

# The Villages®

## Community Development Districts

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

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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

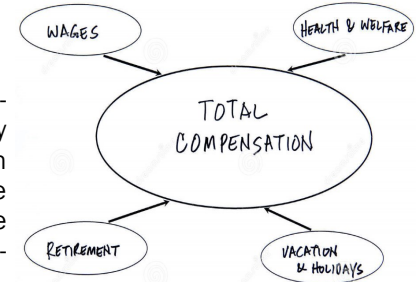
To be respected as the most responsive and responsible Community Development District.

#### MISSION

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

### Momentum Update: VCCDD Compensation & Pay Study

I am very pleased to announce that the District has contracted with an outside consulting firm, Management Advisory Group International, Inc. ("MAG"), to update our classification and compensation system. MAG is a national, full service human resources consulting firm with extensive experience in classification and compensation projects, position descriptions, performance evaluation and human resources software. Principals of the firm have conducted over 500 similar studies over 25 years of municipal consulting over multiple states, including over 75 studies in Florida alone. This study is being conducted to ensure your position's classification fully reflects its duties and responsibilities and that its salary range assignment is internally equitable and competitive within our employment markets. All positions – full-time, part-time, and all departments will be reviewed. We are also including analysis of our current benefits provisions – health and welfare programs, paid time off, etc.



The process will include four phases:

#### Employee outreach/focus groups

Employees will have the opportunity to attend focus groups and provide feedback on current compensation and classification practices. I encourage every employee to attend, as your input is very important to the success of this study.

#### Job Assessments

Quickly following the focus groups will be the administration of an online Job Assessment Questionnaire ("JAQ") to give each employee an opportunity to describe the type of work done within their job title. The work described in the JAQ will be grouped into job classes based on similar types of work performed, so your input is essential in ensuring MAG's success in accurately grouping like jobs together. This process has been designed to give every employee the opportunity to explain the scope and complexity of their position rather than simply relying on job titles and department designations. I expect this part of the process to last approximately three weeks. Important Note: The data being compiled will relate to the type of work that your position does - not how well an individual (you) are performing.

#### Salary Survey

MAG will then conduct a salary survey gathering data from public and private employers in the local and regional employment markets within which we compete for high quality staff. From the data gathered, and the subsequent analysis, MAG will identify and recommend various options to the District to assist us in developing a strategic salary plan that is competitive with salaries paid for similar occupations in those markets.

#### Recommendations

Once the job assessments and salary survey are completed, MAG will provide the District with a suggested pay plan and supporting recommendations to assist us in achieving an internally equitable and externally competitive compensation system. While we cannot promise any salary increases, we can state that no employee's salary will be reduced as a result of this project.

I am pleased the District is conducting this study and look forward to completing the project - with your help - within the next five to six months. Please contact Deb Franklin, Director, Human Resources & Strategic Planning, if you have any questions.

~Richard Baier, District Manager



## IN THE SPOTLIGHT...



### Annz Hochsprung ~ Finance ~ Director



**Where were you born & raised and went to school?** I was born in LaGrange, Illinois - a suburb of Chicago. I was 1 of 1,200 in my high school graduating class at Lyons Township High School. I attended Bradley University in Peoria, Illinois (only because it was 40 below before wind chill at St Olaf College in Northfield, Minnesota the weekend I had to make the decision). **What was special about where you were from?** There was never a dull moment growing up with 4 siblings and a several block radius of children to play with. I was a tomboy and spent a great deal of time harassing my brother and his friends. LaGrange was a small suburb where we could spend most of every minute of every day outside playing. My mom and dad loved to entertain so I was surrounded with family and friends. **Tell us about your family, people (including pets!) in your life...** I have 2 adult children – both boys; and two grandsons ages 1 and 3; my older son, Greg works in the technology business and my younger son, Matt is a police officer. Although I wanted a girl, I decided to stop at two boys because my aunt was “blessed” with twin boys after having two boys herself (twins ran in the family). I had vivid memories of the terror that the twins raised as they grew up and didn’t want to live a repeat of that. I grew up with 4 other siblings – three sisters and one very spoiled brother. We still remain very close today. I have 2, 100 pound, 9 year old Siberian Husky/German Shephard mix brothers that we rescued from a shelter. We named them Jack and Whiskey (can

you tell I had two adult children help with the names?). **Hobbies? Favorite Activities?** I enjoy swimming, tennis, gym workouts, trying new restaurants and shoe shopping. **Who has been the most influential person in your life and why?** Its a toss-up between my very caring, emotional and wise father and a very courageous and humble boss who contributed to the start of the Hospice movement. My father because he was very supportive in seeing his children grow to be strong individuals and because he was always so proud of all his children and took every opportunity to tell us. My boss because she was wise beyond her years and contributed to my learning so much about living life to its fullest and never being afraid to try. **What’s the best advice you ever received?** Don’t take yourself too seriously; have fun in what you do every day; you only have the opportunity to live once; every day is a gift! **What is the career & training path that led you to the District?** After spending a long career in healthcare management, I was ready for a new challenge. Although I have lived in Florida for 25+ years, I knew very little about this geographical area before applying for the position. How grateful I am for the opportunity and what a great decision I made in moving here. I love the people I get to work with every day and am delighted to be learning more about The Villages daily. **Can you tell us about your day-to-day responsibilities?** I am responsible for planning, coordinating and directing all aspects of the Financial Management and Administration of all Districts including the preparation of the monthly financial statements, Accounts Payable, Utility Billing and Bond financing. I am fortunate to have a very dedicated team to work with. **What is your favorite aspect of working for the District?** The hard working, knowledgeable and fun staff that I work with each and every day; and knowing that I am making a difference to the residents of The Villages. **What is the most interesting thing you have ever seen?** Drinking water from the melting blue ice in the Alaskan glaciers.

