

# The Villages®

## Community Development Districts

**OUR CORE VALUES**  
 Hospitality  
 Stewardship  
 Creativity & Innovation  
 Hard Work

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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.

### *Thank you team for helping us get through this new challenge-Coronavirus!*

Each Department has brought a special skill set and strength to the effort. I know that each of you have been following our District Action Plan through e-Notification and on our District website, ([www.Districtgov.org](http://www.Districtgov.org)) where it has been posted and continuously updated. I am working on a daily basis with the Health Department and our Villages Public Safety Department (VPSD) team to make sure that we are kept abreast of the progress (or soon I hope the lack thereof) of the virus, as well as a review of our current activities as we conduct business. By the time you read this newsletter, the District Employee Hotline will be up and running so that you are kept abreast of employee related issues and District operational changes. Your health, and that of our residents, is always of utmost concern to me.

If you read The Villages Daily Sun Our Place article on March 26, I provided an update on the way we have changed our Customer Service interactions. The Customer Service Representatives have been an uplift for our residents as I review hundreds of calls and questions they address daily. We are encouraging many of the interactions take place electronically such as E-Billing, email, and telephone. Residents are making appointments to meet with District Administration Office staff at Lake Sumter Landing to limit social business interactions. Several units and parts of work units are working from remote locations and/or home so that we limit co-location of our staff. Those of you that cannot work remotely have provided valuable ways to continue your work and limit your social interactions. VPSD has altered non-emergency response for example with the elimination of smoke detector battery replacement calls to limit their social interactions. In addition, a new SOP was implemented for emergency response external gear. Through these efforts, and many more, we have instituted the basis of our Continuity of Operations Plan for the continuity of the government services.

During April, the District will continue its business with the District Boards and Architectural Review Committee (ARC) meetings necessary for carrying forward essential business of those that we serve. Outside recreational areas continue to be open for use in compliance with the Health Department's guidelines. The 36 Executive Courses remain open and are experiencing record rounds being played. Hats off to Department of Property Management staff which have been dealing head on with the contractual needs of facilities and have teamed up with our dedicated Recreation & Parks staff to provide enhanced cleaning. Our Community Watch Staff are keeping things running within the field by assisting with the additional and enhanced duties of facility security—a necessary function and one that otherwise we would have to hire a private contractual entity. Our support Departments—all working behind the scenes -Finance, Purchasing, OMB, Technology and Board Services and HR-Strategic Planning continue to provide the daily support for today and budgeting for tomorrow so that we can keep this government moving.

*Richard Baier, District Manager*

***Please note: The majority of pictures in this month's edition were taken prior to the social distancing of COVID-19.***



### Homeschooling During COVID-19

With school closures happening all across the country due to the coronavirus outbreak, it has become necessary for parents to homeschool their children. If you're one of the tens of millions of parents who are now essentially homeschooling your kids, here are some tips to help keep your kids engaged and everyone sane.

**Hold a family meeting:** Talk to your children about this 'new normal' and communicate with them that while they may be at home, there are still assignments that must be completed in a timely manner.

**Know your kid:** Some kids work better independently than others. Different kids will do best in different learning environments. If your child learns better in groups, try an online study session with a fellow classmate. The older the kids are, the longer they may be able to work on their own.

**Set up designated space and time for learning:** Kids may need to move around during the day, but it's been suggested to have one or two designated areas for learning. Have kids pack up their materials into a basket so they can put them aside when they're finished. It's good to have a general daily routine, but you can also be flexible. Most home schoolers don't teach seven hours straight a day. Shoot for two to four good academic hours instead. And don't forget to get outside, learning happens outdoors too.

**If your kids are elementary school:** Allow ample time for play. At this age, you don't need to create such an ambitious daily schedule packed with hands-on activities and experiments. Reserve time for play.

**If your kids are in middle school:** Help them continue to nurture friendships. Encourage kids to use internet based programs to see their friends face-to-face.

**If your kids are in high school:** Focus on supporting mental health. Teenagers are old enough to understand the gravity of the current situation. They're likely feeling significant anxiety and distress, just as many adults are. Create space for those emotions and allow your kids to grieve the loss of activities they were looking forward to, like graduation parties, prom or travel.

Information provided by [www.npr.org](http://www.npr.org), [www.today.com](http://www.today.com), and [www.goodhousekeeping.com](http://www.goodhousekeeping.com).



### Current Job Openings

Are you looking for a career change, or know someone who is seeking employment? Our current job openings include:

#### Recreation & Parks Department

Part Time Recreation Assistant \$9.93 per hour

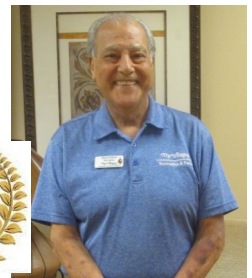
Keep an eye out for emails from Terianne Carroll, HR Administrator, for future openings with the District. If you have questions on job openings or how to apply, please feel free to call Terianne at 352-674-1905 or email [terianne.carroll@districtgov.org](mailto:terianne.carroll@districtgov.org).



On your District Anniversary.  
Thank you for your service!



Above right, Bill Miller, Firefighter EMT celebrating 15 years, pictured with Chief Edmund Cain.



Above Johnny DeRosa, Fitness Assistant celebrating 10 years.



Left: Terry Gibbons, Recreation Assistant and right: Jo Bugala, Recreation Service Representative celebrating 10 years.



Left: Kevin Kane, Gate Attendant and right: Don Jeffrey, Facility Specialist, celebrating 10 years.



