

**OUR CORE VALUES**

*Hospitality*

*Stewardship*

*Creativity & Innovation*

*Hard Work*

# The Villages®

## Community Development Districts

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**Meeting the needs of The Villages community Residents is our primary objective.**

**PURPOSE**

To provide and preserve the lifestyle of Florida's Friendliest Hometown.

**VISION**

To be respected as the most responsive and responsible Community Development District.

**MISSION**

To provide responsible and accountable public service that enhances and sustains our community.



I am sure that during the course of working and/or enjoying recreational activities within our community, you are asked various questions, as am I, about The Villages from residents and guests. Regardless of our area of expertise within our roles, each resident looks to every member of our team as an expert within every aspect of The Villages - from Executive Golf to Community Standards to Property Management. In keeping with our core values of hospitality and stewardship, and desire to provide stellar customer service, everyone's initial inclination is to feel compelled to address every question. This raises the question of "Where to seek information when you don't know the answer?"

With the complexity of our 70 square mile infrastructure within 17 numbered, commercial and one dependent utility district, the job of addressing a question outside of familiar territory may fall to Administration or Customer Service. These Divisions are there to support the overall organization. Often, it can be tricky as sometimes our customers will ask the same question to more than one service provider so it puts even more import on knowing where our knowledge boundaries lie and when to refer the question to the most appropriate resource.

Even more complex can be when a member of the press contacts our staff. It is important to take their pertinent contact information down and immediately refer those calls to my office so I can address the question as well as any related policy and or budgetary implications. In Alexandria VA, I recall turning on the television to see a team member explaining where and when to pick up sandbags but the location had been changed due to flooding. The location had been dictated by the EOC Command Staff while the employee was out in the field and out of the communication loop. These instances of innocent misinformation can take hours to rewind and often result in customers being greatly inconvenienced. At times, they could even be placed in harm's way.

District Staff members are also subject to requests for information in accordance with Florida's Public Records Law. As you are aware, public records are not limited to traditional written documents. Emails, electronic documents, tapes, photographs, films, and sound recordings are also considered public records subject to inspection unless a statutory exemption exists.

It is paramount to remember that individuals making a public records request **DO NOT** have to disclose who they are, or why they are requesting information. Staff is legally prohibited from asking for this information from the requestor unless they voluntarily provide it. The only information that we can request is how the requestor would like to be contacted in response to the request. If you do receive a public records request, it is critical that the request is immediately relayed to the District Clerk, Jennifer McQueary, who will communicate the necessary course of action. Contact information: 352-751-3939.

Thank you to all for making, and keeping, the quality of life very high within The Villages.

*Thank you to all for making, and keeping, the quality of life very high within The Villages.*

*~ Richard Baier, District Manager*



## IN THE SPOTLIGHT...



### Dzē Ballard ~ Community Watch ~ Dispatcher



**Where were you born & raised and went to school?** I was born in Detroit, Michigan. We moved to the suburbs when I was in the third grade – moved to Chicago in 1977 when I got married.

**What was special about where you were from?** Two things come immediately to mind. First, the close proximity to “a foreign” Country – Canada! Windsor is just on the other side of either the tunnel or bridge a mere 3 miles away. An easy and frequent trip. In fact, the Ambassador Bridge is the busiest single border crossing in North America. Second, Detroit is the birthplace of Motown. Not only were Motown artists showcased, but artists of all genres flocked there. I truly can’t think of anyone I wanted to see that did not come to Detroit. Seeing Elton John at Olympia Stadium during his Crocodile Rock Tour was a sight to behold!

**Tell us about your family, people (including pets!)** My parents moved to The Villages in 1997, my Mom is no longer with us, but my Dad is still going strong. Through the years my sister and brother-in-law, one of my brothers and his wife as well as a myriad of nieces and nephews have moved down here. We have five (5) generations living in or near The Villages! I also have some of the best friends I have ever had right here at Community Watch. I know, without a doubt, these are friendships that will last the rest of my life. I do not have any pets I was “blessed” with allergies.

**Hobbies? Favorite activities?** I wish reading was a hobby, I read anything and everything. I enjoy crossword puzzles and doing crafts with the kids. Does anyone need any dogs made out of golf balls? I enjoy walking, though I don’t do as much as I should. I also volunteer at The Villages Regional Hospital. I’ve been there since I moved here permanently in 2012.

**Who has been the most influential person in your life and why?** My Dad, at 88 he is like the Energizer Bunny. He golfs the Championship courses twice a week (shot an 86 last Tuesday at Lopez). He also plays Bid Euchre five nights a week. This comes from his incredibly strong work ethic which he has taught us by example. No matter what it was he stayed positive and got the job done.

**What’s the best advice you ever received?** My mother was a big one for advice, the one that probably saved me the most money was “It takes longer to write a ticket than it does to slow down” but I believe the best one, and the one that I strive to implement every day is “It isn’t what you say, but how you say it”.

**What is the career & training path that led you to the Districts?** I was an Associate (glorified Administrative Assistant) to the President of a leveraged buyout firm. One of my favorite deals was when the US Navy needed submarines and Beatrice Foods needed a tax write off. When we brokered that deal I was in charge of Due Diligence, which required attention to even the smallest detail. It was an awesome responsibility, one that I embraced wholeheartedly. Being part of helping the Navy provide new submarines for our servicemen and women was so uplifting. I enjoyed being a part of it, which I believe has helped me be effective in the many ways Community Watch helps our residents.

**Can you tell us about your day-to-day responsibilities?** As a dispatcher for Community Watch I am a problem solver. We pride ourselves in helping every resident or potential resident who calls our office – 24 hours a day. Whether it is a complaint (neighbor’s dog barking), a concern (haven’t seen my back neighbor in a few days) or information (where is, when can I and who do I call) we can and do help them. We also keep track of our patrol drivers as well as The District’s couriers via the radio. We are essentially the eyes and ears of The Villages. I am also the point person for our Adult Watch program. At the end of 2017 we made less than 40 calls per day. February 28, 2019 we broke 90 calls per day. Saturday July 13, 2019 we broke 100, July 14<sup>th</sup> was also 100 – that one weekend we made 200 Adult Watch calls! It is such a wonderful program. I hear over and over how it gives peace of mind to both our residents and their families. I am so proud to be part of it.

