

# VILLAGE BREEZE

JULY/AUGUST 2024

## SAFETY AND FUN In the Summertime

### WHO IS VMS?

- The company
- The board

### LIVING TO 100

Learn 'blue zone' longevity secrets



**PLUS**

Community Connected + Finance + Manor Sales + Meet the Management



# Save the Date

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## First Aid: Cardiac Arrest & Stroke

Monday, July 29, 2024 | 5:30 – 7 p.m. | Clubhouse 2

Join MemorialCare Saddleback Medical Center clinical experts for an educational event to learn the basic signs and symptoms of cardiac arrest and stroke as well as life-saving actions you can perform as a bystander. Attendees can speak with our experts, watch a hands-only CPR demonstration, and put their CPR learnings to practice with a mannequin. Additionally, those who register will have an opportunity to check their stroke risk by getting a complimentary carotid artery screening and consult with a vascular surgeon at the event.

Light food and refreshments will be offered.

Visit [memorialcare.org/lwheartstroke](https://www.memorialcare.org/lwheartstroke)  
or call (714) 824-7012.

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



## LETTER FROM THE EDITOR

# THE GOOD NEWS ABOUT SKIN CANCER

“Wear sunscreen” is what I would say to my younger self. I didn’t think about it as a teenager nor was sunscreen readily available when I grew up in the 1970s, when people rubbed baby oil on their skin before soaking up the sun. Perhaps like many people of our generation, I didn’t protect my skin from the sun the way I should have.

Last summer I was diagnosed with basal cell carcinoma on my face. Typically, this form of skin cancer can be removed with minimal scarring when caught early. However, mine was a recurrence of skin cancer that had been removed twice before, and the scar tissue complicated things. My dermatologist recommended Mohs surgery followed by reconstructive surgery with a plastic surgeon.

One year later, my skin is still healing but I’m happy with the results thus far. The dermatologist screens me for skin cancer every four months. I wear SPF 50 sunscreen daily and a broad-brimmed hat even on cloudy days. I also check the UV index on my weather app and only spend time outdoors when it’s low. I even shield my face and eyes when the sun shines through a window, as I now know UVA rays penetrate glass.

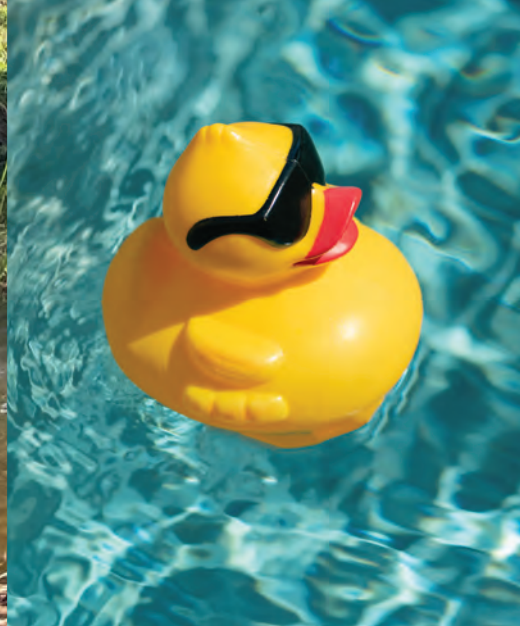
This topic is important for everyone, as all skin tones are prone to the damaging effects of the sun’s UV rays. Bob Marley died of melanoma skin cancer under his toenail. The good news is that today melanoma doesn’t have to be a death sentence, and common skin cancers like basal cell carcinoma don’t have to be disfiguring if you catch and treat them early.

In her interview with Dr. Tanya Evans from the Melanoma Clinic at MemorialCare Saddleback Medical Center, Kim Campbell Thornton delivers the latest information on how to protect yourself from skin cancer while still enjoying the outdoors. Also in this issue, Jenning Lai divulges longevity secrets from places with the highest concentrations of centenarians and Ellyce Rothrock shares tips for keeping cool this summer. The pages ahead are packed with this and so much more.

*Susan*

**Susan Logan-McCracken, Managing Editor**

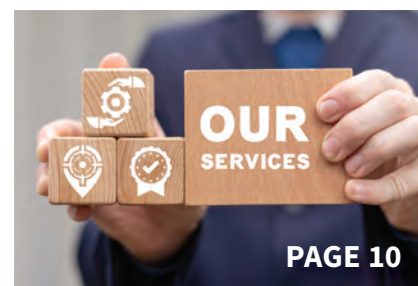
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Andy Eugenio

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# VILLAGE BREEZE

THE OFFICIAL MAGAZINE OF  
LAGUNA WOODS VILLAGE

JULY/AUGUST 2024

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

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## WHAT'S UP IN THE VILLAGE



# BEFORE THEY BITE

Mosquitoes are out in force, thanks to the significant rainfall we experienced during the winter and early spring months. In the fight against mosquito breeding, bites and more, the Orange County Mosquito and Vector Control District (OCMVCD) strives to educate and protect OC residents against vectors and prevent vector-borne diseases in an environmentally responsible manner.

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

### PREVENT BITES

- Apply mosquito repellent to exposed skin before going outdoors; reapply as recommended
- Wear repellent clothing containing DEET, Picaridin, IR3535 or lemon eucalyptus oil
- Opt for long-sleeved shirts, long pants and lighter-colored clothing
- Close all unscreened doors and windows to prevent mosquitoes from entering your home or space; repair broken or damaged screens

### ELIMINATE BREEDING SOURCES

- Dump water from potted plant saucers as often as possible
- Dump and drain other containers filled with water as often as possible
- Clean and scrub bird baths and pet water bowls weekly

### LEARN MORE

Village Television interviewed Lora Young, district manager for OCMVCD, who discussed mosquito trends, the pesky ankle-biting *Aedes* mosquitoes, typical reactions to their bites and how you can protect yourself and prevent them from breeding in your home and neighborhood. To watch, visit [bit.ly/3KD6GRw](http://bit.ly/3KD6GRw).



## CONNECTIONS AND PATHWAYS

Communication is a vital part of any large community. Whether print, digital, broadcast or in person, there are various ways to connect. Find out how to contact VMS and your board of directors, find answers and information, and much more. View and download a pdf with this information at [bit.ly/4b2rRac](http://bit.ly/4b2rRac).



## TRACK COMMON-AREA SERVICE REQUESTS

The VMS IT Division recently implemented changes to the Resident Services ticketing system, enabling automated emails for common-area service requests. This means residents may now receive timely updates about the status of their requests, keeping them informed when new common-area tickets are created, scheduled and completed. These automated messages are emailed only if a resident's email address is on file with Resident Services.

Also, residents and staff alike may view common-area service requests via the resident portal, providing a convenient way to track ticket progress.

Previously, the system focused mainly on requests associated with individual manors.

VMS is proud to offer a more efficient and responsive service experience with this enhanced and expanded functionality.



## WARMLINE TO FEELING UNDERSTOOD

When was the last time that you felt deeply heard and understood? The healing power of compassionate listening along with Orange County resources is one call away at the National Alliance on Mental Illness (NAMI) OC WarmLine. If you, a family member or a loved one is experiencing mental health concerns, substance abuse or loneliness, or is in need of community resources, the NAMI OC WarmLine can help. Peer support specialists are available 24/7 who speak multiple languages, including English, Spanish, Farsi and Vietnamese. This free and confidential telephone service provides emotional support and resources to Orange County residents, 24 hours a day, 7 days a week.

Call or text the NAMI OC WarmLine at **714-991-6412**.

Remember, VMS' Social Services Division is also available weekdays from 8 a.m. to 5 p.m. at **949-597-4267** or from 8 a.m. to 4 p.m. for walk-in services. Read more about all the resources and programs offered via Social Services on page 26.

## RESIDENT PORTAL OFFERS CONVENIENCE

Many services offered by Resident Services can be done from the convenience of your own home via the resident portal.

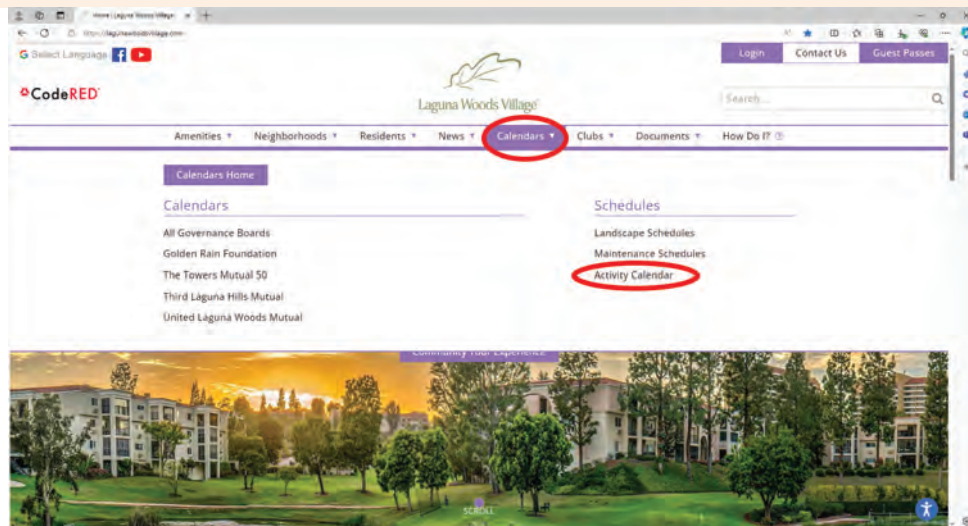
Visit [portal.lagunawoodsvillage.com](http://portal.lagunawoodsvillage.com) to:

- Process credit card payments
- Submit service requests
- Check account balances
- Review billing statements
- Pay assessments
- Print account statements
- Update emergency contacts
- Review resident/vehicle information

View a step-by-step tutorial at [bit.ly/4937s4U](http://bit.ly/4937s4U) or watch a video tutorial at [bit.ly/4cg4BXo](http://bit.ly/4cg4BXo).



## WHAT'S UP IN THE VILLAGE



## CHECK OUR CALENDAR

The Village offers a variety of activities to suit every interest, but you may not be aware of them all or when they are occurring. Did you know you can find all recreation events and classes and some club events in one place on the Village website? To access the Activity Calendar from [lagunawoodsvillage.com](http://lagunawoodsvillage.com), hover your cursor over **Calendars** on the main menu bar so the dropdown appears, and click on **Activity Calendar**, or visit [bit.ly/3KJov16](http://bit.ly/3KJov16). Use the filter function to see Club Events, Recreation Classes or Recreation Events—or all three—and adjust your view from one day to one week to one month and beyond. To access the TeamUp calendar on your smartphone, install the iOS or Android app. New to TeamUp? Click the green Get Started link at [teamup.com](http://teamup.com).

## DMV LICENSE RENEWAL AT 70+

The DMV offers online resources for people age 70 and older renewing their driver's license. For example, seniors may take the pass-only, no-fail, open-book test by selecting the eLearning option when filling out their driver's license renewal application. This course includes seven sections with quizzes and takes roughly 20 to 30 minutes to complete. To learn more, visit [bit.ly/3KHJD87](http://bit.ly/3KHJD87). To access the DMV's extensive online resources for drivers age 70 and older, visit [bit.ly/3xhwLTa](http://bit.ly/3xhwLTa).



## PROTECT OC WATERWAYS

Orange County has 11 watersheds made up of several inland and coastal waterways, like the Santa Ana River and Aliso Creek. These waterways flow through our cities, neighborhoods and natural spaces, ultimately draining into the Pacific Ocean, which is why everyone must do their part to ensure only clean rainwater flows into the storm drains.