TO THE DISTRICT FAMILY!

#### Community Watch

Lawrence Basile Diane Edwards  
Joyce Rega Melissa Young

#### Recreation

Vincent De Robertis Nancy Larger Robert Maruca

#### Budget

Aaliyah Davis

#### Customer Service

Gino Perfetto

### EMPLOYEES ON THE MOVE



#### Community Watch

- Clifford Williams and Kenneth Bernier transferred from Patrol Driver Substitute to Patrol Driver.
- Charles Warren transferred from Gate Attendant Substitute to Gate Attendant.

#### Recreation

- Melinda Hallquist was promoted from Recreation Assistant to Recreation Service Representative.

#### Purchasing

- Janet Mrozowski was promoted from Purchasing Assistant to Purchasing Operations Coordinator.





APRIL

# HAPPY BIRTHDAY!

APRIL



Jeffrey Donnelly	1	Recreation
Leonard Yates	1	Recreation
Jeffrey Holland	1	Community Watch
John Rocker	2	Recreation
Roberta Ratafia	2	Community Watch
Jennifer Slayton-Munday	3	Recreation
Pamela Springer	3	Recreation
Pamela Norman	3	Community Watch
Christopher Ryzoc	3	Property Management
Adele Gitterman	3	Finance
Anthony Guiffreda	4	Customer Service
Marguerite Wolanin	4	Community Watch
Wayne Moniz	5	Recreation
Craig Dobert	5	Community Watch
Albert Flower	5	Community Watch
Christopher Cannon	6	Recreation
Anne Marie Plaia	6	Recreation
Randy Dodsworth	6	Community Watch
Carol Greenfield	6	Community Watch
Doreen Rousseau-Purdy	6	Community Watch
Kathleen Ammerata	7	Recreation
Ronald Darryl Smith	7	Community Watch
Thomas Bradley	8	Recreation
Deborah Hurtt	8	Recreation
Mari Flanagan	8	Community Watch
James Johnson	8	Community Watch
Stephen Corcoran	9	Recreation
James Thomasson	9	Community Watch
Lori Braswell	10	Community Watch
Loretta Hatch	11	Recreation
Anthony Zinna	11	Recreation
Herschel Wiley	11	Property Management
Richard Lewis	12	Recreation
William Pellatt	12	Recreation
Lindsay Collier	12	Community Watch
William Davis	13	Recreation
David Kurman	13	Recreation
Lance Roberts	13	Public Safety
Mary Helen Burch	14	Recreation
Brad Koozman	14	Recreation
Cheryl Prevete	14	Finance
Hardy Forkapa	15	Recreation
Robert Wetzel	15	Recreation
Matthew Bryant	15	Public Safety
Julie Kulas	16	Administration
Lynda Feustel	16	Recreation
James Mahaffey	16	Community Watch
Karen White	17	Budget
Kenneth Bernier	17	Community Watch
John Colavecchio	17	Community Watch

Bruce Petlock	17	Community Watch
Michael Larroque	17	Public Safety
Frank Galotti	18	Recreation
Julie Davie	18	Property Management
Martin Golden	19	Recreation
Cameron Hendren	19	Recreation
Roy Pancoast	19	Recreation
Deborah Pease-Martinez	19	Recreation
Carmen Seebald	19	Recreation
William Stair	19	Recreation
Albert Joseph Chevalier	19	Community Watch
Anthony Colica	19	Community Watch
David Haldeman	19	Community Watch
Fay Waitzman	19	Community Watch
Deborah Franklin	19	Human Resources
Hector Agosto	20	Recreation
James Carbonneau	20	Recreation
James Dolan	20	Recreation
Denise Tainter	20	Recreation
Richard Grunert	20	Community Watch
Kenneth Toman	21	Recreation
Glenn Lundberg	21	Community Watch
Amy Vazquez-Flores	21	Finance
Howard Crowley	22	Recreation
Austin Lenker	22	Recreation
Valerie Gould	22	Community Watch
Robert Noel	22	Community Watch
Samuel Wartinbee	22	Property Management
Norman Cathell	23	Finance
Meryl Boyd	24	Recreation
Jason Tong	24	Property Management
Tamara Rolle	25	Executive Golf
Donald Busi	25	Community Watch
Julie Ferwerda	26	Recreation
Blair Hursh	27	Recreation
Deborah McKinney	27	Recreation
William Mikesell	27	Community Watch
Derick Pierce	27	Public Safety
Robert Huebsch	28	Recreation
Sherry Griffin	28	Community Watch
Barbara Lemay	28	Community Watch
William Jackson	28	Property Management
Elly Gorman	29	Recreation
Leslie Lavigne	29	Recreation
Anna Marchitelli	29	Recreation
Eugene Grossey	30	Recreation
Andrew Shpur	30	Recreation
Michael Lucas	30	Community Watch
Kimberly Jensen	30	Finance