**What is your favorite aspect of working for the Districts?** I love helping people, I like being a part of something dedicated to making people happy. To know every day I can (and do) make a difference.

**What is the most interesting thing you have ever seen?** Ordinary sand being heated at an incredibly high temperature until it melts and turns into liquid. Liquid that eventually is turned into glass. Watching a glass blower create a piece is not only interesting but fascinating. I have been collecting paperweights for years, their beauty is never ending.

**My favorites...Movie:** I like a lot of movies for different reasons, but the one movie that brings a smile to my heart is The 1947 B&W version of Miracle on 34<sup>th</sup> Street

**Television Show:** Jeopardy – some days it makes me feel incredibly smart and other days downright stupid

**Sports** The Detroit Tigers will always be first in my heart. I was fortunate to be one of the almost 52,000 people at Tiger Stadium on October 14, 1984 to witness them clinching the World Series in Game 5 against the San Diego Padres. It was an exciting game, one I was blessed to share with my parents and husband

**Vacation Spot:** I am working hard, traveling with family every chance I get, to find my favorite vacation spot

**Restaurant:** Home, with family is my preference...**Food:** Italian, if I have to choose...**Dessert:** Coconut Cream Pie, but truth be told, I’d rather have it for breakfast.

### Hopē Schortmeyer ~ Property Management ~ Administrative Assistant

**Where were you born & raised and went to school?** I was born in Oakdale, New York and moved to Beverly Hills (Citrus County) when I was very young. I went to Lecanto High School.

**What was special about where you were from?** Citrus County is Florida’s Manatee Capital.

**Tell us about your family, people (including pets!)** My parents also live in Citrus County. My mom works at Citrus Memorial Hospital, and my dad is retired. I also have a younger brother named Dylan, and a cockatiel that loves to whistle the Andy Griffith show theme song.

**Hobbies? Favorite activities?** I honestly just enjoy having time by myself. I like to just relax and play video games, sleep, watch Netflix, or listen to music.

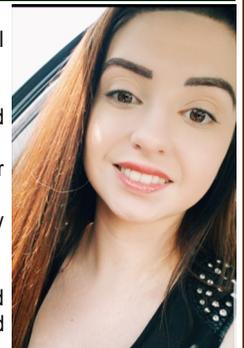
**Who has been the most influential person in your life and why?** The most influential people in my life would be my mom and dad. They have taught me the values to live by, and have supported me and encouraged me to pursue my goals.

**What’s the best advice you ever received?** It’s better to be hated for something you are than loved for something you’re not.

**What is the career & training path that led you to the Districts?** I obtained my Associate’s Degree from the College of Central Florida, and then from there I moved to Melbourne, FL and went to the Florida Institute of Technology for a year. I then moved back to Citrus County, and finished my Bachelor’s degree online with the University of Massachusetts Lowell.

**Can you tell us about your day-to-day responsibilities?** I am first in line to answer the phone, so when residents call I listen to their concerns and forward the information to the correct supervisor/department. I also code invoices for processing and prepare work orders and purchase requisitions.

**What is your favorite aspect of working for the Districts?** I like that it is a very friendly environment, and that there are many opportunities to learn and expand upon my skills.



**My favorites...Movie:** Titanic, The Nightmare Before Christmas...**Television Show:** True Blood, Dexter, Shameless, American Horror Story

**Sports Team:** I don’t really watch sports...**Vacation Spot:** Daytona Beach...**Restaurant:** Angelo’s Pizza

**Food:** Chicken Nuggets, Pizza...**Dessert:** Basically anything with chocolate and peanut butter



**REMINDER: Outside Employment Activities**

Any employee engaging in any outside employment must have an approved “*Outside Employment Activities*” form on file. To review the policy, please see page 15 of your *Employee Manual*. The *Employee Manual* and HR Forms can be found on the District shared drive.

**EMPLOYEES ON THE MOVE**



**Community Watch**

- **David Haldeman** was promoted from Patrol Driver to Patrol Supervisor.
- **Pamela Norman** transferred from Gate/Dispatch Supervisor to Gate Operations Attendant.
- **John Villyard** transferred from Gate Operations Attendant Substitute to Gate Operations Attendant.
- **James Inderwish** transferred from Patrol Driver to Gate Attendant.
- **Raymond Cavanaugh** transferred from Patrol Driver Substitute to Patrol Driver.

**Golf**

- **Tamara Rolle** was promoted from PT Staff Assistant to Full Time Staff Assistant.

**Recreation**

- **Michael Corey** transferred from Gate Operations Attendant to Recreation Assistant.
- **Catherine Rivenbark** transferred from Gate Attendant to Recreation Service Representative.
- **Bernadette Cecchini** transferred from Recreation Assistant to Recreation Service Representative.
- **Bruce Snyder** transferred from Recreation Assistant to Recreation Service Representative.
- **Michael Roy** was promoted from Recreation Assistant to Facility Specialist.
- **Kat Trulli** transferred from Recreation Supervisor-Room Rentals to Recreation Supervisor-Customer Service.
- **Kevin Flynn** transferred from Staff Assistant to Facility Specialist.
- **Robert Wetzel** was promoted from Recreation Assistant to Facility Specialist.
- **Richard Schultz** was promoted from Special Events Line Staff to Special Events Team Leader.
- **David Gleim** transferred from Facility Specialist to Recreation Assistant.
- **Michael Quagliato** transferred from Gate Operations Attendant to Recreation Assistant.
- **Sharon Owens** transferred from Records Specialist to Recreation Service Representative.
- **Mary Ann Stumpf** transferred from Administrative Assistant to Recreation Assistant.

**Public Safety**

- **Justin Cicero** was promoted from Firefighter EMT to Firefighter Paramedic

**DPM**

- **Mike Steffani** was promoted from DPM Trainee Supervisor to Landscape Supervisor.
- **Johnny Vazquez** was promoted from DPM Supervisor to DPM Assistant Manager/Facilities.

**Human Resources**

- **Terianne Carroll** was promoted from HR Generalist to HR Administrator.

**Congratulations!**

On your District Anniversary.  
Thank you for your service!