Runoff pollutants originate from numerous sources, including oil on our roads, trash dropped on the streets and sediment from construction sites. These pollutants can lead to algal blooms and bacterial growth, harm both animal and human health, and result in dirty beaches and beach closures.

Learn more about these pollutants and how you can help keep our waterways clean at [bit.ly/4eeFjuF](http://bit.ly/4eeFjuF).





## PATIENT SAFETY EXCELLENCE

MemorialCare Saddleback Medical Center was awarded the 2024 Patient Safety Excellence Award by Healthgrades, a resource that connects consumers, physicians and health systems. This award recognizes the top 10% of hospitals in the nation for patient safety.

“For this recognition, we measure the rate at which serious, potentially preventable complications and adverse events occur,” said Brad Bowman, M.D., chief medical officer for Healthgrades.

“Patients can trust in organizations like Saddleback and MemorialCare, who have cultivated a patient-centric culture that prioritizes the safety and well-being of patients, and sets a high standard for patient safety nationwide.”

MemorialCare Saddleback Medical Center qualified for this recognition when it was named one of America’s 250 Best Hospitals by Healthgrades in 2023.



## CLUBHOUSE 1 PROJECT UPDATE

The beautification of Clubhouse 1, which commenced on March 4, is progressing smoothly and remains on schedule for completion in late August 2024. Key milestones completed to date include relocating user groups and activities to other facilities, demolition, implementation of a temporary shuttle service depot, exterior and interior painting, flooring and drywall patching. Other ongoing tasks such as window replacement, electrical work, renovations to the ballroom fireplace and bathroom upgrades are proceeding as planned. The project is on track to open as scheduled, providing the facility with a fresh look for years to come. Other work that is not part of the original beautification project but will be completed during the facility closure includes pool replaster, installation of a new pool chemical distribution system, parking lot rehabilitation and beam replacement in shuffleboard and archery rooms.

### JOIN OUR TEAM!

Village residents are now welcome to apply for any full-time positions open within VMS Inc.

To peruse open positions within VMS Inc., visit [lagunawoodsvillage.com](https://lagunawoodsvillage.com), scroll to the site’s footer and click **Careers**. Under **Search Our Current Job Openings**, click **Join Our Team**, or visit [bit.ly/3VC8TTo](https://bit.ly/3VC8TTo).



# ON THE CUTTING EDGE

Innovation and customer  
satisfaction define  
Information Services leaders.

BY SUSAN LOGAN-MCCRACKEN



**CHUCK HOLLAND,  
DEPARTMENT OF  
INFORMATION  
SERVICES DIRECTOR**

If you've seen him running, or fast-paced walking, Chuck Holland is likely on his way to a meeting. That's because he conducts many of them daily. It takes

a lot of meetings to oversee the development, implementation and maintenance of all technology systems for the IT infrastructure.

"This includes ensuring reliable network connectivity, data security and the integration of new technologies to enhance operation efficiency," Holland said. As if that wasn't enough, he also oversees customer service technology, strategic planning, data management, support and training. Resident Services Manager Stacy Griffith and IT (Information Technology)

Operations Manager John Kurzet report to him.

Enhancing residents' quality of life by implementing technology solutions that improve their daily experiences and connectivity gives Holland satisfaction at the end of the day. To do that, he engages with residents to understand their needs and preferences, explores innovative technologies that can keep the community at the forefront of technological advancements, collaborates with a diverse team and plays a key role in shaping the strategic direction of the community's IT infrastructure.

Holland has extensive IT infrastructure management experience, a strong background in customer service technology implementation, expertise in managing and securing sensitive data, and a thorough understanding of data privacy regulations and compliance requirements.

He conducts daily meetings with the IT team to review ongoing projects, address issues and set priorities for the day. He meets with customer service teams to ensure technology platforms are effectively supporting resident needs. He discusses service performance, negotiates contracts and reviews new products or services with technology vendors. He also collaborates with other department heads to understand their technology needs and ensure IT initiatives support their objectives.

In addition to training staff on new systems and technologies, he enhances residents' digital literacy and proficiency with community technologies. That requires him to evaluate the latest technological trends and their potential impact on the community. He endeavors to ensure residents have access to user-friendly technology, digital services, support and information to enhance their experience in the Village.

Holland is a former non-commissioned officer in the United States Marine Corps with a distinguished career specializing in leadership and commitment to excellence. He and his wife have been married for 30 years and have two pets and one grandson. This self-professed tech geek also enjoys running in his free time, which is good training for his continuous running between meetings.



**STACY GRIFFITH,  
RESIDENT SERVICES  
MANAGER**

Helping, serving and interacting with people from many different backgrounds and genres brings Stacy Griffith the most joy in her work. She oversees the customer service interactions, including,

but not limited to, call center, walk-in and concierge desk encounters. This involves monitoring, training, providing coaching and developing staff. She oversees the RFID application, activation and deactivation process as well as pass requests. She works closely with other departments to ensure the best experience for residents and that their concerns are addressed.

Twenty-four Resident Services and Broadband Services staff members report to her, including 15 customer service agents, two supervisors, two senior agents or leads, two dispatchers, one workflow scheduler and two concierge desk attendants.

Griffith has worked in some form of customer service for more than 30 years, landing her first job in a call center more than 20 years ago as a customer service representative, and working in call centers since that time in various capacities from agent to manager and several roles in between.

“I love it,” Griffith said. “I’d say preparation began over 30 years ago for what I’m doing right now, serving the residents of Laguna Woods Village. I am not ashamed to roll up my sleeves and get it done, whatever ‘it’ is.”

Her daily tasking involves reviewing emails, voicemails and reports; interacting with staff, departmentally or otherwise; attending meetings; and interacting with residents who need “a little something extra” or just in general.

Griffith works closely with IT to improve and streamline processes, software and resident interactions overall and to continue to develop new talent to ensure the best staff provides the best service to the residents of the Village.

“I love what I do, and I’m honored to have the opportunity to do it here in Laguna Woods Village,” she said. “I look forward to what adventures lie ahead.”



**JOHN KURZET,  
IT OPERATIONS  
MANAGER**

During his 22-year tenure with the IT department, John Kurzet has held three positions under two managers, which has given him great insight into and experience with various

nuances in managing an IT team and facets of the department as a whole.

One of his key responsibilities is managing departmental budgeting and forecasting to ensure the financial stability of the department. He also conducts regular staff meetings to align responsibilities, oversee system maintenance and closely monitor cybersecurity measures. Additionally, he manages budgeting for various vendors. He contributes technical expertise in planning various projects and is always ready to assist his team with various help-desk requests.

Seven IT staff members report to him, including two document imaging specialists, a Dynamics 365 project manager, a PC technician, two network administrators and a senior systems administrator.

“I enjoy performing critical analysis and seamlessly implementing new technology from cybersecurity systems to systems that optimize efficiency and enhance work experience,” Kurzet said. “I also enjoy staying on the cutting edge of cyber-forensics and cyber-incident investigation, both of which play a pivotal role in fortifying VMS’ systems and users against malicious events.”

Kurzet plans and forecasts resource requirements for fiberoptic and integrated data networks in the cloud and on premises, provides technical expertise for network operations and system problem analysis, manages and implements network activities, and supervises network administrators, systems analysis, architecture, design, testing and technical support.



# WHO WE ARE

What exactly is Village Management Services and how does the entity operate?

BY DIANE PHELPS, VMS BOARD OF DIRECTORS CHAIR

In a recent letter in the Laguna Woods Globe, a resident asked questions about Village Management Services Inc. (VMS Inc.) and the VMS board of directors. I hope this article clarifies what VMS Inc. is and is not, and provides additional information about who makes up the VMS board of directors.

## WHAT IS VMS INC.?

VMS Inc. is a professional management company formed to provide services under contract for its three customers: United Mutual, Third Mutual and the Golden Rain Foundation of Laguna Woods (GRF). Mutual No. Fifty, commonly known as the Towers, is managed

by PMP Management. VMS Inc. provides services to its three customers based on the terms of the management agreement and budgets for each entity. Every spring, the boards of United, Third and GRF each decide on respective service levels for the following calendar year, such as the frequency of buildings painted, grass mowed and

shrubs trimmed. In late spring, a preliminary budget prepared for each entity is reviewed and revised numerous times during the summer before the three entities approve their respective budgets in the fall. Budget meetings are open to residents.

VMS Inc. staff and the VMS board address how to accomplish the service levels set by United, Third and GRF within budget.

#### **WHO ARE VMS INC. STAFF?**

Like most management companies, VMS Inc. employs staff who manage the operations of the management company. Staff members collect assessments, pay bills, keep financial records and arrange for maintenance and repair services for its customers. Smaller management companies are usually located off site, may employ only a small office staff and rely on contractors to provide most other services. VMS Inc. on the other hand has dedicated, on-site staff who provide many of the required services in-house. This is why, in some respects, VMS Inc. is more like a municipal government than other homeowner association (HOA) management companies. It encompasses many of the same departments as cities—General Services, Maintenance and Construction, Recreation, Landscaping, Information Services, Financial Services, Human Resources and Security.

Unlike most management companies, VMS Inc. also employs staff who provide social services and operate a television station, a



## **BEFORE VMS**

Beginning in 1961, Laguna Woods Village was built under Section 213 of the National Housing Act, which provided for the construction of senior self-governing residential communities. The Federal Housing Authority (FHA) required the communities to be managed by an FHA-approved management company.

The first company to manage Laguna Woods Village was National Golden Rain Foundation, later renamed Leisure World Foundation. It was established by the Rossmoor Corporation with the intention of managing all Leisure World properties across the U.S. In 1972, the foundation president and some of his associates formed Professional Community Management (PCM) so they could manage other communities in addition to Leisure World communities. The contract with the foundation was terminated, and PCM became the managing agent for Laguna Woods Village beginning January 1, 1973. By 1978, PCM managed 17 homeowner associations. It has been sold a number of times since and is currently owned by Associa, one of the largest property management companies in the U.S.

In 2016, after many months of meetings and discussions, the boards of directors of United, Third and GRF terminated their contracts with PCM and formed Village Management Services Inc. Reasons cited for the change included the desire for comprehensive management services for the community at cost, without paying a management fee, and with more transparency to ensure the management company operated in a way that put Village interests ahead of its own.

bus system, an equestrian facility and a welding shop.

### HOW IS VMS INC. DIFFERENT?

Most management organizations are for-profit companies, meaning they charge HOA customers a fee and/or mark up the cost of services provided. VMS Inc. is a not-for-profit corporation that neither charges a fee nor marks up costs. The three entities reimburse VMS for the compensation and related costs for employing staff so the revenues of VMS (payments from the entities) equal expenses for the payroll. VMS has a bank account through GRF, which is earmarked to pay compensation and staff-related costs. A third-party payroll service issues VMS employee paychecks. Each entity then allocates compensation-related costs to its financial statements. Assessments, other revenues and non-compensation expenses are recorded directly

## VMS Inc. is a not-for-profit corporation that neither charges a fee nor marks up costs.

into the financial records of each entity using the applicable bank account of each entity.

To clarify, VMS Inc. keeps proprietary records such as standard operating procedures, personnel records and payroll records. The only expenses for VMS are compensation and compensation-related costs, which are then reimbursed as revenue from the entities. Tax returns are filed annually for VMS, reflecting that revenues are equal to expenses and, therefore, VMS has no net income or loss.