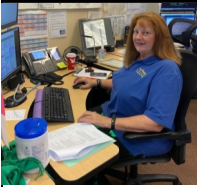


## Happy April Anniversary! Thank You For Your Service!

John Rohan	Recreation	04/26/1993	27	Barbara Bregman	Recreation	04/25/2016	4
Donald Berry	Community Watch	04/23/1996	24	Jeffrey Mock	Recreation	04/25/2016	4
Pamela Henry	Recreation	04/29/1996	24	Ernest Stevens	Recreation	04/25/2016	4
Gilbert Fernandes	Recreation	04/10/2001	19	Gary Wolfe	Recreation	04/25/2016	4
Lucien Ragonesi	Recreation	04/06/2005	15	David Kurman	Recreation	04/28/2016	4
Ronald Irwin	Community Watch	04/27/2005	15	Alexander Leshnick	Community Watch	04/11/2016	4
David Luxton	Recreation	04/26/2006	14	Santos Tosado	Community Watch	04/11/2016	4
Janice Shuman	Community Watch	04/12/2006	14	William Bess	Recreation	04/24/2017	3
Colleen Weill	Customer Service	04/11/2007	13	Andrew Esposito	Recreation	04/24/2017	3
Jennifer McQueary	Administration	04/23/2007	13	James Ulp	Recreation	04/24/2017	3
Eric Kellum	Property Management	04/16/2007	13	Mary Joyce Craig	Community Watch	04/10/2017	3
Leonard Mostello	Recreation	04/02/2008	12	Catherine Laird	Community Watch	04/10/2017	3
Newton Shannon	Recreation	04/09/2008	12	William Mikesell	Community Watch	04/10/2017	3
Hugh Calvert	Community Watch	04/29/2009	11	Lori Braswell	Community Watch	04/24/2017	3
Floyd Schoman	Community Watch	04/14/2010	10	William Burton	Community Watch	04/24/2017	3
Robert Martin Watson	Recreation	04/13/2011	9	Diane Hull	Community Watch	04/24/2017	3
Dennis Bane	Community Watch	04/27/2011	9	Roberta Ratafia	Community Watch	04/24/2017	3
Jack Kondor	Community Watch	04/27/2011	9	Charles Steffani	Property Management	04/10/2017	3
James Livers	Community Watch	04/27/2011	9	Amy Vazquez-Flores	Finance	04/10/2017	3
Anita Vogt	Community Watch	04/27/2011	9	Naneki Delorme	Finance	04/24/2017	3
David Dutkiewicz	Recreation	04/02/2012	8	Caitlyn Bessoni	Community Standards	04/24/2017	3
Richard Oliva	Recreation	04/02/2012	8	Jack Doty	Recreation	04/09/2018	2
Michael Halpin	Community Watch	04/02/2012	8	Daria Lotocky	Recreation	04/09/2018	2
Roger Williams	Community Watch	04/30/2012	8	Donald Skaggs	Recreation	04/09/2018	2
Frederick Loneragan	Property Management	04/02/2012	8	Denise Tainter	Recreation	04/09/2018	2
Rebecca Perkins	Customer Service	04/22/2013	7	Frank Galotti	Recreation	04/23/2018	2
Kathleen Hyatt	Community Watch	04/01/2013	7	Karla Coats	Community Watch	04/09/2018	2
Custer Redman	Community Watch	04/01/2013	7	Judith Notarianni	Community Watch	04/09/2018	2
Gilbert Regan	Community Watch	04/01/2013	7	James Rhoads	Community Watch	04/09/2018	2
Michael Lucas	Community Watch	04/29/2013	7	Mary Todl	Community Watch	04/09/2018	2
Lora Pike	Property Management	04/15/2013	7	Robert Lesser	Recreation	04/08/2019	1
Michael Kroeger II	Recreation	04/14/2014	6	Diane Preseprio	Recreation	04/08/2019	1
John Lossani	Recreation	04/14/2014	6	Harry Casey	Recreation	04/22/2019	1
Meri Lynn	Recreation	04/14/2014	6	Bernadette Cecchini	Recreation	04/22/2019	1
Brenda Petersen	Recreation	04/14/2014	6	Michael Kaiser-Sissons	Recreation	04/22/2019	1
David Clare	Community Watch	04/14/2014	6	Jaclyn King	Recreation	04/22/2019	1
Donald Stephenson	Community Watch	04/14/2014	6	Randy Ottoson	Recreation	04/22/2019	1
Terry Waller	Community Watch	04/14/2014	6	Bruce Snyder	Recreation	04/22/2019	1
John Corriveau	Recreation	04/13/2015	5	Peter Rissland	Community Watch	04/08/2019	1
Deborah-Ann Gorzka	Recreation	04/13/2015	5	Lois Schwenn	Community Watch	04/08/2019	1
Julie Phillips	Recreation	04/13/2015	5	John Buchler III	Community Watch	04/22/2019	1
Nelson Pouliot	Recreation	04/13/2015	5	William Jackson	Property Management	04/22/2019	1
James Cote	Community Watch	04/27/2015	5	Mary Ellen Bowgren	Finance	04/11/2019	1
Keith Myers	Community Watch	04/27/2015	5	Brian Draper	Public Safety	04/22/2019	1
Stephanie Russo	Community Watch	04/27/2015	5	Dustin Foster	Public Safety	04/22/2019	1
Darren Tomasello	Community Watch	04/27/2015	5	Samantha King	Public Safety	04/22/2019	1
Jacqueline Ogden	Community Standards	04/01/2015	5	Jacob Sharp	Public Safety	04/22/2019	1
Sam Getz	Customer Service	04/11/2016	4				



## Recognizing Our Core Values In Action!



**Jamie Kennedy, Dispatcher**, received praise. A resident called to compliment Jamie on handling a hazardous situation in the resident's neighborhood. The resident was very impressed that Jamie called him back with up-dates.



**Randi Battaglia, Gate Attendant**, was complimented by a resident. "Randi is the best, we appreciate all she does at our gate."