*Patrol Driver Martin Auster celebrating 15 years of service.*



*Staff Accountant Bridget Chianese celebrating 10 years of service.*



*Gate Attendant William Cole Celebrating 10 years of service.*



*Recreation & Parks had four members of the team celebrating 10 year anniversaries! From left to right, Charlie Marchiano and Mike Smith, Recreation Assistants at Paradise, Tracy Whitten, Recreation Facilities Manager, and Jerry Merges, Recreation Assistant at La Hacienda.*



**TO THE DISTRICT FAMILY!**

**Community Watch**

- |                |                |                 |                |
|----------------|----------------|-----------------|----------------|
| James Collett  | Michael Davey  | Valerie Gould   | John Greene    |
| Charles Jacobs | Frank Moravcik | Rick Priewe     | Horace Roqueta |
| Charles Warren | Dennis Brown   | Douglas Carruth | Daniel DiSanto |
| Kirt Edwards   |                |                 |                |

**Recreation**

- |                   |                       |                   |                   |
|-------------------|-----------------------|-------------------|-------------------|
| Ralph Brodrick    | Charles Carr          | Brian Curran      | Timothy DiPette   |
| Jeffrey Donnelly  | Chris Eads            | Wayne Ellison     | Mary Ann Esposito |
| Steven Forde      | Maeghan Frady         | Rhonda Goswick    | Charles Imhoff    |
| Conner Jamros     | Edward Jarka          | Paul Kirsliis     | Donna Lasko       |
| Stanley Noval     | Jay Obey              | Hugh Perry        | James Pfeiffer    |
| Thomas Phillips   | Cheryl Pierce         | Steven Pierce     | Ron Smiley        |
| Melvin Stockdale  | Monica Vecchio        | Jeffrey White     | Tasha White       |
| Julienne Brodrick | Dale Cash             | Melinda Hallquist | Mark Joyce        |
| Austin Lenker     | Antoinette Marsinelli | Dewey Meiboom     | Vasima Stagl      |
| Paul Szymanski    | John Vernitte         | David Walter      | Anthony Zinna     |



# NOVEMBER



# NOVEMBER



1	Gail Firestone	Recreation	15	Donald Berry	Community Watch
1	Margaret Johnson	Community Watch	16	Carrie Duckett	Customer Service
2	Kenneth Blocker	Administration	16	Stephen Silverstein	Recreation
2	Bryant Rooney	Recreation	16	Martin Auster	Community Watch
3	Billy Hames	Recreation	16	Sean Cody	Community Watch
3	Mary Klein	Recreation	16	Jeffrey Watson	Community Watch
3	David Luxton	Recreation	17	Roland Edmonds	Recreation
3	Santos Tosado	Community Watch	17	Robert Edward Zick	Recreation
3	Anne Hochsprung	Finance	17	Ryan Rushing	Public Safety
4	Suzanne Metelsky	Recreation	18	Rose Taylor	Recreation
4	Hunter Shumate	Public Safety	18	Thomas Bosley	Public Safety
5	Andrew Malinosky	Recreation	19	Susan Thompson	Recreation
5	Dennis Kenngott	Community Watch	19	Kathy Tomlinson	Community Watch
5	Melody Searles	Community Watch	20	Teresa Jane Brooks	Recreation
5	Lora Pike	Property Management	20	William Burton	Community Watch
5	Jennifer Liunoras	Finance	20	Michael Davey	Community Watch
5	Zachary Morreale	Public Safety	20	Barbara Denza	Community Watch
6	Rebecca Perkins	Customer Service	20	Bart Graham	Property Management
6	Anita Douglas	Recreation	20	Ellis Secola	Public Safety
6	William Shelly	Recreation	21	Dennis Godfrey	Recreation
6	David Showers	Community Watch	21	Debra Lomonaco	Recreation
7	Kevin O'Brien	Recreation	21	David Levine	Community Watch
7	Harold Wall	Community Watch	22	Mark Larock	Purchasing
8	Deborah-Ann Gorzka	Recreation	22	Thomas Earnest	Public Safety
8	William Charles Heffner	Recreation	23	Harry Casey	Recreation
8	James Magee	Community Watch	23	Emily Garten	Recreation
8	Jarod Falck	Public Safety	23	Ronald Miller	Recreation
9	Kathleen Foltz	Recreation	23	Larry Temme	Recreation
9	Anthony Maniscalco	Recreation	23	David Pugh	Community Watch
9	Leonard Mostello	Recreation	23	Jason Lopez	Public Safety
9	Thomas Frigo	Community Watch	24	Kathleen Storey	Risk Management
9	James Inderwish	Community Watch	24	Jack Doty	Recreation
9	Clyde Christian	Public Safety	24	Robert Silk	Recreation
10	Jeffrey Mock	Recreation	24	Dorothy Foder	Community Watch
10	Timothy Robles	Public Safety	25	James Lucas	Recreation
11	Gregg Mullens	Recreation	25	Robert Maruca	Recreation
11	Frederick Lonergan	Property Management	25	Webb Epperson	Community Watch
12	Thomas DeBortoli	Community Watch	25	Richard Mayo	Community Watch
12	Candace Langton	Community Watch	25	Jason Mcinturf	Public Safety
12	Richard Watson	Property Management	26	Goodlow Doust	Recreation
12	Luis Marquez	Public Safety	26	Steven Kendrick	Recreation
13	Joseph Burns	Recreation	26	Susan Muller	Recreation
13	Carol Deyle	Recreation	26	Nelson Pouliot	Recreation
13	Ginny Mills	Recreation	26	Herbert Glenn Wierzbach	Recreation
13	Howard Wapner	Community Watch	26	Eduardo Villagomez	Public Safety
13	Kelly Lambert	Finance	27	Maria Helena Collier	Recreation
14	Gary Sorace	Recreation	27	David Souza	Recreation
14	Joseph Yarborough	Recreation	27	Philip Deutsch	Community Watch
14	Joseph Beddia	Community Watch	27	Robert Livingston	Community Watch
14	John Buchler III	Community Watch	28	Melvin Stockdale	Recreation
14	Anita Vogt	Community Watch	29	Phillip Roberts	Public Safety
15	Rosangela Baczewski	Recreation	30	David Latus	Community Watch
15	Cacinda Baker	Recreation	30	Stephanie Russo	Community Watch