**My favorites...Movie:** It’s a Wonderful Life...**Television Show:** This is Us (with a box of Kleenex)

**Sports Team:** Notre Dame football team, Seminole High School soccer team; St Petersburg High Golf Team

**Vacation Spot:** The Greek islands...**Restaurant:** Annata Wine Bar, St Petersburg FL...**Food:** Pizza (best by far Emily’s in West Village NYC)

**Dessert:** Salted caramels and orange jelly beans (but not together)

### Daria Lotocky ~ Recreation ~ Recreation Supervisor

**Where were you born & raised and went to school?** I was born in Plantation, FL and grew up in Cooper City, FL. I went to Florida State University for my bachelors degree in Humanities and then to the University of Central Florida where I received my masters degree in Exercise Physiology. **What was special about where you were from?** The most special part about where I’m from is that it’s Florida! You don’t meet many true Floridians around here because most people are from so many different places. I love the sunshine state! **Tell us about your family, people (including pets!) in your life...** I come from a very big family! I have four sisters and one brother. My two nieces are the light of my life and I have a little nephew on the way that I cannot wait to meet in February of next year. No pets right now, but I do want to rescue a doggy soon! **Hobbies? Favorite Activities?** I belong to the Ukrainian Dancers of Miami and have been dancing with that group since I could walk. My grandfather founded the group in 1947 and my family tries their hardest to keep our Ukrainian culture alive and strong. I love to listen to music (all kinds of genres) and sing in my church choir in Miami when I get to visit home. When I’m not at work or visiting my family, you can find me at Disney World! **Who has been the most influential person in your life and why?** The most influential person in my life is my mom. She is the strongest and kindest person I’ve ever encountered and I admire her open-mindedness to new experiences and her resilience to any challenge she faces. **What’s the best advice you ever received?** The best advice I ever received was to be kind whenever you can be. A little kindness can go a long way, and you never know when a smile can make someone’s day. **What is the career & training path that led you to the District?** I worked in the recreation centers at both of the schools I attended so I knew that recreation was the career that I wanted to pursue. A colleague informed me about this position and when I toured the facilities here, I knew that I wanted to be a part of such a unique community. **Can you tell us about your day-to-day responsibilities?** The great thing about my job is that every day is different! For the most part I make sure that Odell Recreation Center is running smoothly, but I’m also involved in the monthly Camp Villages activities that occur all over the The Villages. **What is your favorite aspect of working for the District?** All the unique individuals that I get to interact with. There are so many people here that come from all over the world and have so many stories to share. I love it! **What is the most interesting thing you have ever seen?** The most interesting thing I’ve ever seen/done was a 200+ person yoga class that I was able to be a part of when I was in North Carolina for a fitness conference. That many people practicing yoga together created such a positive energy, and I will never forget what it was like to move together with all those people!



**My favorites...Movie:** The Princess Bride, so many great quotes!...**Television Show:** Grey’s Anatomy...**Sports Team:** FSU Seminoles Football, GO NOLES!

**Vacation Spot:** Disney World...**Restaurant:** My Aunt Donna and Uncle Rich’s house...**Food:** Pizza...**Dessert:** Anything with chocolate in it!

## DID YOU KNOW?

### Government Day



The 23rd Annual Government Day is approaching! **Government Day** will take place on **Saturday, November 3, 2018** at the **Eisenhower Recreation Center** located at 3560 Buena Vista Boulevard. This event will take place from **10:00 a.m. to 1:00 p.m.** Attendees will have an opportunity to learn about local, state and federal government agencies.

To provide additional parking, shuttles will be available from the Savannah Center and the Fenney Recreation Center. While this is a free shuttle service, tickets are required. Shuttle tickets are available at all Villages Box Office locations.

For additional information, please contact the District Customer Service Center at (352) 753-4508.

The District is happy to announce a new discount program for all employees - **Tickets at Work!**

It provides all staff access to great discount programs for your travel and entertainment needs nationwide. Some of the great discounts offered are for:

- ★ Disney World
- ★ Aquatica
- ★ Legoland
- ★ Sea World
- ★ Hotels
- ★ Rental Cars
- ★ Movie Tickets
- ★ Blue Man Group

More information to be released shortly on how to utilize Tickets at Work!

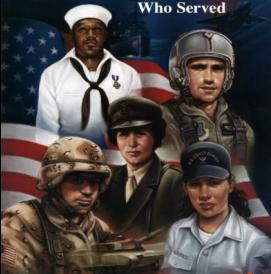


To Public Safety's newest Battalion Chief,  
**Corey McCaulley**



*Pictured left to right: Division Chief of Administration Tom Bosley, Deputy Chief Jim Goodworth, Battalion Chief Corey McCaulley, Chief Edmund Cain, Division Chief of EMS Training Kara Watts, and Division Chief of Fire Training Bobby Ramage.*

#### HONORING ALL Who Served



**DISTRICT OFFICE CLOSURES**  
All District Administration Offices  
will be closed on:

**Monday, November 12th**  
in observance of  
**Veteran's Day**  
and also

**Thursday, November 22nd**  
&  
**Friday, November 23rd**  
in observance of the  
**Thanksgiving Holiday**



### EMPLOYEES ON THE MOVE

#### Community Watch

- **Niels Jansen & Dale Teel** transferred from Patrol Driver Substitutes to Patrol Drivers.
- **Carmine LaBella, Douglas Pratt, Doreen Rousseau-Purdy & Paula Smith** transferred from Gate Attendant Substitutes to Gate Attendants - look for them at their new assignments!