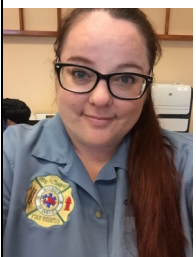
**The team at Captiva Recreation Center** was complimented. "Mr. Rohan I would like to bring to your attention the wonderful leadership at Captiva Recreation Center. If I am not playing softball you can usually find my wife and I at the Captiva pool to exercise daily, rain or shine. Under Mike's leadership the atmosphere there is always upbeat, friendly and the staff is always looking to please everyone. We know all the morning staff, Dan, Nancy and

Goodie and they always make you feel welcome. We've been here 8 years and can only say positive things about The Villages and your leadership!" Pictured clockwise: **Recreation Assistants Goodie Doust, Dan Famularo and Nancy Gerrity. Mike Kaiser-Sissons, Recreation Supervisor.**

**Luis Manosalva, Gate Attendant**, (right) received praise. A resident had become lost. Luis assisted her with the proper directions to find her way back home.



**Lindsay Collier, Substitute Patrol Driver** received high praise from a local business person. "I just wanted to take a moment out of my day to recognize Lindsay for going over and above and truly saving my night. On Friday night I had a client who needed a closing date change signed and sent. I was meeting friends for dinner so I went to Hoteling at Lake Sumter Landing to complete my task. Myself and my date met our good friends and enjoyed a really nice meal and some dancing on the Square. As we went to leave I realized I did not have my car keys. We checked the restaurant, we checked the square and the only thing I could think of was maybe I left them in the office. Both of us (agents) tried to use our door codes to get into the building but since it was after hours, 9 PM, our codes wouldn't work. I decided to use the red phone booth just like an after hours guest and ask for assistance to get into the building. Lindsay drove up in his Community Watch vehicle and was incredibly pleasant and helpful. He unlocked the door followed us up and sure enough my keys were sitting next to the computer. He even stuck around and let both ladies use the restroom. So thanks to Lindsay my date and I did not have a long, long walk home."



**Cheryl Bidwell, Administrative Assistant** received a thank you card from a resident. "Thank you so much for emailing to me that I am registered for the CPR/AED class on July 30th, 2020. I appreciate this class being offered so much by the Public Safety department at Station 44."

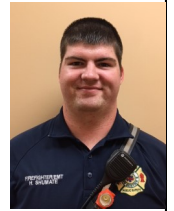
**Danny Krehl, Gate Attendant** received a compliment from a resident. "Dan is always doing a great job and I feel that he is one of your best Gate Attendants."



**Mike Stephens, Lieutenant (left) and Hunter**



**Shumate, Firefighter Paramedic**



**(right)** were praised for a call they answered. "We were both very frightened but as soon as Lt. Mike Stephens and FF Paramedic Hunter Shumate arrived, they put us at ease." The resident commented on Lt. Stephens sense of humor and

praised both of them for getting her husband to use a walker his physician had told him to use but he never did. She could not believe they got him to use it. She wanted to make sure both of them knew how grateful she was.



**Facility Specialists Tim Bartz (R) and Patrick Wetzel (L)** were praised. "My wife and I were co-chairs of a fundraising event that was recently held at your Savannah Recreation Center. I first worked with Tim and then Patrick. They were always there for us, consistently asking "what else can I do" and with a smile

on their face! All of the staff working were terrific and very helpful. Your team is amazing!"

**Pam Henry, Recreation Manager/Lifestyle, Parks & PR** was thanked. "I want to thank Pam for her assistance and support for my upcoming educational session at the New York Recreation and Park Society annual conference in April. It was a genuine pleasure to "talk shop" with her about the workings of The Villages recreation department and was especially pleased to learn the department is CAPRA accredited – very impressive! I'm very grateful she was able to spend time with me and The Villages is very fortunate to have her experience, expertise and enthusiasm as part of your management team! Once again, many thanks."



**Bill Kondas, Gate Attendant (L)**, was complimented by two residents. "You always brighten our day. We are always delighted when you are at the gate greeting us. Thank you so much for so often making our day."

**Jim Ackerman, Public Education Technician (R)**, received a thank you card. "Thank you so much for having the service to install new smoke detectors. Jim was wonderful!"



**Lamar Oberholtzer, Recreation Assistant** was complimented. "I would like to tell you about one employee at Sea Breeze recreation center that just makes my day with a smile, a kind word, sometimes a little joke and a great knowledge of customer service. His name is Lamar. Sometimes I think I go to Sea Breeze just because he is so much fun and is so kind. I would really like it if you could tell him I sent a complement because he is GREAT! I believe his manager's name is **Linda Feustel**. She is a good listener, problem solver and has a great smile with a terrific attitude. Plus her recreation center runs smoothly and her staff is having fun therefore the guest are having fun. They're the best!"



## Recognizing Our Core Values In Action!

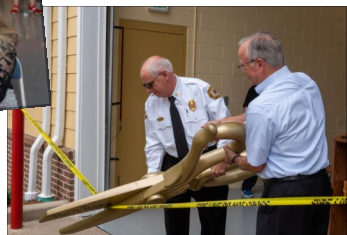
**The Staff at La Hacienda received praise.** "Over the years I have had the serious good fortune of working with the staffs of your many recreation centers, I would have to say that the management and staff at La Hacienda have managed to exceed even my most exacting expectations of support. Recently we had the opportunity to present our fund raising event at your La Hacienda facility to a sold out crowd exceeding 300 smiling Villagers. While there are many KUDOS available, allow me first to share the team kudo with **Nadia Whittaker, Recreation Area Manager, and her (my) support team of Gary Sorace, Facility Specialist, and Recreation Assistants Paul Kirsliis, Brian Curran, Brad Eckert and Dan Bridgewater.** Bottom line, they're attention to detail, training in customer relations and work ethic is a model for all of us to follow!"