## Happy November Anniversary! Thank You For Your Service!

Cynthia Stenerson	Finance	11/03/1997	22	David Haldeman	Community Watch	11/07/2016	3
Alton Bailey	Community Watch	11/13/2000	19	Gary Monteverlie	Community Watch	11/07/2016	3
Don Neebling	Public Safety	11/11/2003	16	Maureen Kimple	Recreation	11/07/2016	3
Patricia Adams	Recreation	11/11/2004	15	Esta Knipper	Finance	11/14/2016	3
Melvin Alexander	Recreation	11/17/2004	15	Frederick Dias	Recreation	11/21/2016	3
Donald Fox	Recreation	11/22/2005	14	Herbert Bree	Community Watch	11/21/2016	3
Pennock Valentine	Community Watch	11/22/2005	14	Jean Wells	Recreation	11/21/2016	3
Howard Miller	Community Watch	11/08/2006	13	Kevin Foley	Recreation	11/21/2016	3
Ralph Bari	Recreation	11/21/2007	12	Larry Temme	Recreation	11/21/2016	3
Lori Popp	Recreation	11/05/2008	11	Sharon Kryvanis	Public Safety	11/21/2016	3
Jennifer Liunoras	Finance	11/10/2008	11	Terry Smith	Recreation	11/21/2016	3
Richard Lipski	Recreation	11/12/2008	11	Thomas Chinske	Recreation	11/21/2016	3
Loretta Difurio	Recreation	11/19/2008	11	William Stair	Recreation	11/21/2016	3
Craig Dobert	Community Watch	11/10/2010	9	Aaron Knobel	Community Watch	11/06/2017	2
Frank Antonuccio	Community Watch	11/10/2010	9	Colton Mattiucci	Public Safety	11/06/2017	2
Margaret Adler	Community Watch	11/10/2010	9	Daniel Hayasaka	Public Safety	11/06/2017	2
Margo Atherholt	Community Watch	11/10/2010	9	Jason Lopez	Public Safety	11/06/2017	2
Barbara Alajoki	Recreation	11/05/2012	7	Kelsey Muller	Public Safety	11/06/2017	2
Carmine Presepio	Community Watch	11/12/2012	7	Ronald St Pierre	Community Watch	11/06/2017	2
Dahlann Disher	Recreation	11/26/2012	7	Ronald West	Community Watch	11/06/2017	2
Kathleen Storey	Risk Management	11/26/2012	7	Thomas Earnest	Public Safety	11/06/2017	2
Lois Cannon	Recreation	11/26/2012	7	Charlene De Masi	Recreation	11/20/2017	2
Burton Israel	Community Watch	11/12/2013	6	John Keegan	Community Watch	11/20/2017	2
James Krysiak	Community Watch	11/12/2013	6	Joy Foco	Recreation	11/20/2017	2
John Mabus	Community Watch	11/12/2013	6	Karen Dalton	Recreation	11/20/2017	2
Philip Deutsch	Community Watch	11/12/2013	6	Richard Lewis	Recreation	11/20/2017	2
Richard Silverston	Community Watch	11/12/2013	6	Robert Ward	Recreation	11/20/2017	2
Robert Horvath	Community Watch	11/12/2013	6	Seth Canter	Recreation	11/20/2017	2
Robert Klump	Community Watch	11/12/2013	6	Stephan Romanchak	Community Watch	11/20/2017	2
Thomas Scoville	Community Watch	11/12/2013	6	Charles Kelley	Recreation	11/05/2018	1
Terianne Carroll	Human Resources	11/18/2013	6	David Correa	Community Watch	11/05/2018	1
Deborah Sobota	Recreation	11/25/2013	6	Donald Busi	Community Watch	11/05/2018	1
Edward Carter	Recreation	11/25/2013	6	Gayle Hutton	Recreation	11/05/2018	1
Karla Jordan	Community Watch	11/10/2014	5	James Farragher	Recreation	11/05/2018	1
Pamela Cunningham	Recreation	11/10/2014	5	Julie Kulas	District Clerk	11/05/2018	1
Stephen Corcoran	Recreation	11/10/2014	5	Patricia Hall	Community Watch	11/05/2018	1
Margaret Evans	Customer Service	11/02/2015	4	James Scrubbs	Recreation	11/19/2018	1
Carlos Perrone	Recreation	11/09/2015	4	Linda Jordan	Recreation	11/19/2018	1
Gina Dutton	Recreation	11/09/2015	4	Linda Moquin	Recreation	11/19/2018	1
Glen Mace	Recreation	11/09/2015	4	Mary Vinyard	Recreation	11/19/2018	1
Hugh Austin	Recreation	11/09/2015	4	Nancy Konz	Recreation	11/19/2018	1
Leonard Yates	Recreation	11/09/2015	4	Robert Schwarz	Recreation	11/19/2018	1
Ricky Brakley	Recreation	11/09/2015	4	Thomas Feurer	Recreation	11/19/2018	1
Therese Green	Recreation	11/09/2015	4	Wayne Moniz	Recreation	11/19/2018	1

## Recognizing Our Core Values In Action!



**Patrol Driver Michael Echeita (left)** noticed an open garage door around 4:00am and found a resident lying on the ground in the garage. A call to 911 was made and the resident was transported

**Deed Compliance Officer Ryan Chastain** received a compliment from a resident. "We, and a few neighbors, had a visit yesterday

from Ryan as part of his follow up to the "Great LaBelle Complaint Storm of 2019." I just wanted to say that Ryan did a great job of explaining the yard ornaments rules. I know that your office gets lots of complaints and that people are generally not happy when they are in touch with you. But my purpose in writing you today is to tell you that Ryan was friendly, professional, knowledgeable, and helpful."