#### Property Management

- **Beth Baker** was promoted from Recreation Service Representative to Administrative Assistant.

#### Public Safety

- **Corey McCaulley** was promoted from Lieutenant to Battalion Chief.

#### Purchasing

- **Kathy Godfrey** was promoted from Purchasing Assistant to Buyer.

#### Recreation

- **Robert Ward** was promoted from Fitness Assistant to Facility Specialist.
- **Chris Arrowood** was promoted from Recreation Supervisor to Recreation Facilities Manager-Special Events.



### TO THE DISTRICT FAMILY!

#### Community Watch

Jose Alvarez	Mari Flanagan	Kathleen Hyatt	Howard Wapner
Dora Rivenbark	Gregory Wood	Wanda Lawrence	Dale Teel

#### Recreation

James Ferebee	Michael Fortier	Blair Hursh	Jeffrey Lutley
Frank Petrozzino	Lawrence Small	Ralph Smith	Rachel Tillotson
Christine Wergin	Kay White	LeRoy Thompson	Steven Stein
Kelly Ward	Robert Emery	Kenneth Wergin	John Andrade
		Mary Lynn Golota	

#### Public Safety

Robert Sjogren

#### Property Management

Jerry Scott





**NOVEMBER**



**NOVEMBER**



1	Gail S. Firestone	Recreation	17	Roland Edmonds	Recreation
2	Kenneth C. Blocker	Administration	17	Ryan M. Rushing	Public Safety
2	Bryant M. Rooney	Recreation	17	Robert E. Zick	Recreation
3	Billy S. Hames	Recreation	18	Thomas Bosley	Public Safety
3	Anne K. Hochsprung	Finance	18	Laura L. Marcille	Recreation
3	David A. Luxton	Recreation	18	Rose A. Taylor	Recreation
3	Gail H. Nolan	Customer Service	19	Susan M. Thompson	Recreation
3	Santos Tosado	Community Watch	19	Kathy A. Tomlinson	Community Watch
4	Daniel W. Brien	Community Standards	20	Teresa J. Brooks	Risk Management
4	Suzanne M. Metelsky	Recreation	20	William A. Burton	Community Watch
4	Hunter A. Shumate	Public Safety	20	Barbara Denza	Community Watch
5	Dennis J. Kenngott	Community Watch	20	Bart B. Graham	Property Management
5	Jennifer Liunoras	Finance	20	Kenneth Knetsch	Community Watch
5	Andrew J. Malinosky	Recreation	20	Ellis L. Secola	Public Safety
5	Zachary C. Morreale	Public Safety	21	Dennis J. Godfrey	Recreation
5	Lora A. Pike	Property Management	21	David M. Levine	Community Watch
5	Melody M. Searles	Community Watch	21	Debra A. LoMonaco	Recreation
6	Anita L. Douglas	Recreation	22	Thomas J. Earnest	Public Safety
6	Rebecca L. Perkins	Customer Service	22	Mark J. LaRock	Purchasing
6	William J. Shelly	Recreation	22	Laverne Walker	Finance
7	Kevin O'Brien	Recreation	23	Emily S. Garten	Recreation
7	Harold J. Wall	Community Watch	23	Jason H. Lopez	Public Safety
8	Jarod M. Falck	Public Safety	23	Ronald Miller	Recreation
8	Deborah-Ann Gorzka	Recreation	23	David Pugh	Community Watch
8	William C. Heffner	Recreation	23	Larry D. Temme	Recreation
8	James Magee	Community Watch	24	Jack P. Doty	Recreation
9	Kathleen E. Foltz	Recreation	24	Dorothy C. Foder	Community Watch
9	James F. Inderwish	Community Watch	24	William Hoffman	Community Watch
9	Anthony L. Maniscalco	Recreation	24	Devin J. Oliver	Recreation
9	Leonard Mostello	Recreation	24	Robert W. Silk	Recreation
10	Jeffrey A. Mock	Recreation	24	Kathleen K. Storey	Risk Management
11	Frederick P. Loneragan	Property Management	25	Webb C. Epperson	Community Watch
11	Laura B. Todd	Finance	25	Gianfranco C. Federiconi	Community Watch
12	Candace Langton	Community Watch	25	James P. Lucas	Recreation
12	Luis G. Marquez	Public Safety	25	Robert E. Maruca	Recreation
12	Wade Watson	Property Management	25	Richard H. Mayo	Community Watch
13	John D. Barrett	Community Watch	25	Jason H. McInturf	Public Safety
13	Trudi M. Burley	Community Watch	26	Goodlow D. Doust	Recreation
13	Joseph Burns	Recreation	26	Steven C. Kendrick	Recreation
13	Carol Deyle	Recreation	26	Susan E. Muller	Recreation
13	Kelly L. Lambert	Finance	26	Nelson P. Pouliot	Recreation
13	Ginny M. Mills	Recreation	26	Georgann R. Roche	Finance
13	Howard A. Wapner	Community Watch	26	Eduardo A. Villagomez	Public Safety
14	Joseph P. Beddia	Community Watch	26	Herbert G. Wierzbach	Recreation
14	Gary M. Sorace	Recreation	27	Philip S. Deutsch	Community Watch
14	Anita L. Vogt	Community Watch	28	Marilyn A. Castelli	Recreation
14	Joseph L. Yarborough	Recreation	28	Carmine LaBella	Community Watch
15	Donald W. Berry	Community Watch	28	Robert Livingston	Community Watch
16	Martin Auster	Community Watch	29	Phillip A. Roberts	Public Safety
16	Carrie R. Duckett	Customer Service	30	David J. Latus	Community Watch
16	Stephen A. Silverstein	Recreation	30	Stephanie Russo	Community Watch
16	Jeffrey R. Watson	Community Watch			