### WHAT IS THE VMS BOARD?

In addition to being VMS Inc.'s customers, United, Third and GRF are also shareholders of VMS Inc., each owning a one-third interest in the organization. United, Third and GRF each appoint three residents to represent their ownership interest in VMS Inc. to serve on the VMS board of directors.

As with United, Third and GRF board meetings, a portion of VMS board meetings are open and portions are closed. Closed meetings involve discussions related to specific personnel, employment litigation, employment contract approvals, personnel terminations and potential liability matters. Other examples of topics addressed include employee health insurance and other employee benefits, union contract negotiations, department operating procedures and internal controls.

Some residents question why VMS board meetings are closed to residents. VMS board meetings are open to the boards of directors for United, Third and GRF because those boards are members of VMS. Portions of United, Third and GRF meetings are open to residents because residents



**VMS Inc. is a professional management company formed to provide services under contract for its three customers: United Mutual, Third Mutual and GRF.**

are their members. Residents are not members of VMS.

Most recently, the VMS board worked on procedures that allow residents to work full time for VMS Inc. Prior to this year, VMS Inc. bylaws permitted residents to be employed only part time. These bylaws were amended by United, Third and GRF board directors; VMS Inc. does not have the authority to amend its bylaws. VMS Inc. bylaws aren't available to residents because the company is neither publicly held nor is it an HOA. Instead, it is a privately held professional management company operating in the Village.

The Globe letter asked who hires the VMS executive management team. A committee rep-

resenting members of the VMS, United, Third and GRF boards of directors interviews candidates for the position of CEO and decides on one or two individuals who will advance in the hiring process. Hiring the CEO requires a majority vote of the 33 directors who serve on the United, Third and GRF boards. The interview process is similar for the rest of the management team, but the final selection is made by the CEO.

Earlier in this article, I mentioned that the Towers, i.e. Mutual No. Fifty, is neither an owner nor a direct customer of VMS Inc. The Towers is currently managed by Property Management Professionals (PMP). When an elevator is broken or there

is a leak in a unit, PMP is called, not VMS. However, because the Towers is an owner of GRF, its residents pay the same amount per month to GRF that residents in United and Third pay for shared amenities, including all clubhouses, gates, security, cable television and fiber-optic cables, major roads, buses, etc. Towers residents do interact with VMS Inc. staff to reserve rooms in clubhouses, rent set-top boxes for their television, ride a bus and so on.

I hope this article answers a few questions and clarifies some misunderstandings; however, please email any additional questions about VMS Inc. to the VMS board's attention at [generalmanager@vmsinc.org](mailto:generalmanager@vmsinc.org).



## Know Your Medicare Options

Join us for an educational overview of the different parts of Medicare (A, B, C and D). You'll find information to help you make decisions about the coverage options that best meet your needs.

- MemorialCare Medical Group — San Juan Capistrano: July 23, Aug. 20 and Sept. 4
- Norman P. Murray Community & Senior Center: Aug. 6 and Sept. 3
- Florence Sylvester Senior Center: July 30, Aug. 21 and Sept. 18
- MemorialCare Medical Group — Irvine (Barranca): July 31, Aug. 14 and Sept. 25

All sessions begin at 10 a.m.

Register by visiting [memorialcare.org/Medicare](http://memorialcare.org/Medicare) or by calling Jose Juarez at (714) 640-7158.





# BLUE ZONES

Blue zones are regions where a higher than usual number of people live much longer than average. There are five blue zone areas in the world.

# LIVING TO 100

Learn the secrets to longevity from regions of the world with high concentrations of centenarians.

BY JENNING LAI

If you have a Netflix subscription, you may have seen the enlightening 2023 documentary, “Live to 100: Secrets of the Blue Zones,” created by National Geographic Fellow Dan Buettner. This exploration of unique communities where people live exceptionally long and vibrant lives began in Okinawa, Japan, in 2000. Over a period of eight years, Buettner and his colleagues explored four other regions that also experience high rates of longevity. Buettner called these areas “blue zones” because the documentary team marked them with blue circles on a map during their research.

### ORIGINAL ZONES

Buettner and his team researched five original blue zones:

- **Ikaria (Greece):** On this island, people follow a Mediterranean diet

rich in fruits, vegetables, olive oil and red wine. Residents are almost entirely free of dementia and many chronic diseases. One in three Ikarians live into their 90s.

- **Loma Linda, California (USA):** The Seventh-Day Adventists in Loma Linda view health as central to their faith. They are strict vegetarians, exercise regularly, live in tight-knit





**Ikaria, Greece**

**Sardinia, Italy**

communities and avoid smoking and drinking alcohol.

- **Nicoya (Costa Rica):** This region is noted for its exceptional healthcare, which contributes to its residents' longevity. The Nicoyan diet centers around beans and corn tortillas, and people here regularly perform physical jobs and chores into old age. Like other blue zones, residents enjoy strong social networks and family connections, regularly engage in physical activity and have a sense of life purpose, referred to as "plan de vida."
- **Okinawa (Japan):** Okinawa is home to the world's oldest women, who consume a diet rich in soy-based foods, maintain strong social networks called "moai" and have a profound sense of purpose known as "ikigai," which translates to "reason to live."
- **Sardinia (Italy):** This area is populated with some of the world's oldest men, who live in mountainous regions and typically hunt, fish for and harvest their food. Sardinians

remain close with family and friends throughout their lives and drink lots of red wine. Due to its geographic isolation, their gene pool remains largely undiluted, and they have 10 times more centenarians per capita than the U.S.

**BLUE ZONE 2.0**

Singapore is the world's latest blue zone; Buettner considers it to be "the next frontier of aging." Unlike most other blue zone areas, Singapore is not an isolated region but a bustling nation centered around commerce. Historically, Singapore had a low life expectancy, but this has increased significantly from 65 to 84.9 years.

Despite its reputation for enforcing strict laws, such as bans on selling chewing gum, eating or drinking on public transportation and being loud after 10 p.m., Singapore has made health a central focus. Initially, the country emphasized education and preventive healthcare, but when these measures did not achieve the desired results, it opted for a different approach.

"Change the environment, instead, to make the healthy choice easier," said Shyamala Thilagaratnam, outreach director of the Health Promotion Board, which is responsible for preventive healthcare in Singapore.

**COMMONALITIES**

Interestingly, genetics are believed to be responsible for only 20% to 30% of a long life. A combination of things is thought to account for the rest, but environmental influences, including diet, lifestyle, social connections and exercise, play a significant role in determining longevity.

The following principles, the "Power 9," were derived from shared blue zones characteristics:

- Activity:
  - Move naturally
- Outlook:
  - Downshift
  - Purpose now
- Diet:
  - Wine @5
  - Plant slant
  - 80% rule
- Connections:
  - Loved ones first
  - Belong
  - Right tribe



**Okinawa, Japan**



**Nicoya, Costa Rica**

Exercise is, of course, an important factor. However, the biggest difference in the blue zones is that people don't exercise purposefully by going to the gym. Instead, physical activity is integrated into daily life through gardening, walking, cooking and other everyday chores. When they go to work or visit friends, they almost always travel on foot. For example, men in Sardinia attribute their long lifespans to raising farm animals, living on steep mountain slopes and walking long distances to work.

People in blue zones experience the same stressors as everyone else, but they practice daily rituals, like prayer, napping and happy hour, that help reduce stress.

Sleep, in particular, is crucial for a balanced, healthy and long life. Adequate sleep and daytime naps reduce the risk of heart disease and premature death. People in blue zones tend to sleep according to their body's needs, without strict schedules for sleeping, waking or working.

In addition to better coping with stress, those living in blue zones have a strong sense of

purpose. A study published in Sage Journals tracked the physical and mental health of 7,000 American adults. Fourteen years later, researchers found that those with a higher sense of purpose had better physical health outcomes.

#### **DIETARY HABITS**

You may be happy to hear that, except for Loma Linda's Adventists, most people in blue zones consume moderate amounts of alcohol (one to two glasses a day). This aligns with one of the major findings of The 90+ Study (see sidebar for more information), which showed that people who drank moderate amounts of alcohol (or coffee) lived longer than those who abstained.

In all five original blue zones, nonagenarians and centenarians eat a primarily plant-based diet. And although not all groups are vegetarians, most scarcely eat meat. Common blue zone diets are rich in vegetables, legumes, whole grains and nuts. To prevent overeating, Okinawans follow the 80% rule, also called "hara hachi bu," which means they stop

eating when 80% full, rather than 100% full. In blue zones, people usually eat a larger breakfast and a smaller lunch, and dinner is the smallest meal of the day.

#### **SOCIAL NETWORKS**

Social connections are notably prominent in blue zones. Centenarians often spend time with or live in close proximity to their spouses and children, and they frequently belong to faith-based communities. Buettner noted that "individuals of faith who regularly attend a faith-based service live four to 14 years longer than their counterparts who do not."

Having a third place, a space outside of where you live or work, to interact freely and casually within the community, is also extremely important. Coined by U.S. sociologist Ray Oldenburg, this term emphasizes the significance of a sense of belonging. All blue zones have multiple third spaces in their communities, whether they be town squares or cafes, faith communities or even front porches. These spaces were places for the community to



**Loma Linda, California (USA)**



**Singapore**

connect, bond and nurture deep social networks.

Laguna Woods Village offers many third spaces, such as the tennis courts, clubhouses and regular club gatherings, for residents to meet new and old friends alike and bond over shared interests.

**LESSONS LEARNED**

Unfortunately, blue-zone regions are dying out. These regions were at one time mostly isolated from the rest of the world. Their lack of access to fast and processed food and large quantities of meat all contributed greatly to their robust health.

However, as of October 2023, Buettner no longer considers Okinawa, Japan, a blue zone. Obesity rates have risen since the initial study in 2000, along with the adoption of a more modern lifestyle and Western diet.

Nonetheless, by applying the lessons learned from these regions, such as promoting community interaction and creating environments that facilitate healthy choices, we can strive to improve our own longevity and well-being.



# THE 90+ STUDY

The 90+ Study, initiated in 2003 to study the oldest-old, the fastest growing age group in the United States, is one of the largest studies of its kind in the world. More than 1,600 people have enrolled. Initial participants in The 90+ Study were once members of the Leisure World Cohort Study (now Laguna Woods Village), which began in 1981. Every resident of Leisure World in Orange County, California, received a survey. Using the 14,000 subjects from this study, researchers were able to ask what enables people to live to age 90 and beyond.

Currently, in Laguna Woods Village, the average resident age is 75. More than 1,000 residents are older than 90, and more than 50 of these residents are more than 100.



# SKIN DEEP

What you need to know to protect yourself from the most common cancer

BY KIM CAMPBELL THORNTON

**T**he active outdoor Orange County lifestyle of year-round boating, surfing and gardening is great for physical and mental health, but when sun-loving singer-songwriter Jimmy Buffett died last Labor Day weekend of Merkel cell carcinoma, a rare and aggressive form of skin cancer, it gave his fellow sun-worshippers something to think about. More people are diagnosed with skin cancer each year in the U.S. than all other cancers combined, according to the American Cancer Society, and they're especially at risk if they've had years of sun exposure. The good news is that skin cancer is highly treatable if caught early. Here's what to know.

## TYPES OF SKIN CANCER

The most common skin cancer type is basal cell carcinoma, followed by squamous cell carcinoma and melanoma. All are usually related to sun exposure, said dermatologist Tanya Evans, MD, at the Melanoma Clinic

at MemorialCare Saddleback Medical Center. Basal and squamous cell carcinomas are related to the cumulative amount of sun people have been exposed to over the years.

