf is functional or nonfunctional, irrigating with recycled water is not limited by the bill.

Within the Village, the golf courses, lawn bowling and Gates 5, 6, 7, 8, 9 and 10 are irrigated with recycled water. Gates 1, 2, 3, 4, 11 and 14 are irrigated with potable water. Since 1990, California law requires new landscaping to be designed and installed to promote water efficiency. As the Village was constructed long before those laws were introduced,

more than 310 acres of irrigated turf remain. Staff is working with local officials to determine how much of that turf can be deemed functional.

United Mutual, Third Mutual and GRF are embarking on campaigns to remove turf and thirsty tropical plants, and replace them with ground covers and shrubs that are attractive and require less water. All have engaged the services of landscape architects to design attractive, water-saving landscape palettes and designs.

In 2024, GRF will remove turf at Clubhouse 6 and relandscape gate entrances. United is focused on removing turf areas that are difficult to maintain and irrigate around housing units. Third is embarking on a large project to relandscape around buildings in conjunction with the paint program, as well as provide front yard designs for single-family residences, duplexes and other building styles. All designs and plant palettes will be available on the Village website at [lagunawoodsvillage.com/residents/maintenance#landscape-forms](https://lagunawoodsvillage.com/residents/maintenance#landscape-forms).

In response to the new law, Landscaping Services works with the Metropolitan Water District to ensure the community receives the maximum rebates available for turf removal projects.

AB 1572 has set the stage for a more sustainable landscape.

Visit [bit.ly/3wWadgt](https://bit.ly/3wWadgt) to read the full text of AB 1572.



## RECREATION

# YOUR GUIDE TO EVENTS, FITNESS AND FUN



## SWIM FROM MAUI TO KAUAI

There's still time to test your mettle and complete this year's Lap Challenge, from Maui to Kauai—a total distance of 224 miles. At lap pools 2 and 5 only throughout the year, chart your distance in laps and lengths (35 laps/70 lengths are equal to one mile) and check in with the pool attendant each session to log your progress using the same measurement for each swim session. The challenge is open to all residents, through December 23, 2024.

## RECREATION OFFICE VILLAGE COMMUNITY CENTER

24351 El Toro Road

949-597-4273

[recreation@vmsinc.org](mailto:recreation@vmsinc.org)

Visit [lagunawoodsvillage.com](http://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.



## BATTLE OF THE DRAGONS CHAMPS

Recently, the Village's IKTA Kickboxing Self-Defense class, taught by Sensei Ron Murray at Clubhouse 5, participated in a world championship tournament called Battle of the Dragons. Pictured here are the first-place students with their gold medals.

—Submitted by Tracy Murray, Zumba fitness instructor, and Ron Murray, IKTA Kickboxing Self-Defense instructor

### ART AFFAIR

Enjoy another exciting Laguna Woods Village Art Affair, where original resident artwork is showcased and available for purchase Saturday, June 1, in Clubhouse 2.

Call 949-597-4285 or email [recreation@vmsinc.org](mailto:recreation@vmsinc.org) for more information.







# COMING TO THE PAC

## MEMORIAL DAY AT THE PAC | May 27

This Memorial Day, join in a day of remembrance honoring those who died serving our country on Monday, May 27, at 1 p.m. at the Performing Arts Center (PAC)/Clubhouse 3. A ceremony and concert will feature the All American Boys Chorus, American Legion Post 257 and guest speakers.

Tickets are free at the PAC box office at 23822 Avenida Sevilla Monday through Friday from 9 a.m. to 5 p.m. while quantities last. For more information, call the PAC at **949-597-4288** or email [recreation@vmsinc.org](mailto:recreation@vmsinc.org).

## SPACE ODDITY: THE ULTIMATE DAVID BOWIE EXPERIENCE | August 10

Space Oddity is a live, multimedia spectacle that takes you on a musical journey through the constantly metamorphosing career of rock and roll's most celebrated innovator. Tickets are on sale May 13.

Ticket prices vary by show. All shows subject to change. Purchase tickets at the PAC box office Monday through Friday from 9 a.m. to 5 p.m. or visit [tickets.lagunawoodsvillage.com](http://tickets.lagunawoodsvillage.com) to create an account and conveniently purchase and print PAC tickets at home. Credit/debit card fees apply.

The PAC is located at 23822 Avenida Sevilla. For more information, call **949-597-4288** or email [recreation@vmsinc.org](mailto:recreation@vmsinc.org).

## EVENTS COMING SOON

### Father's Day Dinner

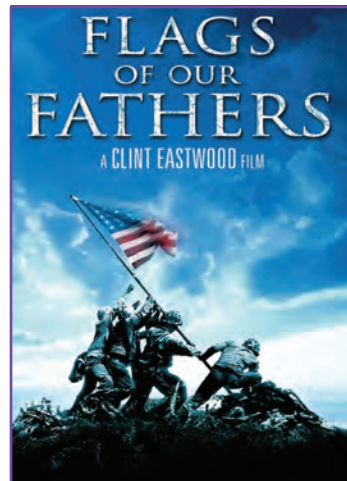
Celebrate dads with a special dinner this Father's Day Sunday, June 16, in Clubhouse 5. For more information, call **949-597-4382** or email [recreation@vmsinc.org](mailto:recreation@vmsinc.org).

