

# 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.

## ***Maintaining our momentum....***

It is my hope that each of you had a good holiday season and a safe start to the New Year.

I look forward to seeing many of you at our upcoming quarterly Momentum meetings on February 7 at Lake Miona Regional Recreation Center. To ensure all have an opportunity to attend, two meetings are scheduled - the first is scheduled from 9:30 am to 10:30 am, and the second is scheduled from 5:30 pm to 6:30 pm. Thank you to all who completed our on-line survey. - we received a tremendous response! As I read through all of the comments, suggestions and feedback provided, I appreciate the time taken and the given thoughtful consideration given to your replies. I have also incorporated this input into my presentation. These quarterly meetings, along with the Employee Newsletter, the distribution and posting of the weekly District Bulletin, and your enrollment in the District's E-notification system, are all a part of our communications plan, ensuring that each of you are engaged, connected to and aware of all that is happening not only in your department, but throughout the District.

Beginning this past fall I have visited many of you at the Gate Houses, attended Recreation Team Meetings, Community Watch Meetings and various weekly departmental Staff Meetings. Based on the dialogue and ideas exchanged during these events, and also from many individual interactions, your management team has been able to address a variety of initiatives and projects. These include added capital improvement projects to the work program this year, refining the Compensation and Pay Study scope and taking various analytical and financial platforms to the various approval Boards. Your input and these resultant actions will strengthen our focus areas of Customer Service, Transparency, and Analytical Decision Making. We will discuss these in greater detail at our February Momentum Meetings, and I look forward to seeing you there.

***Richard Baier***  
***District Manager***



## IN THE SPOTLIGHT...



### Joan Ferrara ~ Human Resources ~ Payroll & Benefits Administrator



Where were you born & raised and went to school? I was born in New Brunswick, NJ. I was raised in the small town of South Bound Brook, NJ.

What was special about where you were from? New Jersey has so many different types of landscapes. All are within one hour of where I have lived.

Tell us about your family, people (including pets!) in your life... I have a son, Michael who lives in Charlotte, NC. My daughter, Kristin, lives in Ft. Mill, SC. I have three beautiful grandkids. Reece is 12, Kara is 11 and Will is 10. I have 2 brothers and 1 sister. I moved to Ocala from Charlotte at the end of September 2018 to be with my mom. I have my dog Daisy who misses me terribly while I am at work (so I am told).

Hobbies? Favorite activities? I love gardening, fishing, going to the beach and spending time with my family.

Who has been the most influential person in your life and why? My Dad. He had it extremely hard as a child and was determined not let that affect his life as an adult. He succeeded in creating his own home improvement

company. He retired at the age of 60.

What's the best advice you ever received? Treat others as you would like to be treated.

What is the career & training path that led you to the Districts? I was working in Accounts Payable in 1986, when my supervisor asked me if I wanted to learn how to do payroll. I said yes. I started out using DOS program. It was all underscore and back slash and doing tax payments on actual paper. I am amazed and grateful how far along the payroll process has come since then.

Can you tell us about your day-to-day responsibilities? To be sure the best payroll practices are being used and to make sure everyone is properly paid.

What is your favorite aspect of working for the Districts? The people and the surroundings. It is beautiful here.

What is the most interesting thing you have ever seen? Home Alone 2 being filmed while I was in NYC.

**My favorites...Movie:** Jaws ...**Television Show:** Law and Order ...**Sports Team:** Yankees

**Vacation Spot:** Aruba...**Restaurant:** Any place that serves good Pizza

**Food:** Pizza ...**Dessert:** Napoleons

### Brandy Cook ~ Budget ~ Budget Manager

Where were you born & raised and went to school? I was born in Northwest Ohio and graduated from Springfield High School in Holland, OH.

What was special about where you were from? Growing up in a small town that was in close proximity to many larger cities was great. We were a short drive to Cedar Point, the Toledo Mud Hens stadium, and Windsor, Canada. The majority of my family still reside up North and it is always a pleasure to return home.

Tell us about your family, people (including pets!) in your life... I have been married to my husband Jason for almost 16 years. We have two wonderful children, Gabriel and Brie, three dogs, and one cat. With most of my family living in other states, I am glad to say that I have made many wonderful friends living in Florida, and would happily call them all family.

Hobbies? Favorite activities? Some of my hobbies include shopping, baking, golfing, gardening, sewing, camping, and spending quality time with my family.

Who has been the most influential person in your life and why? My mother, because she spent the time to raise my siblings and I. She is a firefighter, life flight medic, and owns her own construction business. She never turns down an opportunity, and this attitude has taken her many places throughout her life.

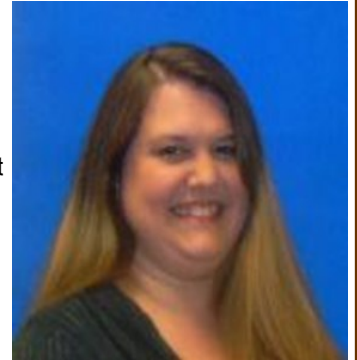
What's the best advice you ever received? You get out of life what you put in. This has always been a driving force behind my family life, work ethic, and personal motivations.