“With melanoma, it can have a genetic component as well as being related to chronic sun exposure, but it's also prevalent in people who have had sunburns,” she said. “It's common in seniors just because of all the years of sun exposure they've had.”

## SCAN FOR SYMPTOMS

Have a red, shiny, pearly bump that doesn't heal over two or three months? That's usually a characteristic of basal cell carcinoma, Dr. Evans said. Squamous cell carcinomas are typically red and crusty. In both cases, the spots may bleed or itch. Melanomas, the most serious type, usually arise in a new mole or within existing moles. Merkel cells are usually red and may resemble basal or squamous cell carcinomas.

Seniors should also watch for sunspots called lentigos. The dark spots, sometimes called liver spots, are usually flat or slightly raised. While they're often harmless, lentigos can sometimes develop into what's called lentigo maligna melanoma, which can spread rapidly and is more likely to recur than other types of skin cancer.

Skin cancer spares no culture, said Evans. While darker skin tone or more pigment in the skin offers

some protection, the highest sun protection factor it offers is about an SPF of 13 and that's not enough to ward off skin cancer.

Basal and squamous cell carcinomas are most common on sun-exposed areas, but they can occur anywhere. "I've seen it in all areas of the body, including sun protected areas," Evans said. That's typically true for melanoma as well.

## KNOW YOUR MOLE ALPHABET

**A is for asymmetry.** If you imagine a line drawn halfway through a mole, one half may look different than the other, which could indicate abnormality.

**B is for border.** One that is jagged or irregular is more likely to be abnormal.

**C is for color.** A mole that changes colors or appears bluish-red or white has a higher risk of being abnormal.

**D is for diameter.** Be wary of moles that are increasing in size.



**While more pigment in the skin offers some protection, it's not enough to ward off skin cancer, so protect your skin no matter the tone.**

## COMMON SKIN CANCER TYPES



Actinic keratosis is a precancerous growth that presents as a dry scaly patch or spot.



Basal cell carcinoma appears as a red, shiny, pearly bump that doesn't heal over two or three months.



Squamous cell carcinoma appears as a red, crusty skin patch or sore spot that heals and reopens.



Melanoma is a dark spot on the skin that may appear or arise within a mole.



## MINERAL AND CHEMICAL SUNSCREENS

Mineral (also called physical) sunscreens contain zinc oxide, titanium dioxide or both, and form a physical barrier on the skin that blocks the sun's UV rays.

Chemical sunscreens contain compounds that absorb the sun's UV rays and redirect them away from the skin. Dermatologists recommend mineral sunscreens for people with skin sensitivities. Whether mineral or chemical, choose a sunscreen that offers broad spectrum protection, water resistance and an SPF of 50 or higher, and reapply every two hours and after swimming when outdoors.

**E is for evolution.** If you notice an increase in size or a mole begins to itch or bleed, bring it to the attention of your personal care physician or dermatologist.

"The more criteria you have of the ABCDEs, the more worrisome a mole is," Evans said.

### DIAGNOSIS AND TREATMENT

A biopsy is the first step in confirming a diagnosis. It involves scraping the surface of the skin or a deeper excision to remove cells for examination by a pathologist. If skin cancer is identified, the problem area can be removed surgically or sometimes treated with radiation depending on location.

Skin cancers on the head or neck are typically removed with a skin-sparing Mohs procedure (named after the surgeon who developed it), which allows surgeons to take less tissue but still get a clear margin, Evans said. "It has a higher cure rate when we do that. For skin cancer like basal or squamous cell, with the Mohs procedure you can usually get a 98% cure rate."

Radiation is an option when skin cancer occurs in areas that are difficult to treat surgically or if patients elect not to have surgery. Radiation treatment has a 93% to 95% cure rate.

Success rates for melanoma treatment depend on the cancer's depth. Superficial melanomas with no roots can have a cure rate of 95% or higher, Evans said. "With deeper melanomas, the cure rate can decrease. That's why with melanoma it is imperative to catch it early."

### RECOVERY TIME

Treatment for skin cancer usually requires little downtime. If a shallow skin cancer growth is excised, it takes only a couple of weeks for the surgical wound to heal.

For deep melanomas or skin cancers that are potentially aggressive—for instance, some squamous cell carcinomas—an oncologist is usually part of the care team. They may recommend additional treatment such as radiation, chemotherapy, immunotherapy or targeted therapy to help reduce the risk of the cancer spreading, especially in people with lowered immune systems.

Sometimes specialized therapies may result in tiredness or flu-like symptoms, but otherwise require little recuperation time. With advanced treatments, deeper melanomas are no longer the death sentence they used to be.

Afterward, patients are monitored every three to six months for possible recurrence. "If everything looks good, then we follow up with the patient once a year," Evans said.

### PREVENTION

Chronic sun exposure is the villain in many cases of skin cancer, but you don't have to give up a fun-in-the-sun lifestyle. Sunscreen, protective clothing and other measures can help you stay safe.

- Evans recommends applying enough SPF 50 (or higher) when you're going outdoors to ensure maximum protection. "Apply about one ounce



**Sunscreen, protective clothing and other measures can help you safely enjoy a fun-in-the-sun lifestyle.**

on sun-exposed areas and reapply every hour and a half to two hours when you're in the sun," she said.

- Wear a wide-brimmed hat that covers your face, and consider moving to a shady spot for a while if you're out for a long period. You can also wear clothing with ultraviolet protection factor (UPF), a rating given to garments that protect against both UVA and UVB rays—the full spectrum of ultraviolet radiation.
- Protect your eyes from potential melanomas with sunglasses. Buy shades that provide 100% protection from all UV light.
- If you get your nails done in a salon that uses low-UV light to speed drying or set gel manicures, consider using fingerless UV protection gloves, which you can purchase on Amazon. You

don't have to avoid UV lamps altogether, but it's best to use them infrequently.

- Minimize the time you spend in the sun between the hours of 10 a.m. and 4 p.m.
- If you're afraid your body

won't produce enough vitamin D if you're covered up, you might be surprised to learn that being outdoors isn't an efficient way to get it. Vitamin D production can be hindered by the marine layer and air pollution. A vitamin D supplement can help to ensure that your body's levels stay high.

- Perform monthly skin checks, from the top of your head to the soles of your feet. Stand in front of a mirror and systematically look for changes all over your body: face, ears, neck, chest, arms, hands, torso, buttocks, legs and feet. You may need a helper for the back side or use a hand mirror to get a closer look.
- Get your antioxidants. "A cup of blueberries a day is a great antioxidant for the body and skin," Evans said.

## MORE RESOURCES

Check out the following resources to learn more about skin cancer, how to perform skin self-checks and how to protect yourself:

- **aad.org**: The website for the American Academy of Dermatology has skin cancer statistics and images of different types of skin cancer at [aad.org/public/diseases/skin-cancer/types/common](https://www.aad.org/public/diseases/skin-cancer/types/common). A patient portal provides worksheets on performing skin checks.
- **calderm.org**: The website for the California Society of Dermatology and Dermatologic Surgery offers a section for patients that explains different types of skin cancers, with tips on protection and self-checks.

# WHEN IT'S HOT, BE COOL!



Beat summer swelter and stay safe with tried-and-true tips.

BY ELLYCE ROTHROCK

**S**ome folks love summer and thrive in warm temperatures, others wilt when the mercury creeps over 85 degrees. If you fall into the former camp, there is nothing better than enjoying the heat of the summer, especially after chilly winter and spring months. If you belong in the latter group, the heat (and sometimes, humidity) of summer can quickly leave you wondering how to stay cool in extreme heat. Whether you love summer, your manor has central air conditioning or you know you're going to be stuck outside in the heat for a long period, you'll want to plan ahead with some proven ways to help you stay cool in the summer.

- **Hydrate.** The standard suggestion is to aim to drink six to eight cups of water per day—and more if you intend to spend much time out in the sun. Invest in a water bottle you can bring on excursions and refill when necessary. Don't depend on your body to tell you when you're thirsty. Older adults become less aware of their thirst as they age. Be proactive in staying hydrated and drink water, or sports drinks or juice in a pinch. Soda, coffee and alcohol decidedly are bad for hydration.
- **Keep outdoor activity short.** Don't overdo outdoor chores or exercise, or spend the whole day out in the sun. The sun's effects aren't always readily apparent in the moment, so after a couple

hours, head inside for a break. Try to stay covered and cool in a shaded area if you can.

- **Check the forecast.** Don't be surprised if any particular summer day might peak at 104 degrees. Always know what to expect from the weather so you can dress appropriately and plan your day accordingly. Plans should allow for an easy escape from the outdoors when heat becomes extreme.
- **Keep sunscreen handy.** Carry it in a purse, a backpack, a car or anywhere else you're likely to have it when you need it. Set an alarm on your smartphone or digital watch to



reapply every two hours. For more information about skin damage/cancer prevention, visit [bit.ly/3dz8oR3](https://bit.ly/3dz8oR3).

- **Check prescription side effects.** Some medications can increase sun sensitivity. Check yours to know whether you should take extra precautions while outdoors. For more on medications that cause sun sensitivity, visit [bit.ly/3wXYrff](https://bit.ly/3wXYrff).
- **Wear loose-fitting, light (and light-colored) clothing.** Cotton is best. Invest in a breathable, wide-brimmed hat, too.
- **Don't forget your pets.** Provide plentiful water at home and on the go during drives, walks or hikes. Test the pavement. If it's too hot to your touch, it's too hot for your dog's tender paw pads,

so take walks on grass or trails, or in the evening. And never leave pets in your car. Visit [bit.ly/3x127ND](https://bit.ly/3x127ND) to check out more than a dozen items to help keep dogs cool during summer. Cats benefit from cooling mats, elevated beds and hydration stations, too.

- **Do not rely exclusively on indoor fans.** If you do not have air conditioning, seek activities inside air-conditioned buildings. Malls, libraries, coffee shops and movie theaters, as well as Village clubhouses are good options.
- **Try not to use your oven or stovetop.** Cold dishes like salads, sandwiches and fruit don't generate extra heat in your household. Microwavable foods are another good

alternative if you want a hot dish.

- **Educate yourself and stay safe.** People 65 and older, and those with chronic diseases or mental illness, are at a higher risk for heatstroke. Symptoms include throbbing headache, dizziness and light-headedness; lack of sweating; red, hot and dry skin; muscle weakness or cramps; nausea and vomiting; rapid heartbeat; rapid or shallow breathing; confusion, disorientation or staggering; seizures; and unconsciousness. If you are experiencing any of these symptoms, call 9-1-1. For more information about heat-related illness from the Centers for Disease Control and Prevention, visit [cdc.gov/extreme-heat/signs-symptoms](https://cdc.gov/extreme-heat/signs-symptoms).

## NO AC? LOWER THE °F.

- **Open windows at night.** Temperatures usually drop during the night. Take advantage of cooler summer evenings and open your windows to promote a cross-breeze. Bonus: This can also help you sleep better! The cooler air will circulate all night, allowing you to start fresh with a cool home in the morning. In building science, this is referred to as night-flush ventilation. Don't forget to close the windows and blinds before things get too hot in the morning.
- **Close window coverings during the day.** Summer sun delivers heat right through your windows. Block the heat with shades or blinds during the sunniest hours to keep your home cool without AC. This is a passive, or "natural" cooling method that is one of the cheapest and simplest ways to keep your home cool in summer.
- **Ignite the grill. If you can, cook outside.** If hot food is in order, fire up the grill instead of

turning on the oven. Summer is not the time to roast chicken or make lasagna.