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

Cynthia Stenerson	Finance	11/03/1997	21
Alton C. Bailey	Community Watch	11/13/2000	18
Daniel K. Hickey	Public Safety	11/22/2000	18
Don W. Neebling	Public Safety	11/11/2003	15
Donald G. Fox	Recreation	11/22/2005	13
Pennock H. Valentine	Community Watch	11/22/2005	13
Howard Miller	Community Watch	11/08/2006	12
Ralph Bari	Recreation	11/21/2007	11
Jennifer Liunoras	Finance	11/10/2008	10
Richard Lipski	Recreation	11/12/2008	10
Loretta DiFurio	Recreation	11/19/2008	10
Margaret M. Adler	Community Watch	11/10/2010	8
Margo R. Atherholt	Community Watch	11/10/2010	8
Craig M. Dobert	Community Watch	11/10/2010	8
Judy Richards	Community Watch	11/09/2011	7
Lois Cannon	Recreation	11/26/2012	6
Dahlann Disher	Recreation	11/26/2012	6
Kathleen Storey	Risk Management	11/26/2012	6
Hallie C. Deutsch	Community Watch	11/12/2013	5
Philip S. Deutsch	Community Watch	11/12/2013	5
Robert G. Horvath	Community Watch	11/12/2013	5
Burton S. Israel	Community Watch	11/12/2013	5
Edwin Jarzenski	Community Watch	11/12/2013	5
Robert Klump	Community Watch	11/12/2013	5
James E. Krysiak	Community Watch	11/12/2013	5
John Mabus	Community Watch	11/12/2013	5
William Oxbrough	Community Watch	11/12/2013	5
Thomas C. Scoville	Community Watch	11/12/2013	5
Richard Silverston	Community Watch	11/12/2013	5
Terianne Carroll	Human Resources	11/18/2013	5
Craig Dahlquist	Recreation	11/25/2013	5
Randall J. Edgar	Community Watch	11/25/2013	5
Valerie J. Hayes	Recreation	11/25/2013	5
Deborah Sobota	Recreation	11/25/2013	5
Douglas Butz	Recreation	11/10/2014	4
Stephen Corcoran	Recreation	11/10/2014	4
Karla M. Jordan	Recreation	11/10/2014	4
Paul J. Ard	Recreation	11/24/2014	4
Laura B. Todd	Finance	11/24/2014	4
Margaret C. Evans	Customer Service	11/02/2015	3
Hugh A. Austin	Recreation	11/09/2015	3
Ricky L. Brakley	Recreation	11/09/2015	3
Gina A. Dutton	Recreation	11/09/2015	3

Lawrence H. Gerszewski	Recreation	11/09/2015	3
Therese H. Green	Recreation	11/09/2015	3
Glen R. Mace	Recreation	11/09/2015	3
James L. Smith	Recreation	11/09/2015	3
Leonard A. Yates	Recreation	11/09/2015	3
David Haldeman	Community Watch	11/07/2016	2
Gary M. Monterville	Community Watch	11/07/2016	2
Esta Knipper	Finance	11/14/2016	2
Barbara J. Alajoki	Recreation	11/21/2016	2
Herbert Bree	Community Watch	11/21/2016	2
Thomas W. Chinske	Recreation	11/21/2016	2
Frederick T. Dias	Recreation	11/21/2016	2
Kevin R. Foley	Recreation	11/21/2016	2
John T. Holowach	Recreation	11/21/2016	2
Sharon A. Kryvanis	Public Safety	11/21/2016	2
Robert G. McCants	Community Watch	11/21/2016	2
Edward J. Nypaver	Recreation	11/21/2016	2
Terry W. Smith	Recreation	11/21/2016	2
William S. Stair	Recreation	11/21/2016	2
Larry D. Temme	Recreation	11/21/2016	2
Jean J. Wells	Recreation	11/21/2016	2
Cathy G. Bretz	Finance	11/06/2017	1
Thomas J. Earnest	Public Safety	11/06/2017	1
Daniel J. Hayasaka	Public Safety	11/06/2017	1
Aaron Knobel	Community Watch	11/06/2017	1
Jason H. Lopez	Public Safety	11/06/2017	1
Colton C. Mattiucci	Public Safety	11/06/2017	1
Kelsey B. Muller	Public Safety	11/06/2017	1
Ronald D. St Pierre	Community Watch	11/06/2017	1
Anita L. Vogt	Community Watch	11/06/2017	1
Ronald L. West	Community Watch	11/06/2017	1
Linda M. Viri	Recreation	11/08/2017	1
Seth A. Canter	Recreation	11/20/2017	1
Gary Cook	Recreation	11/20/2017	1
Karen L. Dalton	Recreation	11/20/2017	1
Charlene M. de Masi	Recreation	11/20/2017	1
Joy M. Foco	Recreation	11/20/2017	1
John R. Keegan	Community Watch	11/20/2017	1
Richard A. Lewis	Recreation	11/20/2017	1
Michael L. McDermott	Recreation	11/20/2017	1
Stephan P. Romanchak	Community Watch	11/20/2017	1
Robert E. Ward	Recreation	11/20/2017	1

## Recognizing Our Core Values In Action!

**Gate Attendant, Dave Robertson (right)** received a compliment regarding his hospitality. A resident called in to say, "Dave Robertson is pleasant, helpful and does great work while working the Del Mar gate. He goes the extra mile to assist."