**Landscape Supervisor Chris Trace** was thanked by a resident getting the bushes trimmed behind the resident's house.

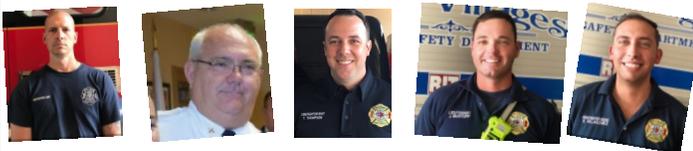
**Director of Resident Services & Communication Carrie Duckett** was complimented on her hospitality. A resident called District Manager Richard Baier regarding Carrie. The resident had inquired about getting a new gate card because it had fallen between the console and seat of her car and due to surgery she was not able to retrieve it. Carrie went to the resident's car and retrieved the card for her. The resident wanted Richard to know how Carrie had gone above and beyond.

A resident thanked (from L to R) **Recreation Assistant John Corriveau, Recreation Facilities Manager Mike Bursleson and Recreation Service Representative Dahlan Dishner.**



"We recently had a reservation for the picnic pavilion and I just want to let you know that your staff was so great! When we arrived, the corn toss and water were set up for us and I would especially like to give a big thanks to John. He was so helpful in getting it all together and even printed up the rules for the game as some of us had never played this game before. Not everyone uses this recreation center often but all were impressed with your staff's great customer service!"

An employee at an adult living facility acknowledged (from L to R) **Firefighter Paramedic Peter Bratkovich, Battalion Chief David Rutter, Firefighter EMT Tod Thompson, Lieutenant Jason McInturf, and Firefighter Paramedic Eduardo Villagomez** for their response to a call. "My night security guard is a retired policeman and the first thing he said when I arrived at work Friday morning was "Wow they were bad" and I thought something was terribly wrong. Come to find out "bad" meant "excellent"! He noted that in the 4 years he has been working here there have been many emergencies responded to by your department but this particular crew went above and beyond from beginning to end of the call. I regularly have the opportunity to let residents know how lucky we are to have the best Fire/EMS teams respond to our emergencies, keep up the great work. And thank you not just from us but from our entire community."



Congratulations on another very successful TEA Expo! Everything went so smoothly. **"Recreation Service Representative Cindy Bennett (front row) and Staff Assistant Wendy Touchette (back middle)** took very good care of us! Several of our students commented that this was the best expo they ever attended! We saw immediate results in our Class registrations. Thank you for your wonderful leadership!" Also pictured, **Enrichment Academy Manager Melanie Sarakinis and Recreation Service Representative Barbara De Jong.**



"Several Resident Lifestyle Group Leaders met recently at La Hacienda. They gave positive feedback and had very kind words to say about the center; how everyone takes such great care of the resident leaders and their groups. This credit goes to each and every member of the team

for all your hard work and hospitality to ensure all of our residents have a pleasant experience while visiting La Hacienda." **Back row: Recreation Facilities Manager Chris Arrowood, Recreation Assistant Tom Feurer, Recreation Assistant Jerry Merges, Recreation Assistant Bill Heffner. Front row: Recreation Assistant Howard Crowley, and Recreation Service Representatives Anita Deterbeck and Amanda Brooks.**

Public Safety received a note from a resident who wanted to thank **Administrative Assistant Cheryl Bidwell and Public Education Technicians Norm Cathell and Bob Sjogren (below, L to R)** for all of their help with getting his smoke detectors replaced. "This past week 3 staff members helped me get all of my smoke detectors replaced as I am unable to climb a ladder, All were great."



Kudos to **Recreation Service Representative Donna Grossey, who was recognized for her hospitality recently:** "Just a short note, to let you know about one of the outstanding representatives you have working at the Rohan Recreation Complex. **Recreation Service Representative Donna Grossey** helped me so much with my tickets and went the very extra mile to assist with the additional information. One of my classes was changed to Rohan, a very lovely recreation center, so I had a chance to see some new faces. Donna is an asset to The Villages in every way!"

"I would like to take this opportunity to thank **Recreation Supervisor/Customer Service Kat Trulli,** and the **staff at the Mulberry Grove Recreation Center** for their wonderful hospitality, assistance and beautiful facility. Our Judges had a wonderful training day and other than a couple AV hiccups (to which the staff at the Mulberry Grove were VERY responsive) the day was a success! We look forward to working with you again in the future."



**Back Pain - Did you know?**

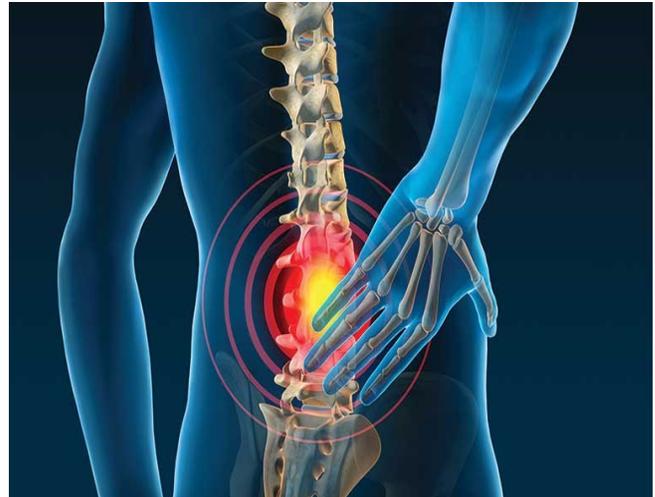
- Worldwide, back pain is the single leading cause of disability, preventing many people from engaging in work as well as other everyday activities.
- Back pain is one of the most common reasons for missed work. One-half of all working Americans admit to having back pain symptoms each year.
- Back pain accounts for more than 264 million lost work days in one year—that’s two work days for every full-time worker in the country.
- Experts estimate that up to 80% of the population will experience back pain at some time in their lives.
- Back pain can affect people of all ages, from adolescents to the elderly.
- Back pain is the third most common reason for visits to the doctor’s office, behind skin disorders and osteoarthritis/joint disorders.
- Most cases of back pain are mechanical or non-organic—meaning they are not caused by serious conditions, such as inflammatory arthritis, infection, fracture or cancer.
- Most people with low back pain recover, however recurrence is common and for small percentage of people the condition will become chronic and disabling.
- Worldwide, years lived with disability caused by low back pain have increased by 54% between 1990 and 2015.
- Low-back pain costs Americans at least \$50 billion in health care costs each year—add in lost wages and decreased productivity and that figure easily rises to more than \$100 billion.