### 90s Luncheon

Join in the celebration of residents 90 years of age and older for a sit-down luncheon, Tuesday, June 18, in Clubhouse 5. Call **949-597-4382** or email [recreation@vmsinc.org](mailto:recreation@vmsinc.org) for more information.

### Fourth of July

Come celebrate the Fourth of July with a golf cart parade and patriotic festivities Thursday, July 4, at Clubhouse 2. Call **949-597-4285** or email [recreation@vmsinc.org](mailto:recreation@vmsinc.org) for more information.



## MONDAY MOVIES AT THE PAC

Showings at 2 and 7 p.m.

Doors open at 1:45 and 6:45 p.m.

Free • Ticketless entry

**May 20 • Flags of Our Fathers**

**Jun 17 • Field of Dreams**

**Jun 24 • Indiana Jones and the Dial of Destiny**

**Jul 15 • The Holdovers**

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



## RECREATION



# LIBRARY & HISTORY CENTER

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

### Library Hours

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

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

### History Center Hours

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

**949-206-0150; [info@lagunawoodshistory.org](mailto:info@lagunawoodshistory.org); [lagunawoodshistory.org](http://lagunawoodshistory.org)**



# RECREATION AND SPECIAL EVENTS FREQUENTLY CALLED NUMBERS

**RECREATION OFFICE 949-597-4273**

**BRIDGE ROOM 949-268-2420**

### CLUBHOUSES

- Clubhouse Reservations **949-597-4227**
- Clubhouse 1/Pool 1 **949-597-4436**
- Clubhouse 2/Pool 2 **949-597-4286**
- Clubhouse 3/Performing Arts Center **949-597-4289**
- Performing Arts Center Box Office **949-597-4288**
- Clubhouse 4/Pool 4 **949-597-4344**
- Clubhouse 5/Pool 5 **949-597-4382**
- Clubhouse 6/Pool 6 **949-597-4436**
- Clubhouse 7 **949-268-2417**

**EQUESTRIAN CENTER 949-597-4275**

### FITNESS CENTERS

- Clubhouse 1 Fitness Center **949-597-4284**
- Clubhouse 5 Fitness Center **949-597-4382**
- Community Fitness Center **949-268-2275**

**GARDEN CENTERS 949-268-2387**

### GOLF

- Golf and Village Greens **949-597-4336**
- Driving Range **949-268-2419**
- 19 Restaurant and Lounge **949-206-1525**
- Par 3 Course **949-597-4334**

**HISTORY CENTER 949-206-0150**

**LAWN BOWLING 949-951-3027**

**LIBRARY 949-597-4274**

**PC WORKSHOP 949-268-2262**

**MAC LEARNING CENTER 949-268-2263**

**SADDLEBACK EMERITUS OFFICE 949-582-4835**

**TENNIS CENTER 949-268-2481**

**VIDEO LEARNING CENTER 949-470-0965**





## GET MOVING!

Visit [lagunawoodsvillage.com](https://lagunawoodsvillage.com) > **Amenities** > **Recreation** to learn more about the Village's resort-style amenities.

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



## JOIN A CLUB

In addition to the many amenities and activities offered through the Recreation and Special Events Department, more than 250 clubs, special interest groups and organizations offer residents a wealth of fun and entertainment. With so many clubs to choose from, there's sure to be like-minded new friends to make. Visit [lagunawoodsvillage.com/amenities/clubs](https://lagunawoodsvillage.com/amenities/clubs) to browse clubs, including arts and crafts, cultural, dance, games, health and wellness, performing arts, political, religious and spiritual, science and tech, sports and fitness, support groups and more.



## PERSONAL TRAINERS ARE HERE FOR YOU

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

Call the Community Fitness Center at **949-268-2275** for more information.



## RECREATION



# EQUESTRIAN CENTER

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

### LOCATION

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

### HOURS

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

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

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

Tours and riding program are closed Monday and Tuesday.



### HORSEMANSHIP CLASSES

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

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

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

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

### HELP THE HERD FUNDRAISING

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

Visit [bit.ly/48mNVMh](https://bit.ly/48mNVMh) to donate to the Village Community Fund's Help the Herd or visit [villagecommunityfund.org](https://villagecommunityfund.org) for more information.





# ONGOING CLASSES

Schedules subject to change without notice.

## MONDAY

### Chi Kung

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

### Laughter Yoga with Cheryl Russell

Clubhouse 6 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 five 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 6 ballroom, 10:30 a.m. to 12:30 p.m.  
\$35 for five group lessons

### Mat Yoga with Kristine DeYoung

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

### Chair Yoga with Kristine DeYoung

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

### Cycling with Alisha Sullivan

Clubhouse 5 fitness room, 3:45 to 4:45 p.m. and  
5 to 6 p.m.  
\$40 per eight-class session

### Aqua Zumba with Tracy Murray

Clubhouse 5 pool, 4 to 5 p.m. starting June 3  
\$25 for five classes

### Lengthen and Strengthen with Sheryl Leicher

Clubhouse 5 fitness room, 7 to 8:15 p.m.  
Free drop-in class

## TUESDAY

### Yoga with Kim Min

Clubhouse 6 ballroom 8:30 to 9:45 a.m.  
Free drop-in class

### Tai Chi

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

### Clogging with Edith Jones

Performing Arts Center rehearsal room, 8:30 to 10 a.m.  
Free drop-in class

### Cycling with Alisha Sullivan

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





## RECREATION

### **Chair Fitness with Janet Gilliam**

Community Center, third floor multipurpose room,  
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*

### **Aquatic Fitness with Casey Chavez**

Clubhouse 5 pool, 4 to 5 p.m. starting May 28

*\$35 for five classes*

### **Drum Circle**

Performing Arts Center, 5:15 to 6:45 p.m.