**Recreation Assistants Ron Smiley and Gayle Hutton** received praise. "Our neighborhood social group held our monthly recently at the Fish Hawk recreation center. Gail and Ron went above and beyond in helping to make the evening such a success. We had a large turn out and they pitched right in to offer her help which was very much appreciated. I believe we and the Recreation department are fortunate in having such two hard working employees. Please pass along our thanks for a job well done! "

## Public Safety

On February 26th Public Safety held a Ribbon Cutting ceremony at the newly renovated Station 40. Pictured L to R: **Richard Baier, District Manager, Edmund Cain, Fire Chief, and Steve Kurtz, Village Center CDD Board Chairman.**



Crews responded to a residential fire in the Village of Fenney on February 24th. The fire started in a side yard shed and moved into the house. The crews were able to quickly put out the fire when they arrived and the response time was 5 minutes. Those on scene include: **Lieutenants Jarod Falck, Daniel McGoldrick, and Jason Weis. Firefighter Paramedics Geoffrey Martz, Keith Norris, Chris Palasky, Ellis Secola, and Eduardo Villagomez. Firefighter EMTs Daniel Moore and Daniel Preloznik.**



A resident was appreciative of help provided by the **Everglades Recreation Center.** "Yesterday I received a call from the Sarasota Golf Academy asking me if I lost my golf bag. I went and looked at my golf cart and sure enough it was missing. It must have fallen off my cart when we were riding around Everglades Recreation Center. The amazing thing was my name wasn't on my golf bag but the recreation center took the time to find a receipt and trace the bag back to me. Needless to say I'm grateful and it's just another reason why I love living here! "

A resident complimented our **DPM staff** for their courteous and prompt response to his reported issues. He specifically mentioned that **Keith Gordon, Administrative Assistant** was very courteous and helpful with taking his call and forwarding it to **Chris Trace, Landscape Supervisor** who came out and addressed his issues promptly and professionally.

## Recreation & Parks News

Over 150 residents participated in Recreation & Parks monthly event on Lake Sumter Landing Market Square. Interval Training opened with participants dancing to warmup and then alternated between cardio and weight exercises. By the middle of the morning, people who stopped to watch started to participate and enjoyed the workout as well. **Pictured: Recreation Supervisors Jackie Prim (L) and Yajaira Perez (R).**



## WELCOME BABY BOY

**Emily Andrews, Recreation Area Supervisor** and her husband Brad recently added a precious baby boy to their family. Brody Andrews was born on December 30, 2019 at 9:11 am.



## Congratulations Bride & Groom



**Ricky Spidel, Recreation Supervisor** and his wife Nicole recently tied the knot on February 16th in Winter Haven, Florida. Ricky and Nicole met in 2012 preparing for the University of Central Florida and their first date involved recreation, a round of mini golf. Seven years later they're both season ticket holders to their alma mater UCF. Best wishes Ricky and Nicole!



# The Villages®

## Community Development Districts

### Risk Management



#### Are you aware that there is a District Safety Committee?

It is the objective of the District Safety Committee to promote safety and health programs that will reduce the number of injuries and illnesses to an absolute minimum, not merely in keeping with, but surpassing the best experience of similar operations by others. **Our goal is zero employee accidents and injuries.**

The Safety Committee was established to recommend improvements to our Safety Program and to identify corrective measures needed to eliminate or control recognized safety and health hazards. The committee consists of at least one representative appointed by the department director from each district department. Each representative shall serve a 2 year term with no more than 3 representatives replaced annually. Employee recommendations to improve safety and health conditions are collected by Risk Management and the Safety Committee. Recommendations for safety improvements or concerns are forwarded to the Risk Manager and the Assistant District Manager for consideration.

#### Responsibilities

- Determine the schedule for evaluating the effectiveness of control measures used to protect employees from safety and health hazards in the workplace.
- Reviewing and updating workplace safety policies and procedures
- Assisting management in updating the Safety Program by evaluating employee injury and accident records, identifying trends and patterns, and formulating corrective measures to prevent recurrence.
- Assisting management in evaluating employee accidents and illness prevention programs, and recommending continuous improvements to the Workplace Safety Program.
- Providing safety training and monitoring of workplace safety education and training.

#### Membership:

The committee is comprised of one designated/primary member and one secondary member from the following departments:

**District Administration**  
**District Property Management**  
**Recreation**  
**Finance**  
**Executive Golf**

**Community Watch**  
**Public Safety**  
**Community Standards**  
**Customer Service**

#### \*In addition, we welcome any employee interested in volunteering to be on the committee!!

The committee meets bi-monthly, with its next meeting being May 12th, 2020. We encourage all employees to participate by finding out who represents your department on the committee and report any concerns to your representative. If you feel that there is a hazard causing an immediate threat to your work environment, or to the safety or health of any employee, resident, or guest, we ask that you contact Risk Management .

**Risk Management: 352-674-1828**  
**Email : [riskmgmt@districtgov.org](mailto:riskmgmt@districtgov.org)**





The following information has been provided by the Centers for Disease Control and Prevention (CDC), [www.cdc.gov](http://www.cdc.gov).

#### COVID-19 SYMPTOMS

The following are symptoms of COVID-19 and may appear 2-14 days after exposure (based on the incubation period of MERS-CoV Viruses):

- Fever
- Cough
- Shortness of breath



#### WHEN TO SEEK MEDICAL ATTENTION

If you develop emergency warning signs for COVID-19 get medical attention immediately. Emergency warning signs include:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusing or inability to arouse
- Bluish lips or face

\* This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning.