Instead, plan for grilled dishes and salads to avoid generating more heat in the house.

- **Use fans in the right places.** Fans keep air moving around, rather than cooling the air. Blow air directly on people to get a cooling effect or set up your fans to draw in cooler air from the outside (or a cooler part of the house) to the warm areas.
- **Make exhaust fans work.** Exhaust fans in your kitchens and bathrooms capture hot air and move it out before it mingles with your house air and contributes to overheating. Operate your exhaust fans during showers or whenever cooking indoors.





## COMMUNITY CONNECTED

COMMUNITY CONNECTED



# A LIFE SAVED

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

Thanks to a recent grant from MemorialCare Saddleback Medical Center, the Foundation of Laguna Woods Village was able to provide 22 residents with emergency response devices at no personal cost. As a result of this grant, we learned that the emergency response devices (ERD) really do work—they can save lives.

For those who live alone, these devices provide an easy way to request help. Knowing that we can request help also allows greater independence, while reducing anxiety and stress. One grant participant, a 96-year-old woman who lives alone and who has lived here for 18 years, owes her life to the device. When she recently suffered a stroke, she simply pressed the button. Her son was grateful, explaining that “everything worked the way it was supposed to. Very thankful for the ERD.”

Access to such help is available through VMS' Social Services Division, which determines need and financial eligibility. Social Services is located on the first floor of the Community Center and can be reached at [949-597-4267](tel:949-597-4267).

If you have any questions, please contact the Foundation of Laguna Woods Village at [949-268-2246](tel:949-268-2246) or [thefoundation@comline.com](mailto:thefoundation@comline.com).

# DRAGON BOAT FESTIVAL

*Photos by Jenning Lai*

The Chinese American Club of Laguna Woods Village celebrated the traditional Chinese holiday, the Dragon Boat Festival, on June 6 at Clubhouse 5. This holiday is marked by dragon boat races and the consumption of sticky rice dumplings known as zongzi. Club members and residents gathered to enjoy an array of vocal, dance and musical performances.



**“Welcome to Drink and Sing,”  
performed by American  
Beauty Dance Troupe**



**“The Tracker’s Love,”  
performed by Villager  
Philharmonic Dance Team**



**Soul Dancers performed at the African American Heritage Club fourth annual Juneteenth celebration.**



**African American Heritage Club President Annie McCary and Vice President Willie Phillips present Dorothy Mulkey with the Opal Lee award.**

# JUNETEENTH CELEBRATION

*Photos by Mark Rabinowitch*

The African American Heritage Club hosted its fourth annual Juneteenth celebration dinner dance Saturday, June 15, in Clubhouse 5. This year’s theme celebrated women who changed history. Guest speaker Dorothy Mulkey received the Opal Lee award for

her work that improved fair housing laws in Orange County. The Opal Lee award is named for the woman known as the “grandmother of Juneteenth,” whose efforts spurred President Joe Biden to sign the bill to make Juneteenth a federal holiday.

# FOWL PLAY



Andy Eugenio



Mark Rabinowitch



Mark Rabinowitch



## SOCIAL SERVICES

SOCIAL SERVICES



# HELPING HANDS

Social Services cares for residents in need.

Established in 1972, the Laguna Woods Village Social Services Division strives to help residents maintain independence and enhance their quality of life by offering a variety of services in the office located in the Community Center or in the home. Services include:

- Comprehensive bio-psycho-social assessments
- Referral and connection to resources
- Short- and long-term care planning
- Counseling services
- Isolation prevention
- Cognitive health screenings

Referrals for services come from a variety of sources, including residents seeking assistance for themselves, family members, neighbors, local hospitals, Adult Protective Services (a division of the California Department of Social Services) and other community agencies. As a division of the Department of Security Services, Social Services often follows up to offer support and resources after Security personnel have responded to incidents such as falls, reports of confusion and accidents.

### COMPREHENSIVE SERVICES

You might be wondering what it looks like when someone contacts Social Services. After speaking with an intake specialist and determining that a social worker is needed, a case is opened. The assigned social worker then follows up and conducts a comprehensive assessment to identify needs, creates a care plan and provides resources. This may include referrals to home care, transportation, meal-delivery programs, mental health programs, dementia care programs, social engagement programs and support groups, as well as discussing short- and long-term care planning. Depending on the resident's circumstances and needs, there might be one or multiple visits.

In addition to case management services, the division collaborates with community agencies to develop a variety of presentations and lectures on topics related to health and wellness for successful aging. Currently, Social Services is hosting the Optimal Aging Lecture Series with UCI Health, which has included such topics as fall prevention and balance, advance care planning, technology, medication, driving safety and brain health.

As part of the division's short-term counseling services, our social workers, who have received specialized training in cognitive behavioral

## SOCIAL SERVICES HOURS

Social Services office hours for walk-in services are 8 a.m. to 4 p.m. and by phone from 8 a.m. to 5 p.m., Monday through Friday.

therapy, offer a six- to eight-week program that provides individual counseling services to address later-life depression. The team also is available to provide support for a life-changing diagnosis, grief, feelings of isolation and financial concerns.

## ETHICS AND CONFIDENTIALITY

Social Services is a voluntary-participation service, which means that individuals have the right to refuse services or decline assistance. Staff are bound by confidentiality laws and ethical requirements. Without the individual's permission, staff cannot disclose any information regarding their involvement.

While meeting with a social worker is confidential, there are limits to confidentiality. Social workers are mandated reporters, meaning that if they receive information and are concerned about elder abuse, self-neglect, harm to self or others, staff are legally required to make a report to the appropriate entities.

## PARTNERSHIPS

The Foundation of Laguna Woods Village provides temporary emergency

assistance to residents experiencing an acute financial need. The foundation's support gives staff the ability to assist residents who have encountered an unexpected financial hardship. The process involves meeting with a social worker to complete a financial assessment to determine whether someone qualifies and to discuss additional resources. For residents who qualify, the foundation can provide temporary financial assistance with groceries, gas, dental bills, caregiving, respite care, electric bills, prescriptions, hearing aids, emergency response devices and more. In keeping with confidentiality, the foundation does not know the identities of the residents receiving financial assistance.

The Council on Aging - Southern California (COASC) promotes the independence, health and dignity of older adults through compassion, education and advocacy. COASC provides a variety of services and programs to manage and improve emotional health and overall well-being for older adults. Since 2019, one to two full-time social workers employed by COASC have worked alongside VMS social

workers to provide direct services to residents.

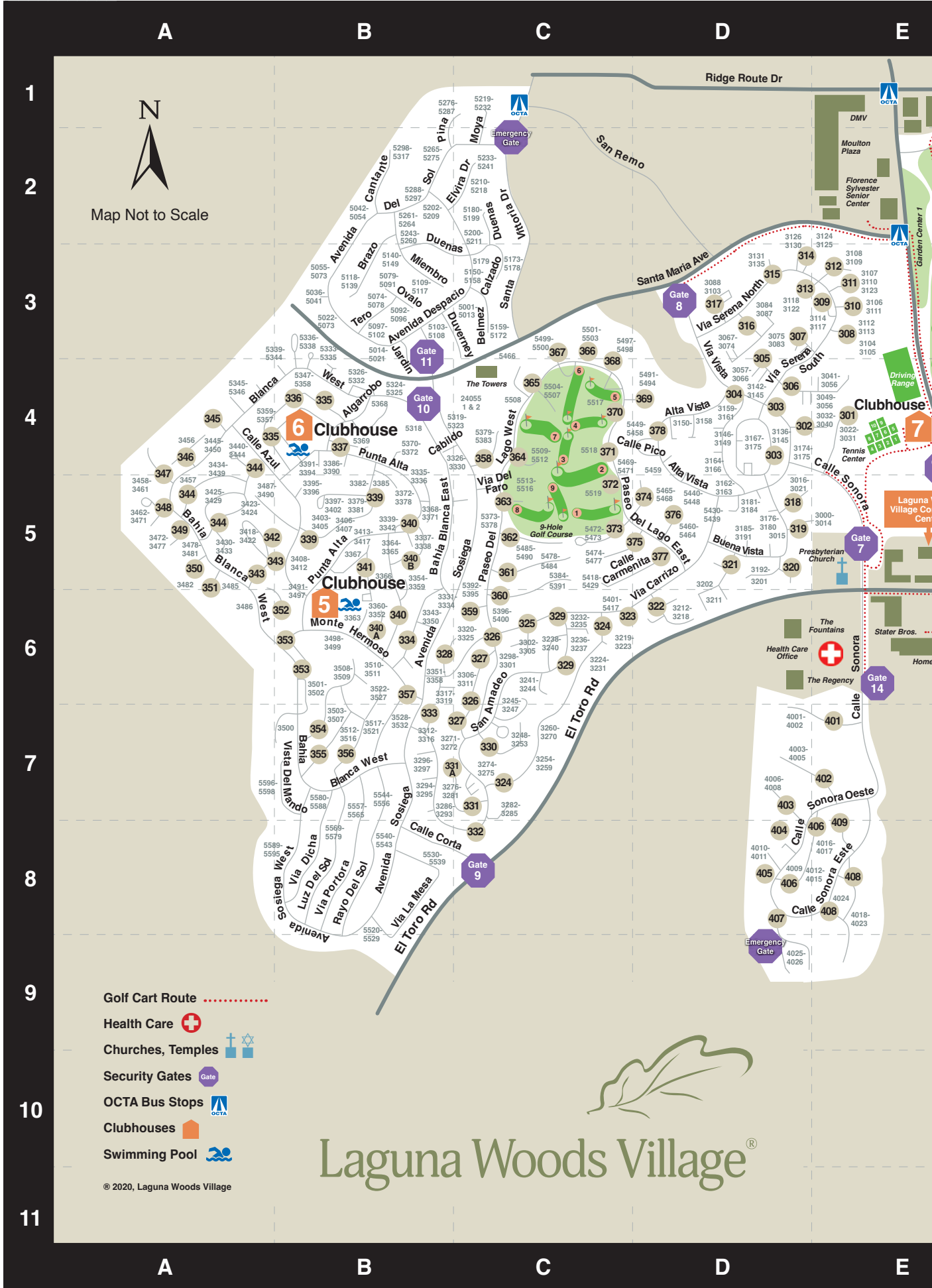
COASC's Health Insurance Counseling and Advocacy Program (HICAP) provides free, unbiased counseling to help individuals understand their Medicare benefits and options. Counselors are available to meet with residents throughout the year. Residents can schedule appointments by calling **714-560-0424**. Social Services hosts a Medicare lecture and clinics during the open enrollment period.