Free drop-in class

## **WEDNESDAY**

### **Zumba Gold with Tracy Murray**

Clubhouse 5 ballroom, 9 to 10 a.m.

*\$25 for five classes*

### **Cycling with Alisha Sullivan**

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

*\$40 per eight-class session*



### **Mindful Movement Yoga with Jerry Bloch**

Performing Arts Center dining room, noon to 1 p.m.

Free drop-in class

### **Russian Language Class with Janet Preissler**

Clubhouse 2 Grevillea Room, 3 to 5 p.m.

Free drop-in class

### **IKTA Self-Defense with Ron Murray**

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

*\$25 for five classes*

## **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 6 ballroom, 8 to 10:30 a.m.

Free drop-in class

### **Chi Kung**

Clubhouse 2 ballroom, 8 to 9 a.m.

Free drop-in class

### **Tai Chi**

Clubhouse 7 ballroom, 8:30 to 10 a.m.

Free drop-in class

### **Chair Fitness Janet Gilliam**

Community Center, third floor multipurpose room,  
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.  
*\$25 for five classes*

**Mat Yoga with Kristine DeYoung**

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

**Chair Yoga with Kristine DeYoung**

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

**Spanish Class with Walter Valencia**

Performing Arts Center dining room, 1 to 3 p.m.  
 Email [kevinvalencia@verizon.net](mailto:kevinvalencia@verizon.net) to register

**Mindful Movement Yoga with Jerry Bloch**

Clubhouse 2 ballroom, 3 to 4 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*

**Aquatic Fitness with Casey Chavez**

Clubhouse 5 pool, 4 to 5 p.m. starting May 30  
*\$35 for five classes*

**Meridian Yoga**

Performing Arts Center dining room 2,  
 5:30 to 6:45 p.m.  
 Free drop-in class

**FRIDAY****Cycling with Alisha Sullivan**

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

**Chi Kung**

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

**Yoga with Kim Min**

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

**Ballroom Dance with Ed VanOrnum**

Clubhouse 2 ballroom, 10:30 a.m. to 12:30 p.m.  
*\$35 for five classes*

**Zumba Gold with Tracy Murray**

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

**Mindful Flow Yoga**

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

**Circle of Love Meditation with Zahir Movius**

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

**SATURDAY****Tai Chi Dance**

Clubhouse 5 fitness room, 8 to 10:30 a.m.  
 Free drop-in class

**Mind and Body Fitness**

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

**Line Dance**

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

**Disco Dance**

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





## RECREATION



# AMENITY INFO

### Clubhouse Reservations | 949-597-4227

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

- Reservations may be scheduled through December 31, 2024.
- Schedule reservations for the Performing Arts Center (PAC) auditorium at the PAC.
- Clubhouse 6 reservations will resume at a later date.

### Clubhouse 1 | 949-597-4436

- Clubhouse 1 facilities are closed to residents during an estimated six-month construction period, which began Monday, March 4.
- Pétanque and bocce will remain open.

### Clubhouse 2 | 949-597-4286

- Open 8 a.m. to 5 p.m. daily, and extended hours to accommodate reservations
- Video lab and studio
- Card room
- Lawn bowling

### Clubhouse 4 | 949-597-4344

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

### Clubhouse 5 | 949-597-4382

- Open 8 a.m. to 5 p.m. daily, and extended hours to accommodate reservations
- Game room
- Fitness center open 5:30 a.m. to 9 p.m. daily

### Clubhouse 7 | 949-268-2417

- Open 8 a.m. to 5 p.m. daily, and extended hours to accommodate reservations
- Bridge games Monday through Friday from 12:30 to 4 p.m.
- Bridge class schedule varies

### Community Center | 949-597-4273

- Concierge, Resident Services Monday through Friday from 8 a.m. to 5 p.m.
- Table tennis: Monday through Friday from 8 a.m. to 9 p.m.; Saturday, Sunday from noon to 5 p.m.
- Mac learning center: Monday through Friday from 9 a.m. to 3 p.m.; 949-268-2263
- PC workshop: Monday through Friday from 10 a.m. to 4 p.m.; 949-268-2262
- Community fitness center Monday through Friday from 6 a.m. to 8 p.m.; Saturday and Sunday from 7 a.m. to 5 p.m.





**Equestrian Center | 949-597-4275**

- Business hours Wednesday through Sunday 9 a.m. to 3 p.m.
- Tours Wednesday and Thursday 2 p.m.; Friday through Sunday 12:30 and 2 p.m.
- Call to inquire about riding program

**Garden Centers | 949-268-2387**

- Daily sunrise to sunset
- Call 949-268-2387 to schedule a tour.