**Tips to Prevent Back Pain**

There are several simple strategies that can help to prevent the onset of back pain. Among them:

- Maintain a healthy diet and weight.
- Remain active
- Avoid prolonged inactivity or bed rest.
- Warm up or stretch before exercising or physical activities, such as gardening.
- Maintain proper posture.
- Wear comfortable, low-heeled shoes.
- Sleep on a mattress of medium firmness to minimize any curve in your spine.
- When lifting an object, lift with your knees, keep the object close to your body, and do not twist.
- Quit smoking. Smoking impairs blood flow, resulting in oxygen and nutrient deprivation to spinal tissues.

<https://www.acatoday.org/Patients/Health-Wellness-Information/Back-Pain-Facts-and-statistics>



**ATTENTION DISTRICT EMPLOYEES!**

One of the best ways to prevent back pain is to keep your back muscles strong! District Employees have discounted rates for health clubs!

Did you know that MVP Athletic Club offers a discount to ALL District employees?



MVP offers a discount which includes WAIVING the entire \$100 sign on fee! For an employee the monthly discount is \$10 off. That means instead of paying \$59 it is \$49! Also, they offer a discount for you to add a family member for \$43 a month (must be 16 years or older) MVP is conveniently located in two of our squares, Spanish Springs & Brownwood !

Go to <https://mvpsportsclubs.com/> for more information. Remember to bring a check stub to prove you are an employee when signing up!

**\*Rates will be increasing January of 2020, so hurry in today to lock in these rates!\***



Did you know Florida Blue also offers numerous discounts for all **full time District** employees who use Florida Blue health insurance for your

health and wellness? By visiting <https://www.blue365deals.com/BCBSFL/> and logging on with your Florida Blue log on information, you will be able to discover all of the discounts offered!

**Taking advantage of all available discounts can make your healthy lives the best possible!**

*“Take care of your body. It's the only place you have to live.”*  
-Jim Rohn

**Direct Deposit Scamming Issue**

Over the past year, the District has seen instances of direct deposit scamming issues. Scammers are getting very creative on ways to scam direct deposit information.

Human Resource's Role

Our role is to make sure that any unauthorized requests for direct deposit information does not filter through our payroll system.

Employee's Role

Your role as an employee is to make sure that any changes to your direct deposit information is submitted in person to Human Resources. This will ensure that any questions Human Resources has will be addressed to the correct person and all information is sufficiently authorized.

**New & Improved:  
Tuition Reimbursement Program!**

We are happy to announce that The District Board has approved requested changes to our current Tuition Reimbursement Policy. Changes include reimbursement for tuition, required course fees, for all passing grades, at 50% of credit hour tuition costs submitted based upon the current university/community college prevailing credit hour tuition rates within the state of Florida, with maximum reimbursable amounts to be

- up to \$3,000 per year for undergraduate studies and
- \$5,000 per year for graduate and post-graduate studies.

We have also created a Tuition Reimbursement Employee Packet v2.0\_2019, that contains all the documents you will need, plus instructions. You can find this document at the below location;

G:\HUMAN RESOURCES\HR forms etc.\FORMS Tuition Reimbursement\Tuition Reimbursements Employee Packet v2.0\_2019

As always, if you have any questions on this or any other training please contact Angela Pattillo, Training Administrator @ 352.674.1905.

Complete Tuition Policy information will be printed in the New Employ-



Looking for affordable housing, quality day care or utility assistance? Are you dealing with a personal crisis, struggling with personal issues that are impacting your mental health or seeking help with an aging parent?

**Simply dial 2-1-1**, United Way's free information and referral helpline with links people in need with assistance from more than 2,000 local health and human service programs. Staffed by caring, highly trained, multilingual (over 200 languages) operators, 2-1-1 is your connection to finding help with:

- Utilities, Housing and Food
- Youth and Child Care Issues
- Physical and Mental Health Services
- Elder Services
- Employment Services
- And much, much more

**How Can I Reach 2-1-1 for Services**

- Dial 2-1-1 from any phone
- Text your zip code to TXT-211 (898-211) using a cell phone
- Email at [uw211help@gmail.com](mailto:uw211help@gmail.com)
- Chat with a 2-1-1 Specialist
- Search the 2-1-1 online database to find the resources you need
- Visit the 2-1-1 Marion County Blog
- Mail a letter to: United Way of Marion county/Attn: 2-1-1, P.O. Box 1086, Ocala, FL, 34478 (please include your zip code or city/state)



**New Recruiting System**

The District is now utilizing a new recruiting system through our payroll/HRIS vendor, Paychex, for online applications. This system is much more user-friendly for applicants, and streamlines the onboarding process for applicants who become members of our team. External candidates can visit: <http://villagescentercommunitydevelopmentdistrict.appone.com/> to apply online. And internal candidates can visit: <http://villagescentercommunitydevelopmentdistrict.appone.com/internal>. A username and password will need to be created in order to apply. Any questions, please contact Terianne Carroll at [terianne.carroll@districtgov.org](mailto:terianne.carroll@districtgov.org), 352-674-1905, or 984 Old Mill Run (HR Department).



**Setting the Foundation for Retirement Success**

**Take control of your financial future**

The District is providing educational sessions to participants of District sponsored 401(a), 457(b) and Bencor FICA Alternative plans to understand how to maximize their retirement funding now and for the future. This is a great opportunity to address your questions and concerns on fund selection and retirement planning. Fiduciary consultant Howard Daher, President & founder of Daher Capital Group, LLC, will conduct 3 informative sessions on November 13<sup>th</sup> to educate & enable staff to become better planners and savers, in order to take full advantage of District retirement plans. Topics to be covered include:

- ◆ **Market Overview**
- ◆ **District Retirement Plans**
- ◆ **Overview of 401(a) and 457(b) funds available to District employees**
- ◆ **Steps to Consider to Better Manage Your Investments**
- ◆ **Retirement Investing 101**
  - ◆ Stocks, bonds and mutual funds
  - ◆ How are funds created and who manages them?
  - ◆ What are costs associated with funds?
  - ◆ What is fund classification and why does this matter?
  - ◆ What is rebalancing?
  - ◆ Determining risk level