## CONTACT INFORMATION

- Social Services  
**949-597-4267**  
[lagunawoodsvillage.com/residents/social-services](http://lagunawoodsvillage.com/residents/social-services)
- The Foundation of Laguna Woods Village  
**949-268-2246**  
[foundationoflagunawoodsvillage.org](http://foundationoflagunawoodsvillage.org)
- Council on Aging - Southern California (COASC)  
**714-479-0107**  
[coasc.org](http://coasc.org)
- Health Insurance Counseling and Advocacy Program (HICAP)  
**800-434-0222**  
**714-560-0424**  
[coasc.org/programs/hicap](http://coasc.org/programs/hicap)

# LAGUNA WOODS VILLAGE COMMUNITY STREET MAP

KEYS TO THE COMMUNITY



N  
Map Not to Scale

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

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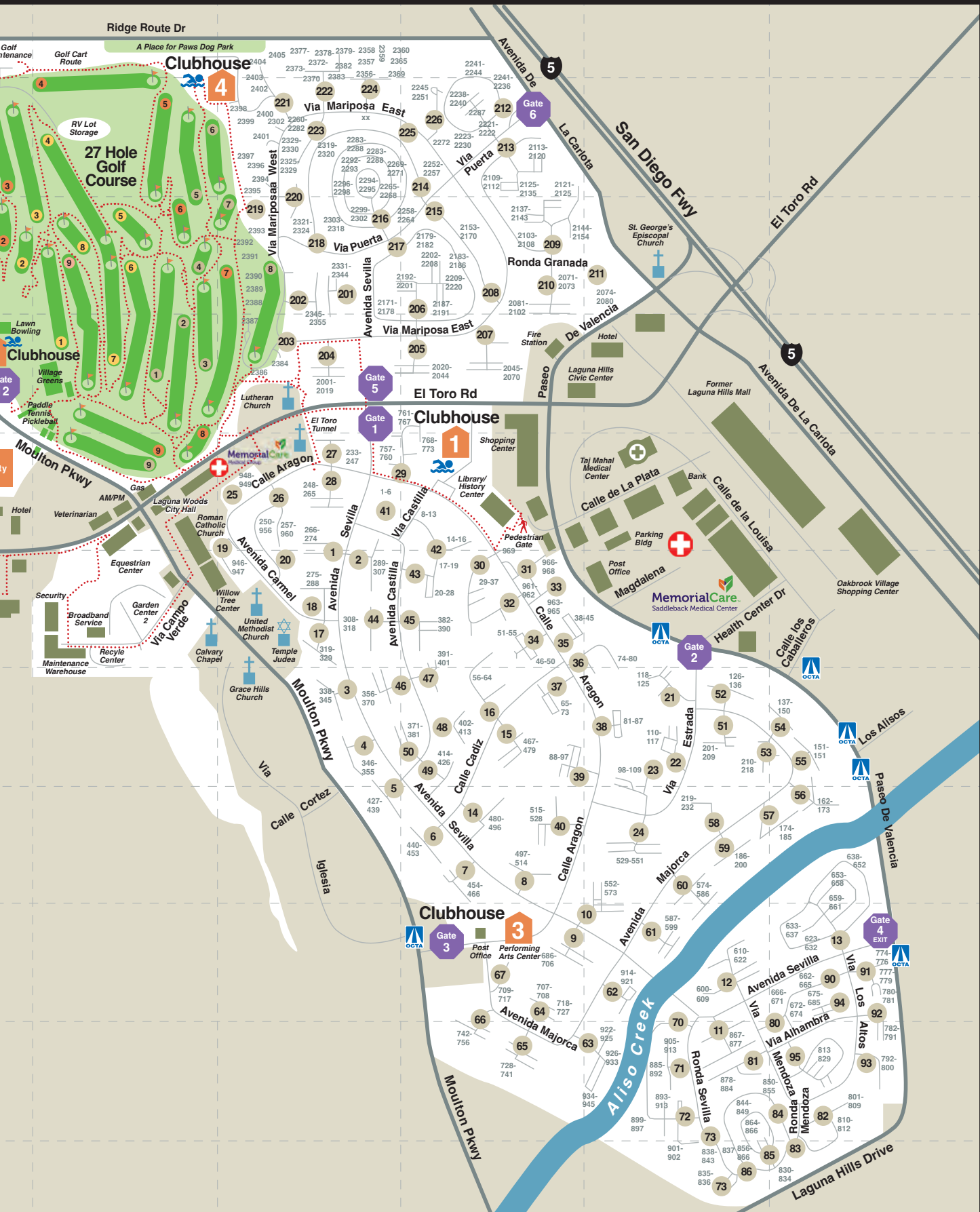
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KEYS TO THE COMMUNITY



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## 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  
[lvillagelibrary@yahoo.com](mailto:lvillagelibrary@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  
[thetowerslww@pmpmanage.com](mailto:thetowerslww@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



# LATE NOTICES

You received a letter. What now?

Receiving a late notice can be upsetting. However, the VMS Financial Services Department says “Don’t panic, but be concerned.” Learn the types of letters sent and tips to avoid receiving one in the first place.

Financial Services processes two types of charges: monthly assessments and chargeable services for manor repairs and community services. Late notices for past-due assessments differ slightly from late notices for chargeable services, but each informs the recipient that their account is missing a payment and that he or she must contact Financial Services.

Late notices follow California legal requirements to notify a person about a past-due amount. The wording, the format and the timing of the letters all come from state regulations, which can sound frightening. However, if recipients understand the purpose of the letters, follow-up can occur without stress.

### ASSESSMENTS

**1. Reminder Notice - Delinquent Account.** This letter is sent to a manor owner when the monthly payment or a portion of a monthly payment has not been received by the due date. The assessment payment due date is the first day of every month,

with a grace period until the 16th of the month. In accordance with GRF’s, United’s and Third’s 2024 Collection and Lien Enforcement Policy, the letter informs the owner that a late fee has been attached to their account. United’s late fee is \$50; Third’s late fee is \$81.58, which is 10% of the basic assessment. A new late fee for the same amount will be charged each month to the account as long as there is a balance due for an assessment amount. Interest does not accrue.

**2. Notice of Intent to Lien (California Civil Code Section 5660).** When a monthly assessment payment is two months late, the owner receives this letter (via regular mail and by certified mail return receipt), which reminds them of the Reminder Notice - Delinquent Account letter mailed previously. Because the account is two months delinquent, Third or United mutual has a right to start proceedings to place a lien on the property if the delinquency continues. The letter does not mean the manor is in foreclosure or the mutual filed a lien, and it does not report the delinquency to any credit reporting agency. This letter only informs the owner that the mutual may now begin other means of collection for the unpaid balance.

## CHARGEABLE SERVICES

**1. Reminder Notice - Delinquent Account.** This letter is sent to the responsible party for a chargeable service. The responsible party may be the owner, who initiated any repair considered chargeable, including repairs arranged by a lessee with the owner's consent. The responsible party may be the resident (owner, lessee or family member of owner) who uses an annual service such as the EV chargers, lockers, horse stalls, an RV lot, etc. For damage restoration charges resulting in a past-due amount, the letter is sent to the manor owner even if the owner is not living there. If a responsible party is not the owner, they should pay for their service. If the invoice remains unpaid, collection focuses on the owner, who is ultimately responsible for the unit's debt.

The payment due date for a chargeable service is stated on the invoice, and payment is considered late if the mutual does not receive it by that date. In accordance with the mutual's 2024 Collection and Lien Enforcement Policy, the letter informs the owner that a late fee has been added to their account. A new late fee for the same amount may be charged each month to the account as long as there is a balance due for an assessment amount. Interest does not accrue. The late fee for United, Third and GRF is \$35.

- 2. Notice of Delinquent Account - Chargeable Services.** This letter will be sent after the Reminder Notice when the balance remains unpaid after 30 days from the date of the reminder notice. A new late fee for \$35 will be charged to the account when this letter is sent.
- 3. Compliance Final Notice.** If a chargeable services balance remains unpaid after the Reminder Notice and the Notice of Delinquent Account letters were sent, Compliance sends this letter via regular mail to the manor owner, whether the charge was set up by the owner or the lessee or other resident in the manor. Ultimately, though, the owner is responsible for the actions of a lessee or a resident in the manor.

This letter states that payment to resolve the unpaid balance must be received within 10 days from the date of letter receipt. Chargeable services past-due balances will not result in a lien against the property. Instead, if the balance due remains unpaid, the mutual's board of directors may schedule a disciplinary hearing to impose fines on or suspend privileges of the owner.

If the charge relates to a resident who is not the owner, the owner must arrange for the lessee or resident to pay the balance. But again, the board of directors will hold the owner responsible. Any lessee or family member receiving a chargeable services notice should inform the owner about the Reminder Notice - Delinquent Account and bring the balance current, so the owner will not be surprised by a Compliance Final Notice.

## WHO TO CALL FOR WHAT

For assessment late notices, email [AR@vmsinc.org](mailto:AR@vmsinc.org) or call **949-597-4221**.

For chargeable services late notices, email [AR@vmsinc.org](mailto:AR@vmsinc.org) or call **949-597-4226**.

Some calls may go to voicemail, so be sure to leave your name, manor number, phone number and a brief explanation about your call. For example:

- "I received a late notice, but I have proof of payment. Please call me so we can discuss."
- "I received a late notice. I did not pay and want to work out an arrangement to pay."

Financial Services will return your call within two business days and can work with you regarding payment arrangements if necessary.



## FINANCIAL SERVICES

### IF YOU RECEIVE A LETTER

These letters inform recipients that Financial Services has no record of payment for the assessment or for the past-due chargeable services. Please, do not ignore these letters. If you believe you paid the amount, review your banking or credit card records to determine whether the payment you thought you made was returned for some reason. If it was returned, please repay it as soon as possible.

If you use EZ Pay for assessment payments and the payment was rejected, check with your bank and contact Financial Services so you may update your payment method and arrange to pay the balance due.

If you use your bank's bill pay system and see the amount was withdrawn from your bank account, please inform Financial Services of this fact. Staff will ask for additional information to determine why the payment had not yet posted to your account. Unfortunately, some bill pay programs can take up to two weeks for VMS to receive the payment and post it to your account. If you send your payment on the 10th of the month, it may



**If you think you paid the amount, check your banking or credit card records to see if the payment you thought you made had been returned for some reason.**

not get to our bank by the 16th.

If your check or credit card records indicate that your payment processed, contact your financial institution for more information. If you paid by check, request a copy of the front and back of the canceled check. If you paid by credit card, ask for the payee's name and payment date if unclear on your credit card statement. Contact Financial Services to provide this information to resolve the unpaid balance.

### TIPS TO AVOID A LATE NOTICE

- Use the resident portal to monitor your account online.

It may take up to two weeks for a payment to show in your account. Contact Resident Services for help setting up resident portal access or visit [bit.ly/3RqQpTy](https://bit.ly/3RqQpTy).

- Review your credit card and banking activity to ensure your payment processed. EZ Pay users should check banking activity around the 15th of the month to verify the amount was not returned.
- If you are enrolled in EZ Pay, contact Financial Services EZ Pay account clerk at **949-597-4217** if you change bank accounts within a week of the change.

The Financial Services team enjoys serving residents and patiently resolving these issues. Remember, don't panic, but do be concerned and follow up if you receive a letter.

The Financial Services team enjoys serving residents and patiently resolving issues. If you receive a letter, don't panic, but do follow up with us.



## MAINTENANCE & CONSTRUCTION



# 6 TIPS TO EXPEDITE THE SALE PROCESS

By Alan Grimshaw, Manor Alterations Manager and Josh Monroy, Manor Alterations Administrative Assistant

If you plan to sell your manor, you can expedite the resale process.