**Administrative Assistant Mary Ann Stumpf** was complimented on her pleasant demeanor. An employee from a neighboring county purchased a shirt from Mary Ann and commented on what a wonderful experience he had with her.

**Utilities Customer Service** was thanked by a resident for getting out to his property so quickly to take care of his meter box lid that was crushed. He was surprised at how fast it was done.



**Landscape Supervisors Anthony Valadez (left) and James Morris (right)** received a complimentary email from a resident. "I just wanted to thank you and James for coming out this morning per a complaint/call from my neighbor, concerning problems behind her home as a result of lack of upkeep of shrubs and weeds. I appreciate both you and James for being so responsive to my neighbor and at least coming out. Your willingness to come out and look is the most effort we have seen to date."



**Patrol Driver Rich Jensen (left) and Dispatcher Sherry Griffin (right)** (pictured with CW Division Chief Nehemiah Wolfe, center) were involved with saving a resident after a fall in their home. Rich reported that two newspapers were on the driveway of the resident's home. When he walked around the house, he saw the resident on the floor trying to crawl to the door. Rich immediately notified dispatcher Sherry Griffin who called 911. The resident had been knocked down by her dog. Rich assisted in restraining the dog while EMS attended to the resident. The resident was transported to the hospital for care.



**The Staff at Colony Cottage Recreation Center** was complimented on their hospitality. "Your willingness to provide us with a location for our October 6th event was very helpful and much appreciated in providing critical information to the residents of The Villages. We would also like to commend you on the outstanding service provided by your staff. Please thank them for us. They could not have been more gracious or helpful during the planning, the room set-up, and the event itself. Thank you very much."

**DPM Supervisor Wayne Argast** was thanked by a resident for putting up the hooks in the changing rooms at Tierra Del Sol. The resident stated he really appreciated it.

**Landscape Supervisor Anthony Valadez** received an email thanking him for his hospitality. "Wow, you took care of that in record time. It looks amazing. I really appreciate your attention and prompt response.. Thank you."

**DPM Supervisor Roy Keen** was complemented on his involvement with the renovation of Colony Cottage Recreation Center. "The redecoration and renovation of the facility were done perfectly."

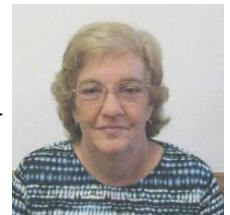
**Utilities Customer Service** was thanked by a resident. The resident stated, "I have lived here for 29 years and the District is doing the right thing for The Villages." The resident had been notified that she had a possible leak on her irrigation system.



**Public Education Technician Bob Sjogren** received three compliments from thankful residents. "Bob did a wonderful job solving our issue with our detector and restored our sanity." "I'm pleased with the friendly professional service that Bob gave me today. He did a great job." "We recently replaced our smoke and carbon monoxide detectors. Bob came to our home and installed all of them. He acted

in a professional manner and we appreciate the help. Thank you."

**Customer Service Representative Esta Knipper (right)** was acknowledged by a resident for her hospitality. "Esta is knowledgeable, confident, and an expert at her job."



**Recreation and Parks Director John Rohan** received a letter regarding the finished product of the **Colony Cottage Recreation Center**. "I planned and held a meeting today at Colony Cottage Recreation Center and I have some comments I hope you will appreciate. First, the redecoration and renovation of the facility were done perfectly. All my guests commented on how nice Colony Cottage looked. It's just fabulous. The planning process was a breeze with **Recreation Assistant Guy Stevens and his colleagues** getting it right from the start. They made suggestions that were extremely helpful, and even made some beneficial changes right before our meeting. And finally, the meeting went off without a hitch. The staff was welcoming to my guests and everyone commented on the friendliness of the staff and how nice the location was for a meeting. I'm always proud to hold a meeting here in The Villages and my thanks to you and your team."

**Billing & Collection Technician Lisa Baillargeon** was complimented for her hospitality. "Thank you for the call advising me that the water usage was very high. It was my shut-off valve that was not working properly. It has been repaired and I should be back to normal. Good job on your part. Keep up the good work."

**The Staff at SeaBreeze Recreation Center** were commended for their hospitality. "Just to pass along what a great staff you have at the Sea-Breeze recreation center! From Linda and the front desk, to the staff in the back that get the rooms set up, tables and chairs, equipment, etc. I recently returned from up north for the summer and realize all the adjustments your team has made from summer to fall and now ramping up for busy season. Your personnel make everything run so smooth and they always keep everyone well informed and in the loop. I appreciate their professionalism, pleasantness, and thoroughness. They are to be commended!"