#### OLDER ADULTS

Older adults, 65 years and older, are at higher risk for severe illness. COVID-19 is a new disease and we are learning more about it every day.

##### What you can do

*If you have a serious underlying medical condition:*

- Stay home if possible.
- Wash your hands often.
- Avoid close contact (6 feet, which is about two arm lengths) with people who are sick.
- Clean and disinfect frequently touched surfaces.
- Avoid all cruise travel and non-essential air travel.
- Call your healthcare professional if you have concerns about COVID-19 and your underlying condition or if you are sick.

##### Stress and coping

Older people are at higher risk for severe illness from COVID-19 which may result in increased stress during a crisis. Fear and anxiety about the COVID-19 pandemic can be overwhelming and cause strong emotions.

##### Things you can do to support yourself

- Take breaks from watching, reading, or listening to news stories and social media. Hearing about the pandemic repeatedly can be upsetting.
- Take care of your body. Take deep breaths, stretch or meditate. Try to eat healthy, well balanced meals, exercise regularly, get plenty of sleep, and avoid alcohol and drugs.
- Make time to unwind. Try to do some other activities you enjoy.
- Connect with others. Talk with people you trust about your concerns and how you are feeling.
- Call your healthcare provider if stress gets in the way of your daily activities for several days in a row.
- If you, or someone you care about, are feeling overwhelmed with emotions like sadness, depression, or anxiety, or feel like you want to harm yourself or others, call:
  - 911
  - Substance Abuse and Mental Health Services Administration (SAMHSA's) Disaster Distress Helpline: 1-800-985-5990 or text TalkWithUs to 66746 (TTY 1-800-846-8517).

#### WHO SHOULD BE TESTED

Not everyone needs to be tested for COVID-19. Here is some information that might help in making decisions about seeking care or testing.

- Most people have mild illness and are able to recover at home.
- There is no treatment specifically approved for this virus.
- Testing results may be helpful to inform decision-making about who you come in contact with.

CDC has guidance for who should be tested, but decisions about testing are at the discretion of state and local health departments and/or individual clinicians.

- Clinicians should work with their state and local health departments to coordinate testing through public health laboratories, or work with clinical or commercial laboratories.

If you have symptoms of COVID-19 and want to get tested, try calling your state or local health department or a medical provider. While supplies of these tests are increasing, it may still be difficult to find a place to get tested.

#### PEOPLE WHO ARE AT HIGHER RISK FOR SEVERE ILLNESS

COVID-19 is a new disease and there is limited information regarding risk factors for severe disease. Based on currently available information and clinical expertise, older adults and people of any age who have serious underlying medical conditions might be at higher risk for severe illness from COVID-19.



Based upon available information to date, those at high-risk for severe illness from COVID-19 include:

- People aged 65 years and older
- People who live in a nursing home or long-term care facility
- Other high risk conditions could include
  - People with chronic lung disease or moderate to severe asthma
  - People who have serious heart conditions
  - People who are immunocompromised including cancer treatment
  - People of any age with severe obesity (body mass index [BMI] ≥ 40) or certain underlying medical conditions, particularly if not well controlled, such as those with diabetes, renal failure, or liver disease might also be at risk
- People who are pregnant should be monitored since they are known to be at risk with severe viral illness, however, to date data on COVID-19 has not shown increased risk

Many conditions can cause a person to be immunocompromised, including cancer treatment, smoking, bone marrow, or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune weakening medications.



The following information has been provided by the Centers for Disease Control and Prevention (CDC), [www.cdc.gov](http://www.cdc.gov).

#### IF YOU ARE SICK OR CARING FOR SOMEONE

If you are sick with COVID-19 or suspect you are infected with the virus that causes COVID-19, you should take steps to help prevent the disease from spreading to people in your home and community. If you think you have been exposed to COVID-19 and develop a fever and symptoms, such as cough or difficulty breathing, call your healthcare provider for medical advice.

##### Stay home except to get medical care

- **Stay home:** Most people with COVID-19 have mild illness and are able to recover at home without medical care. Do not leave your home, except to get medical care. Do not visit public areas.
- **Stay in touch with your doctor:** Call before you get medical care. Be sure to get care if you have trouble breathing, or have any other emergency warning signs, or if you think it is an emergency.
- **Avoid public transportation:** Avoid using public transportation, ride-sharing, or taxis.



##### Separate yourself from other people in your home, this is known as home isolation

- **Stay away from others:** As much as possible, stay away from others. You should stay in a specific "sick room" if possible, and away from other people in your home. Use a separate bathroom, if available.



##### If you are sick, wear a facemask in the following situations, if available

- **If you are sick:** You should wear a facemask, if available, when you are around other people (including before you enter a healthcare provider's office).
- **If you are caring for others:** If the person who is sick is not able to wear a facemask (for example, because it causes trouble breathing, then as their caregiver, you should wear a facemask when in the same room with them. Visitors, other than caregivers, are not recommended.



##### Avoid sharing personal household items

- **Do not share:** Do not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people in your home.
- **Wash thoroughly after use:** After using these items, wash them thoroughly with soap and water or put in the dishwasher.



##### Call ahead before visiting your doctor

- **Call ahead:** Many medical visits for routine care are being postponed or done by phone or telemedicine.
- If you have a medical appointment that cannot be postponed, call your doctor's office, and tell them you have or may have COVID-19. This will help the office protect themselves and other patients.