1. Order your mutual resale inspection as soon as you intend to list your manor for sale. The No. 1 solution to prevent delay to an escrow closing date, this gives you time to review the report and resolve any outstanding requirements without the stress of a pending escrow closing date.
2. Make sure you are the owner on record. If you have any questions or need to verify the name on record, call the transfer/estate administrative specialist at **949-597-4225**.
3. Check the resident portal at [portal.lagunawoodsvillage.com](http://portal.lagunawoodsvillage.com) for any outstanding work orders or tickets involving your manor. Instructions on how to locate your work orders are available at [bit.ly/4937s4U](http://bit.ly/4937s4U). Watch a video tutorial at [bit.ly/4cg4BXo](http://bit.ly/4cg4BXo). See the sidebar for the most common types of tickets that cause delays.
4. Register undocumented alterations with your mutual if you have performed any without mutual consent or city permits. The Laguna Woods city building permit office will require a permit for electrical, plumbing, cutting into drywall and other alterations. Call Manor Alterations at **949-597-4616** to begin the mutual consent process.
5. Make a list of preinspection checks. Although the list might not be exhaustive, it should include the regular, more common checks. Maintain these even if your manor is not for sale to avoid last-minute repairs, including rodent-proofing HVAC chases, painting patio/balcony covers, repairing exterior water heater enclosures, fixing carport condensation panels if they are loose or broken and cleaning oil stains in carport/garages.

6. Replace the water heater if it is more than 10 years old. In Third Mutual, all water heaters that have been in service for 10+ years are required to be replaced during resale. To order a VMS replacement, call Resident Services at **949-597-4600**. To use your own contractor, download the form at [bit.ly/4ejEWPj](http://bit.ly/4ejEWPj), complete it and email it to [Alterations@vmsinc.org](mailto:Alterations@vmsinc.org).

## TICKETS THAT DELAY RESALE

- Mutual consent application (PA01, PA02, CI07): The application released for alteration work in the past has not received city permit or closing documents needed to complete the ticket. Call Manor Alterations at **949-597-4616**.
- Correction notice (9316, 9377, 9378, IN110): An unresolved correction notice requires correction and verification of compliance achieved. Call Manor Alterations at **949-597-4616**.
- Damage restoration (CI03, MI01): An unresolved damage or moisture intrusion event may require member action to close the order. Call Damage Restoration at **949-597-4490**.



## RECREATION

# YOUR GUIDE TO EVENTS, FITNESS AND FUN



## BELT ADVANCEMENT KUDOS

Members of the IKTA Kickboxing Self-Defense class, taught by Sensei Ron Murray at Clubhouse 5, received certificates and new belts as part of a recent karate belt advancement test. Congratulations to all!—Submitted by Tracy Murray, Zumba fitness instructor, and Ron Murray, IKTA kickboxing self-defense instructor

## 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.



## A TRIP TO THE MUSEUM

The Recreation and Special Events Department visited the Moulton Museum on April 25 to learn about the history of Orange County and its ranching era. Laguna Woods Village was once part of the expansive Moulton Ranch. In 1962, Ross Cortese purchased 3,500 acres of the Moulton Ranch to develop a second Leisure World community, which we all know now as Laguna Woods Village. The community opened September 10, 1964, and will celebrate its 60th anniversary this year. The Moulton Museum is open Tuesdays and Thursdays from 11 a.m. to 3 p.m. and admission is free. In attendance from left to right: Sabine Bayless, Samantha Kurland, Jennifer Murphy, Laura Cooley, Ted Ball, Miguel Magdaleno, Sean Anthony.



# COMING TO THE PAC

## 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.

PAC 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](https://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).



# SUMMER KIDS' EVENTS

Save the dates for these fun, exciting summer kids' events in the Village.

- July 19, August 16: Splash Days at Pool 2
- September 17: Grandparents' Day at Clubhouse 5

For more information, email [recreation@vmsinc.org](mailto:recreation@vmsinc.org) or call 949-597-4273.



# MONDAY MOVIES AT THE PAC

Showings at 2 and 7 p.m.

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

Free and ticketless entry

**July 22:** "Wonka"

**August 19:** "What Happens Later"

**August 26:** "A Haunting in Venice"

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 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.  
\$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.

*\$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*

### **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.  
\$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 pro 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/emeritus](http://saddleback.edu/emeritus) 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

Steven Leonard  
2024-2026

Gan Mukhopadhyay  
2021-2024

Donna Rane-Szostak  
2024-2025



# THE BENEFITS OF SHARED COST

A founding principal makes the amenities we enjoy today possible.

*By Jim Hopkins*

At its regular meeting in May, the GRF board approved consolidating and relocating the billiards activities from two rooms located at the Performing Arts Center (PAC) and Clubhouse 1 to a larger, repurposed room at Clubhouse 1. The new location will have features and amenities that allow the Laguna Woods Village Billiards Club to proudly host activities while creating a more inviting atmosphere for current and future billiards players. The Billiards Club was pleased with the solution.

The Community Activities Committee and Department of Recreation and Special Events continue to balance ever-increasing requests for room reservations, room assignments and additional space with ever-evolving room use profiles. This seemingly small accommodation for the billiards community is the essence of what Laguna Woods Village is all about and is made possible by the fabric of why the Village has been so successful for 60 years. That fabric is the concept of *shared cost*.

The founders understood that seniors would desire many various amenities and services, and planned that there would be accommodation for as many leisure opportunities and necessary services as possible. They envisioned that all would contribute to those amenities because each of us may want or need something unique as we enjoy our senior experience. If each of us were to pay the full cost individually for each of



If each of us were to pay the full cost individually for each of the services, we would all be priced out of our ability to enjoy those services.

the services, we would all be priced out of our ability to enjoy those services. The founders specifically, via the GRF Trust, understood how essential shared cost was to the community's success and empowered the GRF board with the responsibility to manage it.

We believe that shared cost has allowed each of us to choose our favorite pastime(s) without individually exorbitant and unaffordable costs. We enjoy a secure community in the heart of South Orange County that offers basic cable TV, golf, billiards, art studios, a wood shop, emeritus classes, computer learning, table tennis, shuffleboard, five swimming pools and so much more. More than 250 clubs enjoy reduced room rates for meetings and events. Likewise, residents can rent rooms for special family events at reduced cost. The PAC offers reasonably priced entertainment and events produced by our clubs and the Recreation and Special Events Department. Free bus service is available for those who need it now and those who may need it in the future. Our Social Services Division supports special needs (see page 26 for more information). So much more



is available to all of us because of shared cost.

For 60 years, residents and boards have preserved the shared cost concept so we can enjoy what we have today. They continued to wisely reinvest, via our reserve funding, to preserve and adjust so that we, the current residents, could enjoy what we take for granted today. Hopefully, we can maintain that vision for ourselves and future residents.

#### GRF MEETINGS

If you miss any open GRF board meetings, you can watch them on demand on the Village website or at Village Television's YouTube channel.

Visit [lagunawoodsvillage.com/meetings](http://lagunawoodsvillage.com/meetings) or [@VillageTelevision](https://www.youtube.com/@VillageTelevision).

For a quick reference to the GRF regular meeting schedule, visit [bit.ly/45FQ6dk](https://bit.ly/45FQ6dk).

## BUILDING E SPACE PLANNING

The Building E Space Planning Ad Hoc Advisory Committee completed its analysis and voted to send both proposals to the GRF board for evaluation and analysis. The next step is for the GRF board to accept the proposals and direct the staff to evaluate and provide financial estimates for them. The corporate members will likely make the decision, so it is critically important that residents attend the corporate members meeting and the mutual meetings leading up to it to voice their opinions. We will notify you well in advance of the corporate meeting.

## 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

David Veeneman  
Treasurer  
2023-2025

Reza Karimi  
2023-2025

Nathaniel Lewis  
2021-2024

Brad Rinehart  
2023-2026

Moon Yun  
2023-2026

Jules Zalon  
2023-2026



## FIRE EXTINGUISHER SAFETY

They can help save lives and property, but only use under these conditions.

*By Mark Laws, President*

Paired with operational smoke detectors, fire extinguishers can be a small but important part of any home fire safety plan. Placed near an exit, in an easy-to-grab spot, individuals can save lives and property by extinguishing a small fire or suppressing it until the fire department arrives.

Fire safety experts advise that homeowners attempt to extinguish a fire only when they have first made sure that everyone else has left or is leaving the building, and that someone has called the fire department. Remember: Lives are more important than property.

If those conditions have been met, pick up the fire extinguisher and attack the fire. Take care to ensure that your back is toward a safe exit at all times and make sure that the fire is confined to a single area. If it begins to spread to other areas, such as walls and curtains, retreat from the room if there is a chance the fire could surround you.

Also beware of smoke. If the room begins to fill to a point where you can't see or breathe, retreat.

All fire extinguishers are classified A, B or C (or a combination) on the label to indicate the types of fires for which they are intended (ordinary combustibles, flammable liquids or electrical). Multipurpose home-use extinguishers, classified A:B:C to fight all three types of fires, are recommended by the Orange County Fire Authority and available at most home-improvement stores.

Visit [ocfa.org/SafetyPrograms/Documents.aspx](https://ocfa.org/SafetyPrograms/Documents.aspx) to download more information about fire extinguishers and other safety topics. Flyers are available in English, Chinese, Farsi, Korean, Spanish and Vietnamese.



## PROPERTY INSURANCE UPDATE

Working together saves costs.

*By Mark Laws, President*

Third Mutual's property insurance is purchased yearly for the timeframe of June 1 through May 31. This timeframe allows the mutual to adequately budget for property insurance for the coming year in these times of skyrocketing property insurance rates.

Last year, Third Mutual purchased \$255 million worth of property insurance at a cost of \$6.5 million.

Even with the escalating costs of property insurance, I have good news to share: For our property insurance this year (effective June 1) Third was able to work with United and purchase property insurance together, gaining economies of scale.

For the year of June 1, 2024, through May 31, 2025, Third Mutual purchased \$275 million worth of property insurance for \$5.7 million. (United also saw a significant reduction in what they had been paying for their own property insurance.) If we hadn't worked with United to purchase property insurance together, our insurance broker estimated that we would be paying closer to \$7.8 million instead of \$5.7 million for the coming year.

Thanks to the Third and United boards for working together to save money for all Village manor owners.

Even with this savings in property insurance for next year, I wouldn't suggest you expect our monthly assessments to decrease for next year. The board is still working with staff on the budget for 2025, and we are discussing several potential, significant funding items, including relining pipes and focusing on roofs to reduce backups and leaks, removing turf in Gates 14 and 11 in response to California State law AB 1572 and transitioning the mutual's landscaping to water-wise, low-maintenance plantings. I look forward to updating you on the 2025 budget as we get closer to finalizing the numbers.



## BOARD ACTIONS

### MARCH 2024

- Denied request for removal of one evergreen pear tree
- Approved three variance requests
- Approved prohibition on accessory dwelling units (ADU) and junior accessory dwelling units (JADU)
- Approved supplemental budget appropriation for Garden Villa garage water seepage consultant services
- Approved Third Mutual committee assignments

### APRIL 2024

- Approved recording a lien against four members
- Denied request for off-schedule trimming of one Canary Island pine tree
- Denied request for removal of one Canary Island pine tree
- Denied request for removal of one Aleppo pine tree
- Approved three variance requests
- Approved revised resale inspection fee
- Approved elimination of Standard 8: Porch Lifts/Elevators
- Approved Third Mutual committee appointments
- Approved GRF committee appointments



# GVA BUILDING CAPTAINS ARE OUR HEROES

*By Stuart Hack, President, Garden Villa Association*

With a world of patience, persistence, alertness and concern for their neighbors, building captains monitor the condition of building elements and request repairs as needed. Typical building repair requests include:

- Malfunctioning gutters and downspouts that undermine building structure
- Nonpermitted smoking
- Washer and dryer repairs

If needed, building captains assist residents in making service requests for their manors. Usual requests include:

- Exterior wall emitting rainwater
- Roof leaks
- Water intrusion in manors

In Garden Villa buildings, building captains also:

**While retirement can be the best part of life, serving the community enhances our lives even more.**

- Report underground parking area water intrusion
- Manage scheduling of recreation room use
- Help establish and monitor underground golf cart parking rules

These are just a few of the responsibilities from the published comprehensive list for LH21 and Garden Villa building captains. Email a request for the full list to [gvalwv@gmail.com](mailto:gvalwv@gmail.com).