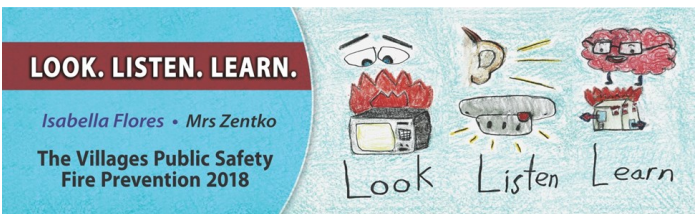


## Departments In The News



**Fire Prevention Week**  
**The Villages Public Safety Department** made its annual swing through the following Villages Charter Schools: Little Buffalo, The Intermediate Center, Early Childhood Center, and 2nd-5th grades for Fire Prevention Week, October 7-13. A highlight of the week was a poster contest involving students.

This year's theme was "Look, Listen, Learn." The winner of the contest was Isabella Flores. Isabella's poster was proudly displayed on the billboard in front of the Charter Schools for the month of October. The Charter School Director of Education sent a thank you note regarding the event. "Thanks very much for all of the incredible work you and your team of first responders do for our community! We appreciate our partnership with you and I know the students and staff love having you and your teams on campus. Please pass along my thanks to everyone at your fine organization."



### Farewell & continued successes!

On Friday September 28<sup>th</sup> Recreation & Parks bid farewell and best wishes to **Recreation Facilities Manager-Special Events & La Hacienda Recreation Center Dillon Burns**, on his relocation to the Houston, Texas area. The BBQ luncheon was packed with everyone he touched and impacted over his 14 plus years with the department. He will surely be missed! Dillon is pictured standing to the right of the picture frame.



**IT'S A BOY**  
**Recreation Supervisor Jackie Prim (left)** and her husband Bryan welcomed a baby boy named Dean on July 6, 2018.



**Staff Accountant Alba Aponte (right)** and her husband Ambioris welcomed a baby boy named Adrian Emmanuel on August 16, 2018, 8lbs 1 oz, 20.5 inches.



**M R AND M R S**  
**Congratulations to Deputy District Clerk Candice (Lovett) Harris and Landscape Manager Mike Harris.**



**Thank you for your service!**



**Robert Schutter**  
**Recreation Assistant, Chula Vista**



**Jim Vigliarolo**  
**Recreation Assistant, La Hacienda**



**Jim Sparaco**  
**Special Events Staff**

**District Manager's Holiday Reception December 11th!**  
**More information to follow...**

**Save The Date**





## Departments In The News

### "You Matter To Us"

**Finance Director, Anne Hochsprung**, added a new dynamic to the Finance department by introducing "UMTU". A good chuckle was had when the department guessed what UMTU might stand for before Anne revealed that it means "**You Matter To Us**". UMTU meetings will be held monthly and will include recognition of employees' birthdays, anniversaries, completion of training, and announcements related to the department, such as Government Day on November 3<sup>rd</sup> and Veterans' Day being celebrated as a holiday this year.

### Emergency Safety for Pets

**Division Chief of EMS Training Kara Watts** recently spoke to the Dynamic Dog Club about important tips on emergency safety for pets. Topics discussed included protecting a pet during an emergency, dealing with extreme heat, and staying ahead of natural disasters. Some key points included:

- In case of a fire, EMS personnel need to know if a pet is at home. EMS will always make sure people get out first but will go back for pets if they know they are there.
- Under no circumstances should an owner leave his or her dog in the car or golf cart on even a warm day.
- When dealing with hurricane and other natural disasters, owners should have plan in place for themselves and their pet.

Pictured: **Division Chief of EMS Training Kara Watts** with Casper the rubber dog. Kara used Casper to demonstrate how EMS treat dogs with smoke inhalation.



### Public Safety

On October 2nd, **Fire Marshall Dan Hickey** gave a tour of the Fire Station and demonstrations to the Flight Co-op home school classes.



Finance's Utilities Division, including Billing, Customer Service, Prorations and Payment Takers, held a team building Office Scavenger Hunt. They solved riddles then found the office supply answer.

Here are a couple of the riddles they solved. Can you?

**#1**

Its contents are wet  
They sound like they come from a squid  
When putting one in your pocket  
Make sure you attach its lid

**#2**

If you make a mistake  
This will wipe it away  
But not with pens  
Used that way ink will stay

**Winners: Customer Service Representatives Esta Knipper & Georgann Roche and Accounting Clerks Cheryl Horgan and Betty Poling.** Answers on page 11.

The District was out in full support on October 19th for **WEAR PINK DAY** for Breast Cancer Awareness.



Above: Executive Golf



Right: Finance



Above: Customer Service

Right: Coggins Building



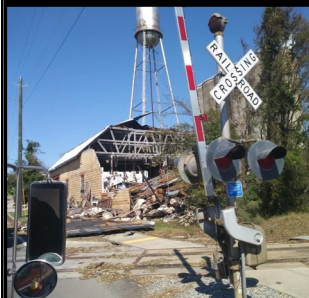


## Lending A Helping Hand

The **Community Watch** Division employees donated hurricane relief supplies to the panhandle through the Sumter County Sheriff's Office. In just two days the employees donated a truck load of much needed non-perishable food items, toiletries, bug repellent, sun screen, grill lighters, and dog and cat food. The items were delivered to the Sumter County Sheriff's Office on Friday October 19th and delivered to the panhandle by Sumter County Sheriff's Office on October 20th.