##### Cover your coughs and sneezes

- **Cover:** Cover your mouth and nose with a tissue when you cough or sneeze.
- **Dispose:** Throw used tissues in a lined trash can.
- **Wash hands:** Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not available, clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol.



##### Monitor your symptoms

- Common symptoms of COVID-19 include fever and cough. Trouble breathing is a more serious symptom that means you should get medical attention.
- **If you are having trouble breathing, seek medical attention, but call first.**
  - Call your doctor or emergency room before going in and tell them your symptoms. They will tell you what to do.
- **Wear a facemask:** If available, put on a facemask before you enter the building. If you can't put on a facemask, cover your coughs and sneezes. Try to stay at least 6 feet away from other people. This will help protect the people in the office or waiting room.
- **Follow care instructions from your healthcare provider and local health department:** Your local health authorities may give instructions on checking your symptoms and reporting information.





### Getting Through a Tough Time

As we here at the District, as well as the rest of the country and world, try to navigate our way through social distancing and fighting off COVID-19, here are some things you can do to make it through a tough time.

1. **Be thankful:** There are a lot of people still working right now, most of them on the front line of fighting this virus, our medical professionals. Let's be thankful that they are continuing to do their jobs and help those in need during this time.
2. **Thank a grocery clerk:** When you head out to the grocery store, carefully avoiding too-close contact with other people, and then rush home to wash your hands, it's made possible by the man or woman at the cash register, who's there for eight hours or more, usually without even a mask, ringing up everyone's purchases. And, if you see them, also thank the people stocking the shelves, many of whom work all night to refill spaces emptied by shoppers the day before. And thank the warehouse workers and truckers and all the other people in the supply chain who have ensured that however bare the stores become, there's more available in short order.
3. **Think about those who are out of work:** Some people are working from home, or drawing a paycheck while their businesses are closed. But for others it's not so easy. Hourly employees, or those who depend on tips for most of their income, aren't getting paid what they're used to. If you're able to, try and support the places that are still open for takeout or delivery.
4. **Be gentle with people:** Everyone is anxious and worried to greater or lesser degrees, even the people who don't seem to be. Show extra consideration, and if people to get snappish, cut them a bit of slack. You'll probably be snappish yourself at some point. We are all in this together.
5. **Allow for both space and interaction:** If you're spending a lot of time with other people, try to arrange things so that everyone gets some alone time. Some need more than others, but nearly everyone needs some. Go for a walk, or sit on the porch or balcony. On the other hand, if you're alone, talk to other people on the phone or on face-to-face internet based services. And if you know people who are going through this alone, check on them, both to make sure they've got what they need and just to give them some human contact. This goes double if they're older.
6. **Remember, this too shall pass:** It goes without saying that this is unprecedented territory for most of us. As hard as it may seem, try to stay positive for yourself, your kids, your family, etc. It may just help you make it through what could be the most trying event of your lifetime.

Some information provided by  
[www.usatoday.com](http://www.usatoday.com).



On March 24, 2020, Attorney General Ashley Moody issued a Consumer Alert about new scams related to the COVID-19 pandemic. The scams run the gambit from text messages and phone calls to imposters posing as health workers offering free COVID-19 tests. The bottom line is Floridians need to be on the lookout for scams and never give out personal or financial information to solicitors. Attorney General Ashley Moody said, "Sadly, scammers never stop trying to make a dishonest dollar—not even amid a pandemic. If you receive an unsolicited text message, email, phone call or any other communication claiming a cash payment, government benefit or other COVID-19 related offer, be very suspicious. Guard your personal and financial information and report scams to my office." Over the weekend, reports emerged of text messages asking people to click on a link to claim a \$1,000 payment, apparently connected to a COVID-19 federal stimulus package. The link most likely contained malware. Never click on any links in unsolicited messages. Several South Florida law enforcement agencies are issuing alerts about people dressed in white lab coats and masks impersonating Centers for Disease Control and Prevention workers. The imposters are reportedly knocking on doors and offering free COVID-19 tests. The CDC is not sending people door-to-door to test for COVID-19. If a CDC impersonator shows up at your door, do not let them in. Close the door and call 911. The U.S. Department of Health and Human Services Office of Inspector General is reporting a scam involving fraudsters calling older Americans and offering to mail them free COVID-19 test kits. The scammers claim all they need from the senior to send the free kit is the target's Medicare number. Never provide health information, or any other personal information, in response to an unsolicited phone call. These are just a few of the latest scams emerging as the COVID-19 virus continues to spread. Floridians should be reminded that if an offer seems too good to be true, then it is probably a scam. Last week, Attorney General Moody issued another Consumer Alert warning of several other COVID-19 related scams. To view the previous alert, click [here](#). Attorney General Moody has also activated Florida's Price Gouging Hotline in response to the COVID-19 state of emergency. Consumers suspicious of price gouging can report it by calling 1(866) 9NO-SCAM or by visiting [MyFloridaLegal.com](http://MyFloridaLegal.com). Price gouging can also be reported to the Attorney General's Office by downloading the free NO SCAM app in the Android or Apple app store. For a list of the commodities covered under the state's price gouging laws during the COVID-19 state of emergency, click [here](#).