**Golf | 949-597-4336**

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

**History Center | 949-206-0150**

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

**Library | 949-597-4274**

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

**Paddle Tennis | 949-597-4273**

- 7 a.m. to 10 p.m. daily
- Tuesday, Thursday priority from 7 a.m. to noon
- First, third Saturdays priority from 7 a.m. to noon

**Performing Arts Center | 949-597-4289**

- Open Monday through Friday from 8 a.m. to 10 p.m.
- Box office open Monday through Friday from 9 a.m. to 5 p.m.; 949-597-4288
- Billiards
- Auditorium open for scheduled shows; dates and times vary

**Pickleball | 949-597-4273**

- 7 a.m. to 10 p.m. daily
- Monday, Wednesday and Friday mornings priority from 7 a.m. to noon
- Second, fourth Saturday priority from 7 a.m. to noon

**Pools | 949-597-4273**

Check the most current pool schedule at [bit.ly/3u4adRE](http://bit.ly/3u4adRE)

**Recreation Coordinated Classes | 949-597-4273**

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

**Tennis | 949-268-2481**

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

**Saddleback Emeritus | 949-582-4835**

Visit [saddleback.edu/emertus](http://saddleback.edu/emertus) for the most current class schedule.

## GRF Board of Directors

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

James Hopkins  
President  
2022-2025

Juanita Skillman  
First Vice President  
2021-2024

Martin Roza  
Second Vice President  
2023-2024

Joan Milliman  
Secretary  
2023-2026

William Cowen  
Treasurer  
2023-2026

Cush Bhada  
2023-2026

Egon Garthoffner  
2022-2025

Yvonne Horton  
2022-2025

Gan Mukhopadhyay  
2021-2024

Donna Rane-Szostak  
2024-2025

Ryna Rothberg  
2023-2026

# THE VILLAGE COMMUNITY FUND

How it can improve life for seniors

*By Joan Milliman*

It starts with a need. The need can be large or small. It can involve a club, a group of residents or an individual. The possibilities are endless, as long as the need benefits residents in the senior community. The Village Community Fund (VCF) is a nonprofit community-benefit charitable organization comprised of Laguna Woods Village residents who offer fundraising and publicity guidance to help meet that need. Led by a volunteer board of directors and advisors, the VCF's mission is to provide support for the development of programs, services and facilities that enrich the lives of older adults.

If a club, organization, group or even a single resident (applicants) wants to raise funds for a project, they may apply to the VCF for fundraising and publicity guidance. Projects may include, but are not limited to, equipment, programs, services and facilities for Laguna Woods Village as well as for surrounding senior communities' needs. Projects might also include a direct donation or bequest from an individual rather than a fundraising campaign.

Some successfully completed projects include:

- Help the Herd Phase 1 raised \$10,000 for the Equestrian Center.
- Aquadettes Aqua Follies raised \$7,000 for show production costs.
- Lite the Nite raised \$25,000 for nighttime pickleball court lights.
- The Village Reads raised \$1,000 for its inaugural 2023 event.

Apply for VCF help by completing the project application form at [villagecommunityfund.org](https://villagecommunityfund.org). Once an application is received and approved, VCF is there. A VCF member will contact the applicant(s) to help them develop a plan for the proposed fundraising project, including a timetable and a budget.

The VCF does not raise the funds but serves in an advisory and support capacity. Applicants, who do the bulk of the work, are responsible for raising tax-deductible funds, which in order to be tax-deductible will be administered through and distributed by the Village Community Fund, a designated 501(C)(3). VCF takes no percentage; all funds go to the designated purpose.

We hope this helps individuals and the community think about possibilities for improving life for seniors in Laguna Woods Village and beyond.



# THE TOWERS

*at Laguna Woods Village*

**ACTIVE SENIOR LIVING BEYOND EXPECTATIONS!**



**ENDLESS FUN AND ACTIVITIES**

## MONTHLY ASSESSMENTS INCLUDE

- Dining services
- Housekeeping and utilities
- 24-hour maintenance and front desk
- Village bus service
- Free laundry facilities on each floor
- Gym, movies, live music
- And much more!



**EXPANDED DINING PROGRAM**

Above is just a glimpse of why The Towers offers *independent active adults* an ideal environment for an enriching, vibrant and secure quality of life. Residents of The Towers enjoy full access to the vast amenities of Laguna Woods Village.

## COMING SOON

**The Zen Plaza, for entertainment, outdoor dining and special events!**

TAKE A TOUR • REALTORS WELCOME • VISIT [THETOWERSATLAGUNAWOODSVILLAGE.COM](http://THETOWERSATLAGUNAWOODSVILLAGE.COM)  
24055 PASEO DEL LAGO WEST • LAGUNA WOODS, CA 92637 • 949-597-4278



## Third Board of Directors

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

Mark Laws  
President  
2021-2024

Jim Cook  
First Vice President  
2021-2024

S.K. Park  
Second Vice President  
2023-2025

Cris Prince  
Secretary  
2022-2025

Andy Ginocchio  
Treasurer  
2023-2026

Nathaniel Lewis  
2021-2024

Reza Karimi  
2023-2025

Brad Rinehart  
2023-2026

David Veeneman  
2023-2025

Moon Yun  
2023-2026

Jules Zalon  
2023-2026



## A PRECIOUS RESOURCE

Tips to save water where we use it most

*By Jules Zalon*

Many of us place water in the same category as air: It's free and it's limitless. But drought is a recurring California climate condition and, although we've had a wet winter, another drought may be in the offing. While we've already cut back on our usage, we can continue to do our part by using less water.