On October 14, 2018, Firefighters from The Villages Public Safety Department were deployed to the Florida Panhandle to render assistance after Hurricane Michael. Those deployed included **Lieutenant Chris Gruber, Firefighter Paramedic Devin Lawrence, Lieutenant Adelisa Luciano, Firefighter EMT Jacob May, Firefighter Paramedic Eric Williamson, Firefighter Paramedic Keith Norris, Lieutenant Don Neebling, Firefighter Paramedic David Gomez, Firefighter EMT Johnathan Hartman, Lieutenant Dan McGoldrick, and Firefighter Paramedic Ryan Lavender.** During their time there, the crew found an American flag in the front yard rubble of a destroyed home. The owner of the property gave the flag to the crew and they plan to have it mounted with their name and deployment date at one of the stations. Our heartfelt appreciation to the crew for their hard work and efforts in responding to this call to duty.



# GET ON THE ROAD TO RETIREMENT

## Getting Started

**Young Savers:** Now is the best time to hit the gas on your financial future! Create a budget to help you keep track of your spending. If your employer offers a retirement plan, enroll today.



## I'm Saving...Now What?

**So you started saving, now what?:** As you get older and progress in your career, don't just set it and forget it. Take a holistic view of your savings and stay the course during changes in the market. One of the most important things you can do is to save more as you make more.



## Major Life Events

**As you hit major milestones in your life,** it may be tempting to borrow from your retirement plan. Resist that temptation, stick to your budget and keep up with the savings momentum you've built.



## Nearing Retirement

**You're almost there!** Your career-long commitment to saving is about to pay off, as you prepare to have the retirement you've imagined. Don't stop now! Keep saving, and talk to a financial professional who can help you understand if it makes sense for you to max out contributions to your retirement accounts. Now is also the time to understand social security benefits.



## Staying on the road to retirement at any stage

**No matter where you are on the road to retirement,** there are steps you can take to help you succeed. Saving in an employer-sponsored plan can be the first step to help you get there. Savings discipline will pay off and help you fuel the life you envision in retirement.



Full Time Employees: For more information about the Districts 401a and 457b retirement plans, contact Jackie Evans, 352-674-1905 or [Jackie.Evans@districtgov.org](mailto:Jackie.Evans@districtgov.org). Part Time Employees: please visit [www.nationwide.com](http://www.nationwide.com) for an interactive retirement planner to see if you're on the right track.



## About

Influenza (flu) is a contagious respiratory illness caused by influenza viruses. It can cause mild to severe illness. Serious outcomes of flu infection can result in hospitalization or death. Some people, such as older people, young children, and people with certain health conditions, are at high risk of serious flu complications. The best way to prevent flu is by getting a flu vaccine each year.



## Seasons

While seasonal influenza (flu) viruses are detected year-round in the United States, flu viruses are most common during the fall and winter. The exact timing and duration of flu seasons can vary, but influenza activity often begins to increase in October. Most of the time flu activity peaks between December and February, although activity can last as late as May. In addition to flu viruses, several other respiratory viruses also circulate during the flu season and can cause symptoms and illness similar to those seen with flu infection. These respiratory viruses include rhinovirus (one cause of the "common cold") and respiratory syncytial virus (RSV), which is the most common cause of severe respiratory illness in young children as well as a leading cause of death from respiratory illness in those aged 65 years and older.

## How Flu Spreads

Most experts believe that flu viruses spread mainly by tiny droplets made when people with flu, cough, sneeze or talk. These droplets can land in the mouths or noses of people who are nearby. Less often, a person might get flu by touching a surface or object that has flu virus on it and then touching their own mouth, nose or possibly their eyes.

## Flu Symptoms

Flu can cause mild to severe illness. Flu is different from a cold. It usually comes on suddenly. People who have flu often feel some or all of these symptoms: fever, cough, sore throat, runny or stuffy nose, body aches, headache, chills, fatigue, sometimes diarrhea and vomiting. It's important to note that not everyone with flu will have a fever.

## Treatment

If you get sick with flu, antiviral drugs may be a treatment option. Check with your doctor promptly if you are high risk of serious flu complications and you get flu symptoms. People at high risk include young children, adults 65 years of age and older, pregnant women, and people with certain medical conditions such as asthma, diabetes and heart disease. When used for treatment, antiviral drugs can lessen symptoms and shorten the time you are sick by 1 or 2 days. They also can prevent serious flu complications like pneumonia. For people at high risk of serious complications, treatment with antiviral drugs can mean the difference between milder or more serious illness possibly resulting in a hospital stay.



**Flu vaccination can keep you from getting sick with flu.**

Flu vaccine prevents millions of illnesses and flu-related doctor's visits each year. For example, during 2016-2017, flu vaccination prevented an estimated 5.3 million influenza illnesses, 2.6 million influenza-associated medical visits, and 85,000 influenza-associated hospitalizations. In seasons when the vaccine viruses matched circulating strains, flu vaccine has been shown to reduce the risk of having to go to the doctor with flu by 40 to 60%.

- In seasons when the vaccine viruses matched circulating strains, flu vaccine has been shown to reduce the risk of having to go to the doctor with flu by 40 to 60%.

**Flu vaccination can reduce the risk of flu-associated hospitalization for children, working age adults, and older adults.**

- A 2014 study showed that flu vaccine reduced children's risk of flu-related pediatric intensive care unit admission by 74% during flu seasons from 2010-2012.
- In recent years, flu vaccines have reduced the risk of flu-associated hospitalizations among adults on average by about 40%.
- A 2018 study showed that from 2012-2015, flu vaccination among adults reduced the risk of being admitted to an intensive care unit with flu by 82%.