## These are times unlike anything many of us have ever seen!

With the pandemic of the COVID-19 virus racing around the world, we are forced to look for ways to socialize, work, and learn at a distance. Many have been very creative and finding these new ways. We do not have to sacrifice learning and productivity just because we are having to work remotely. There has been a substantial increase in the use of the “digital delivery” of information globally in all business segments. Organizations use digital learning to increase collaboration among teams that are working remotely and in different time zones, this includes “virtual” collaboration utilizing such technology as cloud-based learning platforms that include everything from interactive, self-paced classes to social boards, virtual classes, videoconferences and instant messaging. Distant learning, computer-based learning, and remote digital collaboration has been in place for years now, as well as virtual meetings and remote offices. So how can The District harness the power of technology to continue to run our organization and continue training our employees? Well, we will be utilizing the technology we already have in place. We are working on having employees use our current Learning Management System to take courses that cover everything from COVID-19 to Microsoft Word. Within Target Solutions, learners will also be able to search for other courses that they may be interested in and request or self-register to them. We are also looking at embedding links to learning videos inside of emails, to have employees watch. To ensure participants have retained training information, there may be a short quiz that must be answered and returned. The above are just a few examples of how we will be leveraging technology and utilizing our CORE VALUES of CREATIVITY and INNOVATION to keep learning an integral part of our organization in this rapidly changing environment. More information to come from the Human Resources department shortly.

### What to Avoid to Stay Healthy Amid COVID-19

While staying at home and waiting for the COVID-19 pandemic to die down in self-isolation, several eatables may be at your disposal due to the hoarding of food. With all the free time on your hands and anxiety peaking, snacking could become an unhealthy coping mechanism. Lifestyle diseases such as obesity, diabetes and metabolic syndrome worsen the body's immune response. Immunity is crucial right now in case you get infected with the novel coronavirus, and there are certain unhealthy eating habits to avoid. Here are some pointers:

**Avoid Sugary Foods:** Don't eat food high in sugar content because they stimulate hunger pains as the blood sugar peaks and crashes. Snack mindfully and try to choose food packed with resistant starch that fills you up: nuts, boiled peas or even fruits make for good snacks. Importantly, ensure you consume the right quantity and quality of food. Don't binge eat the wrong food filled with no nutrition and empty calories.

**Avoid Drinking Unhealthy Beverages:** Since being isolated and cut-off from people could trigger depression and anxiety, try to not drink too much alcohol. There are also people who drink several cups of tea and coffee every day. Too much caffeine results in caffeine jitters, sleeplessness and even diarrhea. Moderation is key in these difficult times.

**Avoid Junk Food:** Today, junk food has become the go-to staple of people hoarding items at home since most of the world is on lockdown. Avoid processed and frozen food during this time because they could lead to some serious illnesses that might compromise your immunity.

**Don't Give Into Cravings:** Giving into craving during social distancing has become easier and also more difficult to overcome. Make a plan to counter your cravings by setting up an alternative. For example, do not just eat raw vegetables, dip them in a nice dressing made up of hummus or a cheese dip.

**Avoid Being Sedentary:** It's okay if you cannot go to the gym or run outside. You can do squats, frog jumps, burpees, push-ups, lunges and other body-weight training exercises at home by watching tutorials. Also, clean your house regularly and engage in gardening if possible. Do not give up and maintain your health as best as you can.

Provided by [www.medicaldaily.com](http://www.medicaldaily.com).

### Tips for Coping With Stress



### How to Cope With Stress During COVID-19

The rapid spread of the COVID-19 has largely affected the psychology of people, as many are concerned about themselves and their loved ones. However, there are ways to minimize this stress, and get through this

situation as smooth as possible.

#### 1. It is normal to feel sad

Feeling sad, confused, stressed, scared, or even angry is very normal in these situations. Consider talking to people you trust.

#### 2. Maintain a healthy lifestyle

In case you have to stay at home, maintain a healthy lifestyle, including proper diet sleep, exercise and social contacts via e-mail and the phone.

#### 3. Don't use smoking, alcohol or drugs

If you feel overwhelmed, talk to a health worker or counsellor. Have a plan, where to go to and how to seek help for physical and mental health needs if required.

#### 4. Get the facts

Gather information that will help you accurately determine your risk so that you can take reasonable precautions. Find a credible source you can trust such as the World Health Organization website or, a local or state public health agency.

#### 5. Less media

Limit worry and agitation by lessening the time you and your family spend watching or listening to media coverage that you perceive as upsetting.

#### 6. Use past experiences

Draw on skills you have used in the past that have helped you to manage previous life's adversities and use those skills to help you manage your emotions during the challenging time of this outbreak.

#### 7. Support children

Children may respond to stress in different ways such as being more clingy, anxious, withdrawing, angry or agitated, bedwetting etc. Respond to your child's reactions in a supportive way, listen to their concerns and give them extra love and attention.

#### 8. Listen to your kid

Children need adults' love and attention during difficult times. Give them extra time and attention. Remember to listen to your children, speak kindly and reassure them. If possible, make opportunities for the child to play and relax.

#### 9. Keep children close to parents

Try and keep children close to their parents and family and avoid separating children and their caregivers to the extent possible. If separation occurs (e.g. hospitalization) ensure regular contact (e.g. via phone) and re-assurance.

#### 10. Keep regular routines

Keep to regular routines and schedules as much as possible, or help create new ones in a new environment, including school/learning as well as time for safely playing and relaxing.

#### 11. Provide facts

Provide kids with facts about what has happened, explain what is going on now and give them clear information about how to reduce their risk of being infected by the disease in words that they can understand depending on their age. This also includes providing information about what could happen in a re-assuring way (e.g. a family member and/or the child may start not feeling well and may have to go to the hospital for some time so doctors can help them feel better).

Provided by [www.who.int](http://www.who.int).