What is the career & training path that led you to the Districts? I studied Business and Accounting at the University of Central Florida. After I graduated, I started working for the Sumter County Board of County Commissioners as a Staff Accountant. A short while later, the job description was reclassified as a Budget Analyst. I applied for the Budget Manager position with the District a couple of months ago. Everyone has been wonderful and inviting, and I couldn't be happier with the great opportunity and warm welcome I have felt in my short time here already.

Can you tell us about your day-to-day responsibilities? My daily responsibilities include reviewing agenda items for the district board and committee meetings, preparing information regarding current budgets as requested, and working with departments' budgets.

What is your favorite aspect of working for the Districts? The location and people I see every day have been two of the best things so far. Everyone is always happy and ready to help with any questions. The great places to eat that are in walking distance have been a lot of fun. Just going out and exploring on my break is calm, clean, and relaxing.

What is the most interesting thing you have ever seen? While in the ocean, my daughter (6 years old at the time) was petting a stingray. I convinced her to leave it alone, but the size of one in nature is amazing.



**My favorites...Movie:** The Usual Suspects ...**Television Show:** The Grand Tour

**Sports Team:** Orlando Solar Bears ....**Vacation Spot:** Mesa, Arizona ...**Restaurant:** Tijuana Flats

**Food:** Sushi ...**Dessert:** Brownies

## Did You Know cont.

### District Communications

2/7	Momentum Meeting @ Lake Miona Recreation Center
2/9	VHA Hoedown
2/18	President's Day (District Administration closed)
2/22	The Enrichment Academy Expo
2/28	Annual Audit Reports
2/23-24	Outdoor Expo Staff budget kick-off
3/16	Deadline to receive half savings on annual interest when paying off bond
3/17	St. Patrick's Day Parade
3/31	Deadline to purchase Veteran Brick for this year's ceremony Departments submit requested budgets to OMB Outdoor Court Applications - Spring/Summer Sports Pool Spring/Summer season Community Watch House Check AARP Tax Aide

### EMPLOYEES ON THE MOVE



#### Community Watch

- **Paul Brucker, Marissa Cordero, Robert Doyle, and Robert Sands** transferred from Gate Attendant Substitute to Gate Attendant.
- **Jose Alvarez, David Correa, Keith Gordon, Ronald Kelm, and Joseph Mary** transferred from Patrol Driver Substitute to Patrol Driver.

#### Public Safety

- **Gene Wine** was promoted from Firefighter EMT to Firefighter Paramedic.



### TO THE DISTRICT FAMILY!

**Finance**  
Nicole Francik

**Customer Service**  
Les Conn

#### Project Wide Advisory Committee Q&A

The Project Wide Advisory Committee will host a Q & A session on Thursday, February 28<sup>th</sup> at 6:00 P.M. at the Rohan Regional Recreation Center.

This will be an opportunity for residents to learn more about the roles and responsibilities of the committee and to ask questions of the District Supervisors. We look forward to seeing you there!

#### Joint Workshop- Amenity Fee Deferral Rate

The Amenity Authority Committee and the Project Wide Advisory Committee will hold a joint workshop on Wednesday, March 20, 2019 at 1:30 p.m. in the Savannah Center. This meeting will be to discuss the Amenity Fee deferral rate and will include an opportunity for public comment.

### The Six Clearances

The majority of vehicle accidents are caused by inattention to the space around your vehicle. Backing, turning, overhead and fixed object crashes are the result of a failure to keep eyes moving and monitoring mirrors to recognize the obstacles around the vehicle. The six clearances you must be aware of are front, back, right side, left side, overhead and below the vehicle.

**Front** – Maintain a safe following distance. In tight areas be aware of fixed objects below your sight line such as fences, protective rails or guards and fire hydrants.

**Back** – Backing accidents are the most common of all crashes. Check the area you are backing into prior to movement. Check both mirrors continuously for vehicles or persons approaching or moving into the backing area. Also, be aware of vehicles tailgating as you drive, allow them to pass safely.

**Right and Left sides** - Constantly monitor your mirrors (vertical and convex) every 5 to 8 seconds for cars hiding in blind spots alongside your vehicle. Be certain you have space before you attempt to change lanes or merge. Turning maneuvers are also a major cause for right-hand squeeze or left-turn off-tracking crashes.

**Overhead** – Always look up! Be aware of low wires, trees or low overhangs, especially on private property. On streets with low wires or overhanging trees, avoid contact by choosing the lane of least resistance.

**Below** – Keep your eyes open for traffic hazards such as curbs and road debris that cause damage to tires and wheels. Remember that many motorists are not aware of the blind spots that surround your vehicle. They do not understand the hazard.