### IN THE SHOWER

Here is where we can save the most water for the least effort. The average shower takes eight minutes and uses 17 gallons of water. That's over two gallons a minute!

**Install a low-flow shower head.** Low-flow shower heads cost peanuts. You can save even more water by installing a wand shower head at the end of a flexible hose. It's more efficient than a fixed head.

**Take start-stop showers.** Only run the water while wetting down and rinsing off. Taking a start-stop shower can result in running the water for less than a minute, saving perhaps 15 gallons of water for that single shower.

**Consider taking cold showers.** This saves all the water we waste waiting for the water to heat up, which also saves the electricity used heating up the cold water that enters the hot water tank. If you cannot take a cold shower, at least catch the water you run as the water gets hot, then find another use for that water, such as watering plants.

**Take fewer showers.** A principal reason we shower is to rid ourselves of body odor, which is caused by sweat and bacteria. But most of our sweat is completely odorless, so we don't have to shower to smell clean. If you aren't creating much body odor, you don't have to shower as often to remain clean.



**Take sponge baths,** which require no more than half a gallon of water in the sink.

- Splash water on your body with your hands.
- Run soap over your body (the cloth is still unused).
- Rinse with the cloth and the still-clean basin water.
- Repeat until all soap is removed.
- To remove any slight residue of soap from your body, drain the basin, squeeze out the wash cloth, run a bit more water onto the cloth and rinse one final time. You just saved more than 16 gallons of water.

**Be mindful of these water-saving tips when using our gym and pool showers.**

### USING THE LOO

**Install a low-flow dual-use toilet.**

These toilets feature two buttons on the top: one for liquid waste; the other for solid. Find low-flow dual-use toilets at any plumbing supply or home improvement store for around \$150 for a one-piece model.

**Flush less often.** We can save water by not flushing after each urination (there generally is no medical reason to flush every time). If you're grossed out, just lower the lid.

**Fix leaks quickly.** If you suspect your toilet is leaking, place a drop of food coloring in the toilet tank. If the color shows up in the bowl within 15 minutes without flushing, you have a leak (flush immediately after this experiment to avoid



staining the tank). There are several things you can do yourself to fix a leaking toilet. The most likely leak suspect is the rubber stopper, which can be replaced for peanuts at any plumbing supply or home improvement store.

### AT THE BATHROOM SINK

**Install a water-efficient faucet,** which can save over 3 gallons a minute.

**Don't waste water when washing hands.** Pour just a trickle to wet your hands, turn off the tap while soaping and run just a trickle to rinse.

**Don't run the water when shaving or brushing your teeth.** Get the best shave of your life every time. First, lightly wash your face. Then heavily soak a large wash cloth and nuke it until it's hot—but not too hot to handle. Cover your face with the cloth and hold it there until it loses its heat. This barber trick softens and warms whiskers, allowing even the cheapest throw-away razor to deliver the closest shave possible. Better yet, use an electric razor and use no water at all.

### DOING LAUNDRY

**Use a front-load washer.** The best ones use less than 10 gallons to wash a typical load, in contrast to top loaders, which can exceed 20 gallons a load. In addition, you can save on average \$30 a year on electricity costs.

**Wash in cold water,** which can save up to 90% of electricity on each wash cycle. Most detergents are formulated to work in cold water.

**Save even more money by air drying your laundry.** Use a drying rack or run an ordinary clothes line in a little-used area of your manor. When you save energy, you also save water because power plants use water to produce electricity.

**Wash clothing less often.** Doing so extends the life of the clothes. Wool and cotton need washing less often than synthetics, like polyester. So, wear clothes more than just once—or twice—and don't wash them unless they really need it.

## WASHING DISHES

Install a low-water faucet, which can save more than 3 gallons a minute.

When hot water is required, capture running water while waiting for the temperature to change. Add some liquid soap and soak silverware, small utensils and dirty dishes to prevent caking of food leftovers before placing in dishwasher. Keep a bucket or pitcher in your kitchen to collect leftover drinking water, water used to rinse vegetables and to boil food. When it's time to water your plants or garden, use this "recycled" water before you fill up your watering can from the tap.

Run the dishwasher only when full. New energy-efficient dishwashers can use as little as 4.5 gallons of water to do a full load of dishes, as opposed to 20 gallons to wash a similar amount in the sink. If you must wash some dishes by hand, try using a little water to get your sponge soapy and wet, then turning off the faucet until you're ready to rinse a bunch of dishes at once. Better yet, plug the sink or get a tub to wash dishes in so you don't need to let the water run.

## EATING AND DRINKING

Drink tap water instead of bottled water. It takes 1.5 gallons of water to manufacture one plastic water bottle (not including its contents).