**3 SESSIONS BUT SPACE IS LIMITED.... REGISTER TODAY**

**When:**

Wednesday, November 13<sup>th</sup>  
Sessions at 9am, 11am and 3pm

**Location:**

District Administration  
984 Old Mill Run  
Executive Conference Room

**To Register:**

Please contact Jackie Evans-Bridges, Benefits Administrator  
352-674-1905 or [jackie.evans@districtgov.org](mailto:jackie.evans@districtgov.org)

## WALKING BENEFITS...Did you know?

- For every hour of brisk walking, life expectancy for some can increase by 2 hours
- 2 hours of walking a week can reduce the risk of stroke by **30%**
- About 30 minutes of walking a day can reduce symptoms of depression by **36%**
- Walking about 20 minutes a day can burn about **7 pounds** of body fat a year
- Walking 1 hour a day can reduce arthritis and associated pain

**THE BENEFITS OF WALKING**

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**My Wellness Road Trip**

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**GlobalFit®**

[http://www.heart.org/HEARTORG/GettingHealthy/PhysicalActivity/Walking/Walk-Don't-Run-Your-Way-to-a-Healthy-Heart\\_UCM\\_452926\\_Article.jsp#.Vowp1PkrKuk](http://www.heart.org/HEARTORG/GettingHealthy/PhysicalActivity/Walking/Walk-Don't-Run-Your-Way-to-a-Healthy-Heart_UCM_452926_Article.jsp#.Vowp1PkrKuk)  
<http://www.webmd.com/stroke/news/20100406/brisk-walking-reduces-stroke-risk>  
<http://www.fshn.hs.iastate.edu/nutritionclinic/handouts/WalkingFactsBenefits.pdf>  
<http://www.mayoclinic.org/diseases-conditions/depression/in-depth/depression-and-exercise/art-20046495>  
Daniel White, P.T., Sc.D., research assistant professor, department of physical therapy and athletic training, Boston University; Samantha Heller, M.S., R.D., exercise physiologist, senior clinical nutritionist, NYU Langone Medical Center, New York City; Natalie Azar, M.D., clinical assistant professor, departments of medicine and rheumatology, NYU Langone Medical Center, New York City, June 12, 2014, Arthritis Care & Research, online.



### FLORIDA BLUE PARTICIPANTS

Did you know a 30 min walk each day can reduce depression symptoms by 36%? Check out Florida Blue's **deals on gym memberships and more** to support your best personal fitness routines at

<https://www.blue365deals.com>

## Recreation News

### Toys for Tots

Recreation & Parks will once again be assisting the United States Marine Corp with their annual Toys for Tots program; toys distributed to children in need between the ages of 0-12 years. Drop boxes will be located at all recreation centers throughout The Villages.

**WHO:** Col. Phillip DeLong Marine Corps League  
**WHAT:** **TOYS FOR TOTS**  
**WHEN:** October 14 – December 15, 2019  
**CONTACT:** Tom Ciesla, 352-259-7278  
[tom\\_bar@comcast.net](mailto:tom_bar@comcast.net)



On Tuesday morning October 8<sup>th</sup>, roughly 100 people turned out for the first event on the square at Lake Sumter Landing Market Square – Tai Chi. Residents had the opportunity to stay for the full session or to participate briefly and head off to their next activity. Eight more popular activities are planned on the square starting next month in November. Pictured: **Recreation Supervisor Jackie Prim & Recreation Facilities Manager Chris Arrowood.**



## Finance News

### STAFF TRAINING

**Rebecca Armstrong, Senior Accountant, and Brandi Ricker, Utility Billing Supervisor,** attended a two-day interactive skills-based training program titled "Getting Ready for Frontline Leadership" on September 12<sup>th</sup> and 13<sup>th</sup>. It was offered through Employers Association Forum, Inc. located in Longwood, FL.

**Shirley Maruca, Senior Accountant, and Naneki DeLorme, Staff Accountant,** attended the 2019 Florida Government Finance Officers Association (FGFOA) School of Governmental Finance from October 20<sup>th</sup> through October 23<sup>rd</sup>. They covered programs such as Basic Components of the Annual Financial Report, The Fundamentals of Governmental Accounting & Reporting, Budgeting through Crisis, and Global and National Economic Updates.

The Finance Department celebrated the New Fiscal Year with a picnic-style pot luck on October 1<sup>st</sup> – the first day of the New Year! The feast consisted of many gastronomical delights contributed by the team, including fried chicken, hot dogs, pulled pork, deviled eggs, baked beans, salads, platters of pickles, fruits, and veggies and fantastic desserts galore.



## Community Watch News

### New Vehicles

Community Watch has leased new 2019 Toyota RAV 4 Hybrids vehicles to be used temporarily in select patrol areas and by the three square patrol drivers. Community Watch phased out larger less fuel efficient trucks and older vehicles to reduce fuel use and other factors. Toyota is known for offering a lot of safety, and in the case of the RAV4, much of it comes standard. All RAV4s come with Toyota Safety Sense 2.0, which includes such features as adaptive cruise control, lane departure warning with steering assist, and a pre-collision system with pedestrian detection. This last feature can also detect people on bicycles during the day. The Star Safety System includes electronic brake-force distribution with brake assist, enhanced stability control, and traction control, and eight airbags are standard. While the Toyota RAV is all-new from the ground up for 2019, the bigger story is how impressive the hybrid version is. The 2019 RAV4 hybrid offers a good mix of power, acceleration from a stop and fuel economy.

### More Efficient

Toyota estimates that the fuel economy numbers for the 2019 RAV4 Hybrid will be 41 mpg around town and 37 on the highway, and 39 mpg combined. That would mean a potential range of nearly 600 miles on a single tank of gas. The new RAV4 weighs less than the 2018 model, thanks to a new, lighter platform. In addition, there were significant changes in the hybrid system that increased efficiency and reduced weight, which led to the big mpg gains. They're now smaller and lighter, reducing friction.