Perhaps the most gratifying experiences are things not listed in their job description and done out of genuine concern for neighbors, such as:

- Carrying groceries up three flights of stairs for a disabled resident when the elevator is temporarily not working
- Calling 9-1-1 in the middle of the night for a neighbor in distress
- Introducing new residents to others in the building
- Fostering social events for building residents

While retirement can be the best part of life, serving your community can enhance lives even more. We all benefit from having a sense of purpose. Being of service is perhaps the main attribute and most integral part of building captains' lives. If you live in a three-story building and are blown away by the assistance that building captains provide, consider joining us!

The GVA's next board meeting is on Thursday, August 22, at 4 p.m. in the recreation room at 2393 Via Mariposa West.

# 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

## 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



# NO REGRETS

The quest to make our community welcoming and beautiful

*By Alison Bok, President*

As a 60-year-old community of residents 55 and older, United Mutual tracks trends in up-to-date home design and landscape preferences. Locally and nationally, we are part of a burgeoning market for gated communities that are age-restricted and offer a country-club lifestyle. How are we keeping up?

### COMMON REGRETS

When people decide to look for and buy into a 55+ community like Laguna Woods Village, they hope not to make a mistake. Housing market research shows some of the main regrets that people have a few years after a move, like:

- Unexpected nearby traffic noise, construction and congestion
- Access only to low-end shopping and dining options
- Very little night life
- Limited closets/storage, requiring a rented storage unit
- Confusing and excessive rules
- Buying too quickly and not waiting for a more suitable home
- Not finding enough or over-crowded recreational venues

These are not our problems in Laguna Woods Village for the most part. This is why we are so highly rated and desirable, why resales happen quickly and why resale prices have increased by 11.26% over the past three years. (Year to date as of May 31, 2024, the average price is \$382,139.)



The United board is committed to making our community so welcoming, well run and beautiful that both old and new members can say “We should have moved here sooner!”

United members frequently want to customize their manor when they move in or as years go by. The process starts with the VMS Manor Alterations Division and involves the Architectural Control and Standards Committee if there are variances. The most desired remodeling projects take place in kitchens and bathrooms.

### KITCHEN AND BATHROOM

When it comes to kitchens, quality beats size. With more prepared meals available in supermarkets and by delivery, fewer United owners are cooking up a storm every day, as exhibited by a steady influx of food delivery cars coming through the gates during lunch, dinner and evening times. That means less cupboard space and fewer double ovens, but bigger refrigerators and microwaves.

Recent kitchen improvements feature:

- High-quality countertops
- Display shelves and cabinets to show off collections
- Clever LED lighting effects

- Style that flows compatibly into other open areas
- Dining areas converted into office space, while using an island and stools to “perch and peck”

In the bathroom, quality materials go far beyond the basics in elements like:

- Enhanced lighting
- Higher-set toilets
- Clear glass shower enclosures and plenty of well-designed grab bars for safety
- Eliminating the bathtub and instead opting for a large, walk-in shower with a built-in seat

### INDOOR-OUTDOOR LIVING

In other areas of the manor, emerging trends include:

- Stacked low-water-use washer and dryer in an approved installation design
  - Wall-to-wall carpeting is out and good-looking, tough-wearing vinyl plank flooring is in
  - Central duct HVAC is in
  - Venetian blinds are out while plantation shutters and solar screens are in
  - Energy-efficient, double-pane windows are definitely in
- For outdoor living on the patio or balcony, drought-tolerant

plants and comfy lighter-weight furniture are in. These areas can become almost a second living or office room.

### MODERNIZED STANDARDS

This year, the United board has passed resolutions for modernized standards in exterior doors, windows, patio slabs, walkways, pavers, balcony patio, atrium covers, and balcony and patio enclosures. Water and electrical supplies on the exterior may not be altered. Skylights and light tubes also require approval and inspection. A comprehensive study of all alteration standards is underway by the Architectural Control and Standards Committee and VMS staff, with the goal of making the process as code compliant, friendly and fast as possible.

Despite moving adjustments and challenges, in that housing market research, what was the number-one regret cited by those polled? Not moving sooner! The United board is committed to making our community so welcoming, well run and beautiful that both old and new members can also say “We should have moved here sooner!”

## RECEIVING PRESIDENT BOK’S EMAILS?

United President Alison Bok features important information and instructions for 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.



# VMS Board of Directors

Diane Phelps  
Chair  
GRF, 2022-2025

Rosemarie DiLorenzo  
First Vice Chair  
Third, 2022-2025

Manny Robledo  
Second Vice Chair  
United, 2021-2024

Kathryn Bravata  
United, 2024-2025

Ed Elwell  
GRF, 2024

Jim Glassman  
Third, 2024-2026

Ruth Johnson  
Third, 2024

Dr. Robert Reyes  
GRF, 2023-2026

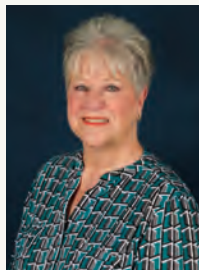
Cynthia Rupert  
United, 2023-2026



## WELCOME ABOARD!

Meet three new VMS board directors.

*By Ed Elwell*



### **KATHRYN BRAVATA**

The United board appointed Kathryn Bravata to the VMS board in May. She moved to Laguna Woods Village in 2011 from Torrance, California, where she played a leading role in her community’s conversion from co-ops to condos, then served as a member at large, vice president

and, ultimately, president of her condo board of directors. Previously in Long Beach, California, she served on her HOA board for seven years as a member at large, secretary, vice president and president.

Bravata was born in Grand Rapids, Michigan, and moved to California with her family in 1957 when her father accepted a position in San Diego. Three of her sisters still live in California, one of whom, Teri, lives with her in the Village, and one lives in Washington. Her father introduced her to our community when he moved to the former Leisure World in 1993. When he passed, she bought his manor from the estate.

Bravata’s professional journey has equipped her with a wealth of experience in procurement, contracting and supply chains. Her more than 10 years in HOA governance demonstrates her capabilities and dedication. Her diverse skill set and experience instill confidence in her ability to serve the VMS board and





the Laguna Woods Village community. She is committed to learning ways to improve our communications with boards, committees and residents.



**DR. ROBERT REYES**

The GRF board appointed Dr. Robert Reyes to the VMS board

in January. Dr. Reyes and his husband, Patrick Kennedy, moved to our community in 2013. Both are proud of their deep Leisure World/Laguna Woods Village roots and becoming the third generation in their family to reside here. Reyes' parents and Kennedy's great aunt, uncle and mom lived here first. Patrick became a soloist at the first church club at 18, then music director at 35 and is currently a personal trainer at the fitness center.

Reyes' education includes a B.A. from Howard Payne University, Texas, an M.A. from the University of Texas, and a Ph.D. in administration from Cal State Fullerton. He co-managed his family ranch in Texas from 2000 to 2020 while investing in coastal real estate in Orange County, California, since 2003. He has developed expertise in property management and passive income generation.

Reyes has volunteered often to benefit the Laguna Woods Village

community, serving as director of social media and exhibits for the Laguna Woods History Center, in charge of displays for the Village Library, a member of the United Landscape Tree Ad Hoc Committee, a volunteer at the Equestrian Center and a docent for Laguna Woods Village. In addition, he serves as a docent at Mission San Juan Capistrano.

"I bring heart, soul, kindness and experience," he said. "This is my home, and my goal will always be to communicate and inform residents of our heritage, history, current challenges and possible solutions to very difficult conditions."



**ED ELWELL**

The GRF board appointed Ed Elwell to the VMS board in February. He and his wife,

Beverly, moved to Laguna Woods in 2014. Their daughter, Heather, preceded them by moving to Los Angeles to pursue a career in the film industry, redirecting their retirement planning from the East Coast to the West.

Elwell was raised in Rhode Island, earned a Bachelor of Science in electrical engineering at Northeastern University in Boston and spent his career in Eastern Pennsylvania before relocating to sunny Southern California. He became a licensed professional engineer in Pennsylvania and earned an MBA at the University of

Pennsylvania's Wharton School.

He has over 30 years of experience in operations management, engineering, systems implementation, customer service and vehicle/equipment fleet management. He has demonstrated success in business process reengineering, business plan development, performance measurement, change management, emergency management, project management, budgeting, communications and training.

To Elwell, what sets this community apart is its amenities: the clubhouses, sports facilities and clubs, and the opportunities they provide for residents to be active in mind and body, socialize and meet new people who share interests. He is an avid tennis player, has served on the Tennis Club and the Camera Club boards, and has been a member of the Cat Club, Chicago Club, Cribbage Club, Hearing Club, PC Club, Saddle Club, Video Club and Yacht Club. "Bev and I both want the qualities that drew us here to continue to be available to us and others, and are willing to contribute time and effort to that end."

**JIM GLASSMAN AND RUTH JOHNSON**

At press time, the Third board appointed two new directors to the VMS board, Jim Glassman and Ruth Johnson. We look forward to reading their profiles in an upcoming edition of the Village Breeze.

## THEN AND NOW

# AN OFFICER REMINISCES

“I remember working at Gate 1 and looking across El Toro where ground squirrels were chasing one another from hole to hole and where Gate 5 stands now,” said Sergeant Nate Willner, a member of the community’s original nine-man security team.

“Our busiest hour was from 6:30 to 7:30 a.m. to allow construction vehicles to enter,” he recalled. After the busiest hour, “a resident or service vehicle would enter every 10 to 15 minutes,” he said. Today, vehicles enter constantly.

Willner reminisced about deer crossing El Toro Road and cattle breaking out of their pasture where Gate 7 now stands. He enjoyed every minute of working while on the force and felt he learned a lot about human nature on the job.

Among Willner’s other memories were the buses taking residents to Alexander’s Supermarket in Tustin, the closest market at the time. Other recollections included seeing the occasional fox, a red-headed vulture and UCLA paleontology students digging for bones and fossils.

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**).



**Officer Nate Willner was a member of the community’s original nine-man security team.**



**Officer Evelyn Trimball was the first female officer.**



**An early uniform men and women officers wore is on display at the Laguna Woods History Center.**



# She never stopped fighting. Neither did we.

Cancer treatment comes with no shortage of dialogue. There's plenty to talk about. 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.*

  
**MemorialCare**<sup>™</sup>  
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Find a specialist.  
**(855) 440-9877**  
[memorialcare.org/Cancer](https://www.memorialcare.org/Cancer)

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



# Opening doors to the future of women's health

## New Women's Health Pavilion **GRAND OPENING FALL 2024**

At MemorialCare Saddleback Medical Center, construction of our new Women's Health Pavilion is nearly complete. It will offer a comprehensive array of services in one state-of-the-art location — from expert breast care, obstetrics and gynecologic services, patient navigation, oncology care and more. The Pavilion features the new Sarah & Taylor Nederlander Breast Center with a team of specialists solely focused on streamlined, elevated breast care. One campus. One community. One commitment to women's best health.



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

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