Install a water filter for your tap to save the most water and money. You can also fill a reusable 1- or 5-gallon bottle at the filtered water machine next to Stater Bros. or Rite Aid El Toro. The cost is just 50 cents a gallon.

Don't defrost by running cold water on frozen food. Leave it in the fridge overnight. In a hurry? Put it in a pot of cold water and change the water every 20 minutes. It should defrost in as little as an hour.

Place vegetables in a bowl of water and scrub them with a food brush instead of washing. Alternatively, you could peel them and save even more water.

Steam—don't boil—vegetables in a basket above boiling rice, potatoes or pasta in a rice cooker.

Cook one-pot meals. They are easy to prepare and a joy to clean up, and you avoid using lots of dishes. Typical meals include pasta primavera, stews, casseroles, curries, lasagna, New England boiled dinners, mac and cheese, and even pizza.

Repurpose cooking water. If you boiled vegetables, reuse the water to cook a second vegetable. If the water has no salt, water your plants. Just let it cool first. Almost any vegetable water can be saved and used to make a vegetable stock. Good examples include water used to boil greens, broccoli, cauliflower, carrots, beans and cabbage.

Drought is a recurring California climate condition and, while we've already cut back on our usage, we can continue to use less water.



# BOARD ACTIONS

## JANUARY 2024 APPROVALS

- Variance request
- Barbecue grills rules and regulations
- Third Mutual committee appointments
- GRF committee appointments
- Contract for elevator and lift repairs

## FEBRUARY 2024 APPROVALS

- Lien against four members
- Removal of two rusty leaf fig trees
- Removal of two Cypress trees
- Removal of two podocarpus trees
- Variance request
- Replacement toilet at manor transfer
- Elimination of manor alteration conformance deposit fee
- Revision of Standard 21: Patio Slabs, Walkways and Paver
- Inspector of election services
- Third Mutual committee appointments
- GRF committee appointments

## FEBRUARY 2024 DENIAL

- Removal of one Eucalyptus tree





## GVA SEEKS A VOLUNTEER COMMUNICATIONS MANAGER

*By Stuart Hack, President, Garden Villa Association*

Two primary goals of the Garden Villa Association (GVA) are informing its members of Village matters that may affect them and equipping them with information to take appropriate actions for themselves. Laguna Woods Village has a plethora of rules meant to benefit the entire community. Knowing and complying with those rules is challenging. Even knowing how to effectively communicate with Resident Services is important.

GVA offers to three-story-building residents the collective knowledge of its building captains and regional representatives via an annual workshop for building captains.

The GVA board emails current events to building captains, who in turn email this information to their residents. In addition, all three-story-building residents are welcome to attend GVA open board meetings on the fourth Thursday of every even month.

Guest speakers present important topics to our members at general membership meetings on the second Thursday of every odd month. In the past several months, attendees have been educated by:

- Third Mutual Board President Mark Laws, who presented on the Third Mutual budget process
- VMS Risk Manager Dan Yost, who presented on Third Mutual property insurance challenges
- Orange County Fire Authority, which presented on fire safety for seniors living in multistory buildings

- VMS Director of Landscaping Services Kurt Wiemann, who presented on plans for increasing efficiency, dealing with global warming and reducing fire exposure in the Village
- VMS Director of Security Services Eric Nuñez, who presented on security in our community

Each general membership meeting features a Q&A for attendees; Third Mutual board directors share information, offer assistance and serve as valuable resources to members.

GVA assigns responsibility to building captains to attend Third board committee meetings and produce reports on items of interest or concern to GVA members. These reports are emailed to all of the building captains, who distribute them to their building residents. This is essential, because many Third Mutual actions begin at the committee level well before they get to the board. Knowing what is happening at the committee level and attending Third board committee meetings to offer input is critical.

We want to do even better by having a three-story-building resident volunteer to manage member communications, including via the Laguna Woods Globe, our website and emails to building captains. For more information or to volunteer, contact me at **949-212-7028** or **GVALWV@gmail.com**.

## United Board of Directors

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

Alison Bok  
President  
2023-2024

Sue Quam  
First Vice President  
2023-2026

Pearl Lee  
Second Vice President  
2021-2024

Maggie Blackwell  
Secretary  
2021-2024

Mickie Choi Hoe  
Treasurer  
2023-2026

Nancy Carlson  
2023-2026

Vidya Kale  
2023-2025

Ellen Leonard  
2023-2025

Anthony Liberatore  
2021-2024

Tom Tuning  
2022-2025

Georgiana Willis  
2023-2026



## HERE TO HELP

Lessons learned from membership hearings

*By Pearl Lee*

I have served on the Member Hearings Committee since the beginning of my 2021 term and as the committee's chair since the end of 2023. Presently, Directors Blackwell and Carlson complete the hearing committee panel. The Member Hearings Committee handles disciplinary and damage reimbursement hearings, which are typically conducted monthly, but since September 2023, we have met twice a month to catch up with damage reimbursement cases backlogged throughout the Village by the pandemic. Since then, 228 United cases were adjudicated; in 64 cases, the members quickly accepted their financial responsibility.