### Del Mar Gate Update

President Donald Trump's visit to Spanish Springs Town Square in The Villages on Thursday, October 3, 2019 put our re-designed Del Mar Gate operations to the test. With The Sharon L. Morse Performing Arts Center and other regularly scheduled daily events in Town Square it became apparent that Del Mar gate's single entry lane design had a difficult time keeping up with the traffic flow before and after events. After completing a traffic count of vehicles entering Del Mar gate for a period of days it was determined that traffic flow was increased not only due to The Sharon's performances, but at times throughout the day. On September 9, 2019 Del Mar began its transformation from a single lane entry to one that is consistent with all the other heavily used gates in The Villages. Del Mar is now operating as all other locations using two entry lanes; one for visitors and one for residents. The gate attendant on duty opens the visitor lane and residents enter using either the gate card or pressing the red button to activate the gate. Pedestrians leaving the Chula Vista Villas are crossing behind the gate house using Del Mar Drive over to the sidewalk. The road improvement project was scheduled to be completed on September 30, 2019, but opened 10 days ahead of schedule. When President Trump took the stage at The Sharon L. Morse Performing Arts Center attendance was estimated to be in the thousands at both The Sharon and watching from Town Square. Once the event concluded the influx of people departing the area would have put a strain on the old one-lane Del Mar Gate set up. The re-designed two lane traffic pattern passed the test with flying colors!



## Fire Prevention Week

During the week of October 7th, *Division Chief of Fire Prevention Ed Raulerson, Division Chief of EMS Kara Watts and Fire Inspector Tim Robles* visited the Little Buffalo Early Learning Center and the Early Learning Center for Fire Prevention week. Children were taught about Fire Safety and had a fire engine on site so that the children could learn what the firefighters do in a fire. Sparky the Fire Dog also made an appearance. Photos are courtesy of Sheldon Levi.



## Public Safety News

For Fire Prevention week a poster contest was held for the fourth grade class at The Villages Charter School.

- 1<sup>st</sup> Place. Claire Hampton- Mrs. Zentko's Class
- 2<sup>nd</sup> Place. Catie Hampton-Mrs. Zentko's Class.
- 3<sup>rd</sup> Place. Ben Black-Mrs. Williams' Class

The winning billboard is located in front of The Early Learning Center, 510 Old School Road, The Villages, FL 32162, facing West on CR 466 towards Oxford.



## In Other News



America Recycles Day  
**NOVEMBER 15**

**America Recycles Day** is the only annual, nationally recognized day dedicated to encouraging Americans to recycle and buy recycled products. Started by the National Recycling Coalition in 1997 this holiday became an integral part of the Keep America Beautiful Campaign. In 2009.

Statistics show estimates that nearly 100,000 pounds of waste will be created from your very being over your lifetime, creating a substantial impact on environmental issues such as landfills, energy conservation, contamination and the diminishing of resources. Recycling not only saves space in landfills, reuses important resources and saves energy but it also prevents the needless destruction of many aquatic animal species and helps in the fight against global warming. Recycling is a practice that can be implemented in your day-to-day life that can help you maintain a green home and reduce your negative effect on the earth. The simplest way to observe this day is just by looking at what you throw away and make a commitment to recycle more.



### DISTRICT UNIVERSITY

Training & Development Programs: November 2019

All professional development training workshops are open to all District Staff members.



Class Title	Instructor	Class Info	Relevant to	Date	Time	Location
<b>New Hire Orientation</b>	Varied District Staff	This training session provides new employees with important information to help navigate your first 60 days of hire. A wide-range of topics are covered, including District Core Values, Mission Statement, policy & procedures, diversity & harassment training and workers compensation information.	<b>NEW HIRES</b>	<b>Monday</b> November 18th	<b>8:30am</b> To <b>12:00pm</b>	<b>District Offices</b> 984 Old Mill Run Large Conference Room
<b>CDD Orientation</b>	Varied District Staff	This workshop helps attendees better understand what a "Community Development District" is & how it operates. Also covered - important community information regarding the people, services & supporting entities that help make up "The Villages".	<b>All New Hires</b> <i>Mandatory within 30 days of employment</i>	<b>Every</b> <b>Thursday</b>	<b>10:00am</b> To <b>12:00pm</b>	<b>District Offices</b> 984 Old Mill Run
<b>Setting the Foundation for Retirement Success</b>	<b>Howard Daher</b> President & founder; Daher Capital Group, LLC	Participants will gain a better understanding of how to maximize your retirement funding now and for the future. It's a great opportunity to address questions and concerns on fund selection and retirement planning. <i>Special Note: To register, please contact Jackie Evans, Human Resources</i>	All employees are invited	<b>November 13th</b>	<b>9:00am</b> <b>11:00am</b> <b>3:00pm</b>	<b>District Offices</b> 984 Old Mill Run
<b>Built to Last</b>	Deb Franklin, Director, HR & Strategic Planning	Now that you know more about what your role is within our organization, we now circle back to focus on how our District Core Values serve as a compass to guide us in providing responsive, responsible customer service, no matter what position we hold.	<b>All New Hires</b> <i>Mandatory within 60 days of employment</i>	<b>Wednesday</b> November 27th	<b>8:30am</b> To <b>10:00am</b>	<b>Laurel Manor Recreation Center</b> 1985 Laurel Manor Drive
<b>Public Records &amp; Ethics</b>	Stephanie Brionez, Esq,	This class covers what information is protected under Public Records Law, how long to retain certain records, how to handle public records requests and will also touch on Government Sunshine Laws.	<i>Mandatory for all District Staff. Attendees will be assigned by their department.</i>	<b>November 5th</b>	<b>9:00am</b> To <b>12:00pm</b>	<b>District Offices</b> 984 Old Mill Run Large Conference Room

Department Director's should determine which staff members should attend mandatory workshops & notify those individuals so that they can register. Staff members interested in attending a workshop should request from their Department Director or immediate Supervisor permission to attend a workshop.

**To Register:**

- **All Community Watch staff:** Contact **Sharon Gwin (352-750-8201)**
- **All Recreation staff:** Contact **Anita Douglas (352-674-1800)**
- **All Finance staff:** Contact **Linda Sojourn (753-0421)**
- **All other District staff:** Contact **Human Resources** [Angela.Pattillo@DistrictGov.org](mailto:Angela.Pattillo@DistrictGov.org).