**Flu vaccination is an important preventative tool for people with chronic health conditions.**

- Vaccination has been associated with lower rates of some cardiac events among people with heart disease, especially among those who had had a cardiac event in the past year.
- Flu vaccination also has been shown in separate studies to be associated with reduced hospitalizations among people with diabetes and chronic lung disease.

**Vaccination helps protect women during and after pregnancy.**

- Vaccination reduces the risk of flu-associated acute respiratory infection in pregnant women by up to one-half.
- A 2018 study showed that getting a flu shot reduced a pregnant woman's risk of being hospitalized with flu by an average of 40%.
- A number of studies have shown that in addition to helping to protect women, a flu vaccine given during pregnancy helps protect the baby from flu infection for several months after birth, when he or she is not old enough to be vaccinated.

**Flu vaccine can be life-saving in children.**

- A 2017 study was the first of its kind to show that flu vaccination can significantly reduce a child's risk of dying from influenza

**Flu vaccination has been shown in several studies to reduce severity of illness in people who get vaccinated but still get sick.**

- A 2017 study showed that flu vaccination reduced deaths, intensive care unit admissions, ICU length of stay, and overall duration of hospitalization among hospitalized flu patients.
- A 2018 study showed that among adults hospitalized with flu, vaccinated patients were 59% less likely to be admitted to the ICU than those who had not been vaccinated. Among adults in the ICU with flu, vaccinated patients on average spent 4 fewer days in the hospital than those who were not vaccinated.

Information provided by [www.cdc.gov](http://www.cdc.gov).



## Notice

**Full Time employees that have Florida Blue, your flu vaccination is covered. Check with your local pharmacy to make an appointment, or some allow walk ins.**

**Part Time employees with insurance other than Florida Blue, check with your carrier to inquiry about flu vaccination coverage.**

Answers to riddles: #1, pen. #2, eraser.



## DISTRICT UNIVERSITY

### District University: Training & Development Programs: November 2018

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



Class Title	Instructor	Class Info	Open to	Date	Time	Location
<b>New Hire Orientation</b>	Varied District Staff	This training session is for New Hires & provides new employees with important information pertaining to a wide-range of topics including District Core Values, Mission Statement, policy & procedures, diversity & harassment training and workers compensation information.	<b>NEW HIRES</b>	<b>Monday(s) November 5th November 19th</b>	<b>8:30am To 12:00pm</b>	<b>District Offices</b> 984 Old Mill Run Large Conference Room
<b>Building it To Last</b>	Cindy Muffett	This detailed session will expand on Employee expectations for working with the District and review the District Core Values & Team Building skills. Invitations will be sent out by the Human Resources Department.	<b>All New Hires (Mandatory within the first 60 days of employment)</b>	<b>Wednesday November 28th</b>	<b>8:30am To 10:00am</b>	<b>Laurel Manor Recreation Center</b> 1985 Laurel Manor Drive
<b>CDD Orientation</b>	Varied District Staff	This session will teach you how the Community Development Districts operate; you will also learn important community information regarding the people, services & supporting entities that help make up The Villages	All New Hires (Mandatory within first 30 days of employment)	<b>Every Thursday</b>	<b>10:00am To 12:00pm</b>	<b>District Offices</b> 984 Old Mill Run
<b>Public Records &amp; Ethics</b>	Attorney Valerie Fuchs	This class covers: <ul style="list-style-type: none"> <li>What information is protected under Public Records Law</li> <li>How long to retain certain records</li> <li>How to handle Public Records Requests &amp; will also touch on Government Sunshine Laws</li> </ul>	Mandatory for all District Staff  Attendees will be assigned by their departments	<b>Tuesday November 13th</b>	<b>9:00am To 12:00pm</b>	<b>District Offices</b> 984 Old Mill Run
<b>Customer Service</b>	LSSC Instructor Joan Johnson	Customer Service – Delivering Excellence <b><i>Is not Just a Department...It's a Mindset</i></b> This workshop will provide the tools need to develop Customer Satisfaction. The instructor will touch on useful customer service skills such as: <ul style="list-style-type: none"> <li>What NOT to say</li> <li>Staying calm</li> <li>Communicating with the Customer</li> </ul> The instructor will also touch on effective telephone skills and the four basic needs of the customer.	All District Staff Members	<b>Friday(s) November 9th November 16th</b>	<b>9:00am To 12:00pm Or 1:00pm To 4:00pm</b>	<b>Colony Cottage Recreation Center</b> 510 Colony Blvd
<b>Effective Business Writing</b>	LSSC Instructor Ann Revell	This workshop will teach you to write more efficiently so that your message will be delivered in a powerful and professional way that is easily understood. This class will also touch on how to properly proof read and finalize your documents prior to sending them out.	All District Staff Members	<b>Thursday November 1st</b>	<b>9:00am To 12:00pm Or 1:00pm To 4:00pm</b>	<b>District Offices</b> 984 Old Mill Run

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 Recreation staff:** Please contact **Anita Douglas (352-674-1800)** to register for any of the above training programs.
- **All Finance staff:** Please contact **Linda Sojourn (753-0421)** to register for any of the above training programs
- **All Community Watch staff:** Please contact **Judy Richards (352-750-8201)** to register for any of the above training programs.
- **All other District staff:** Please contact **Human Resources** [Cindy.muffett@districtgov.org](mailto:Cindy.muffett@districtgov.org).