Hearings consist of three United directors and typically three administrative staff members who present case particulars, such as assembled supporting reports, witness statements, applicable invoices, images, videos and more. These can vary from case to case based on whether it's a reimbursement case for funds due to United for work, damage restoration or a member discipline matter. Most cases are damage restoration cases in which the mutual is owed a reimbursement for damage restoration repairs.

### HEARING PROCESS

Members are always provided written notice and invited to a hearing. In damage reimbursement cases, the member may elect to assume responsibility and not appear by sending payment for the reimbursement due to the mutual. Alternatively, a member can elect to make an appointment and schedule a hearing before the committee regarding their case. In a disciplinary case, members are encouraged to appear for a hearing.



Whether a damage reimbursement case or disciplinary hearing, each member is offered time to discuss the case, present alternative information and evidence, and answer directors' questions. No decision is announced at the hearing. A notice with the committee's decision is mailed by staff within 15 days. A member may petition an appeal to the decision. As in any appeal, it must cite new information and new evidence, whereupon another hearing may be granted.

We directors examine the materials provided by the member and staff very carefully before we finalize the decision on each case. An important duty of the committee is to determine where responsibility lies with United Mutual and where responsibility lies with the member. We follow guidelines and often have to review maintained

## WHAT'S ON 28-DAY REVIEW?

To keep United members abreast of pending resolutions placed on 28-day review, United President Alison Bok features this information and instructions on providing feedback to the board in her twice-monthly e-newsletters. If you do not currently receive President Bok's newsletter, please email [unitedmutual@lagunawoodsvillage.com](mailto:unitedmutual@lagunawoodsvillage.com) with your name, manor number and email address.

information on each unit—what is original and what have been member alterations and improvements. Many members at hearing say something like, "Well that's the way it was when I bought it." But keep in mind that every member receives and signs in their purchase papers the list of all alterations/improvements and signs and accepts responsibility for those items. You can find the inspection report you signed in your purchase escrow papers. Damage arising from an alteration is always a member's financial responsibility.

### HELPFUL TIPS

Based on the cases we have heard, here are some helpful recommendations.

- The committee cannot emphasize enough the importance and value of members having HO6 insurance (i.e., insuring your manor contents, personal property, alterations, improvements). Damage arising from an alteration or improvement in your manor or inflicted on another manor becomes your responsibility. Damage cases can be expensive; HO6 insurance can be a financial lifesaver.
- Leak detectors are very helpful under sinks, behind toilets and where an icemaker line may be. Although they do not prevent leaks, they allow for early detection; some models will even send a message to a smartphone. This inexpensive device can make quick discovery and, therefore, repairs more affordable.
- Allow damage restoration work to progress as designed. Damage restoration staff

often face difficulties in being allowed to enter and begin repairs in a timely manner. These delays can lead to mold or other damage that may have been resolved simply by a prompt professional dry down.

- Once work has begun, do not tamper with vendor-provided equipment. Many residents move or turn off the equipment before the areas are moisture-meter-confirmed dry. Interfering can set the process back and elongate dry down. These interruptions translate into further time and expenses for the mutual and/or at the member's expense. You may know that moisture often cannot be seen with the naked eye. Importantly, water intrusion events may not only affect your unit as so many of our cases reveal, they can affect your neighbors, so it is best to cooperate with the restoration professionals and is yet another reason to have HO6 insurance liability protection.
- Remember that we are living in a 60-year-old property, and it is a huge task to maintain it. We must work together to facilitate our communication and deal with the challenges. Do not delay in reporting an incident to Resident Services or Security Services. For those who need information, guidance or help with technology, please attend a Resident Advisory Committee meeting or come to our monthly board meetings and reach out for help.

One of my duties is to try to respond to the residents of United as best as I can. Please remember that we are here to help.



Village Management Services, Inc.

## VMS Board of Directors

Diane Phelps  
Chair  
GRF, 2022-2025

Cynthia Rupert  
Second Vice Chair  
United, 2023-2026

Katherine Bravata  
United, 2024-2025

Rosemarie diLorenzo  
Third, 2022-2025

Ed Elwell  
GRF, 2023-2024

Dr. Robert Reyes  
GRF, 2023-2026

Manny Robledo  
United, 2021-2024



# BRIGHT IDEAS PROGRAM ENDS

Other opportunities to present suggestions

*By Ed Elwell*

On April 3, the VMS Board of Directors voted to discontinue the Bright Ideas program for members after six months of operation.

The program, which began October 1, 2023, was intended to empower members to lend their expertise to the community by encouraging them to submit ideas for improving VMS and its general operations through cost saving, revenue generation and/or efficiency improvement. While there were many good suggestions, only a small minority aimed to improve VMS' operations in those ways. Most suggestions were more appropriate for consideration by the housing mutual or GRF boards or their committees rather than the VMS board.

As the VMS team reviewed the submissions, it became apparent that most of the suggestions could not be acted upon by the VMS board alone, as they involved policy decisions only made by GRF and the mutuals. GRF and the mutuals decide what we do in the Village while VMS is charged with making those things happen. The Bright Ideas program unintentionally inserts an additional unneeded step, slowing down consideration of these ideas.

Another issue was that some submissions deserved a response as the resident misunderstood some fundamental factor. For





example, a resident might suggest eliminating an activity, assuming that it would result in cost savings for the community without realizing that it was fully funded by an outside party. Without a response, the submitter would legitimately wonder why the VMS board was not following up on what the resident understood as obvious savings. The review team was not equipped to research and provide thoughtful responses to submissions, which may have resulted in some residents feeling ignored. This was counterproductive to the program's aims.

As the program ends, residents are welcome to present their ideas at open meetings held at the Community Center (please see the chart for meeting schedules), either in person, virtually or via email.

The online Laguna Woods Village Governance calendar ([lagunawoodsvillage.com](http://lagunawoodsvillage.com) > **Calendars > All Governance Calendars**) provides up-to-date information on meetings with associated agendas. Email feedback to be read aloud during open forum to [meeting@vmsinc.org](mailto:meeting@vmsinc.org) with the specific meeting identified in the subject field. Residents who wish to speak in person during open forum should register with VMS staff at the dais identifying the agenda item to be addressed. There is a three-minute time limit per resident for some meetings.

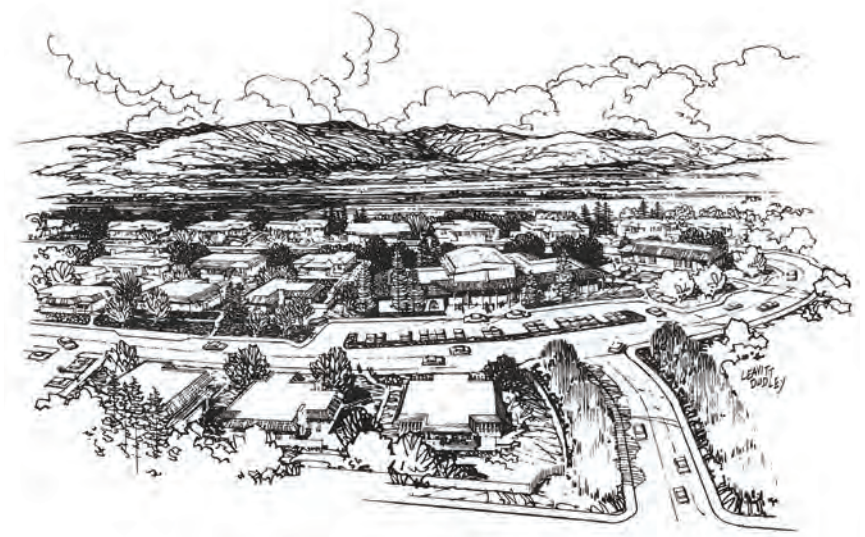
Meeting	GRF	Third	United
Board of Directors	First Tue. monthly	Third Tue. monthly	Second Tue. monthly
Architectural Control and Standards Committee		Second Mon. monthly	Third Thu. monthly
Building E Space Planning Ad Hoc	Varies		
Community Activities Committee	Second Thu. monthly		
Disaster Preparedness Task Force	Last Tue., odd months		
Finance Committee	Third Wed., even months	First Tue., even months	Last Tue., odd months
Garden Villa Rec. Room Subcommittee		Three times yearly	
Governing Documents Committee			Third Thu. monthly
Landscape Committee	Quarterly	First Thu. monthly	Fourth Mon. monthly
Maintenance and Construction Committee	Second Wed., even months	First Mon., odd months	Fourth Wed., even months
Media and Communications Committee	Quarterly		
Mobility and Vehicles Committee	Varies		
Resident Policy and Compliance Committee		Fourth Tue. monthly	
Security and Community Access Committee	Fourth Wed., even months		
Water Conservation Committee		Quarterly	

## THEN AND NOW

# BIRTH OF THE WILLOWS

Tucked beside Gate 8 on Santa Maria Avenue lies a development called The Willows, a gated Laguna Hills community managed by a not-for-profit foundation that provides accommodations for Christian Scientists aged 55 years and older. The Rossmore Corporation began the first phase of construction in 1972, using then Leisure World's La Casita, Casa Bonita, Encanto and Hermosa floor plans. The \$1.6 million development was located just west of the Village's Phase 3 construction site. True to himself, Ross Cortese planted numerous trees at development, including its namesake, the willow.

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)).



**The Rossmore Corporation began construction on The Willows in 1972.**



**The Willows is a private community nestled beside Gate 8.**



**The Willows was named for one of Ross Cortese's beloved trees.**



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

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



## Balance Lost

Sudden loss of balance or coordination



## Eyes Blur

Sudden trouble seeing or blurred vision in one or both eyes



## Facial Drooping

One side of the face droops or is numb



## Arm Weakness

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



## Speech Difficulty

Sudden confusion, trouble speaking or understanding speech



## Time to Call 911

Call 911 immediately (note the time the symptoms started)



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

  
**MemorialCare**<sup>TM</sup>  
Saddleback Medical Center



# She never stopped fighting. Neither did we.

---

At MemorialCare, our highly skilled doctors, specialists, technicians, and nurses are assisting patients, day in and day out, to overcome the second-leading cause of death in the world: cancer. And they're doing it with innovative therapies and advanced technologies. Frankly, our mission wouldn't be complete if we didn't do everything in our power to help our patients share their inspiring stories with the people they love for years to come.

*Caring is our calling.*



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