**TO REMAIN ACCIDENT-FREE, BE AWARE OF YOUR 6 CLEARANCES AT ALL TIMES!**



**District Administration Offices  
will be closed on Monday,  
February 18th in observance of  
President's Day.**



#### Celebrate These National Days in February

- 1: Texas Day
- 2: Groundhog Day
- 6: Frozen Yogurt Day
- 8: Iowa Day
- 9: Pizza Day
- 11: Make a Friend Day
- 14: Valentines Day
- 15: Wisconsin Day
- 22: California Day
- 27: Strawberry Day



## AMERICA SAVES WEEK

**AMERICA & MILITARY SAVES WEEK**  
February 25th - March 2nd

### Daily Savings Themes

#### February 25th: **Save with a plan**

Did you know? Savers with a plan are twice as likely to save successfully for things like retirement and their (or their children's) education! America Saves Week is a great time to start a healthy savings habit. Create a simple savings plan when you take the America Saves Pledge for a chance to win up to \$750.

#### February 26th: **Save the easy way...automatically**

Never miss a beat when it comes to savings. Make it so easy you never have to think about it by setting aside money for savings automatically. Learn how to set up automatic transfers from your checking account to your savings account, or have part of your paycheck automatically deposited into a savings account. Already saving automatically? Find ways to automate other aspects of your financial life in 2019.

#### February 27th: **Save for the unexpected**

That day you blew a tire. The time your dishwasher overflowed. That vacation when your child got sick far from home, and the doctor wouldn't take your insurance. We all have those unexpected events in life that can lead to financial stress, but it doesn't have to be that way. Putting aside a few dollars a week into a savings account for unexpected costs can build financial security – and relieve a lot of anxiety! Saving for the unexpected starts with small, regularly scheduled contributions that build up over time.

#### February 28th: **Save to retire**

Studies show few Americans have adequate savings for retirement but it's never too late – or too early – to start saving. Saving now for retirement will help ensure you have enough money to enjoy a comfortable standard of living when you stop working. Participate in a work-related retirement program such as a 401(a) or open an Individual Retirement Account (457b or IRA). Already saving for retirement? Try increasing the amount you save by 1 percent each year.

#### March 1st: **Save the extra**

Did you know you're more likely to save a windfall than a small amount consistently over time? Hack that psychology by saving your bonuses, raises, and tax refunds. This tax season, get ahead of your financial goals by depositing at least \$50 of your refund into a savings account. If you do, you'll also be eligible to win one of over 100 prizes up to \$10,000 by entering SaveYourRefund!

#### March 2nd: **Save as a family**

Good savings habits start at home. Model good financial habits for your children by saving money from your paycheck, delaying purchases until you can afford them, avoiding whim purchases, and establishing a monthly budget. Teach your children to do the same and help them open their own savings accounts. They love seeing their "pot" grow!

#### **Military**

Military Saves is an initiative of the America Saves campaign that works with service members and their families to save money, reduce debt, and build wealth. After all, financial readiness is key to mission readiness!

For more information, to take part in America & Military Saves Week, and enter contests, visit [www.americasavesweek.org](http://www.americasavesweek.org).



### Working Out a Workout at Work

Move, stretch, take breaks—does that sound like a workout? Does it sound like work? The office may seem like an odd place to work out, but you spend most of your day there. Exercise can keep you healthy, make you more productive and head off workplace injuries. Even short bursts of movement count. "I almost don't use the word 'exercise' anymore because so many people throw up mental road blocks that keep them from getting there," says Gale Begeman, a University of Arizona strength and conditioning coach. "I call it body movement or physical activity, and then people start to think it's more attainable."

#### **Keep on movin'**

At work, your best fitness option is brisk walking that raises your heart rate. A 30-minute walk can be part of a lunch hour, but there are other ways to add steps:

- To and from work: walk to work, or walk to the car or bus. Biking is also an option.
- During work: take the stairs. Don't phone, walk to a coworker's office and talk face-to-face. Use a fax machine or copier at the far end of the office or on a different floor.
- At lunch: if you can't exercise, at least you can walk to your favorite eating spot.

#### **Cubicle calisthenics**

Depending how comfortable you are around your coworkers, you can do simple strength training exercises at your desk:

- Do a basic crunch in your chair. Pull your belly button in and up; pull your chest down.
- Work your thighs by squatting as if you were about to sit in your chair and standing before you touch the seat. Keep your back straight.
- At the copier, lift one foot and then the other behind you to work your hamstrings. Standing on your tiptoes engages the calves.

#### **Don't be desk-bound**

It's not natural to sit at a desk for hours at a time. Add poor posture—shoulders rolled forward, neck muscles pinched, arms at an awkward angle—and it can be hazardous. The leading work-related injuries, carpal tunnel syndrome and lower back and neck injuries, often result from working without a break and holding the body in poor positions. "The human body was meant to be upright with the postural muscles (abdomen, back, shoulders and neck) holding us up," says Lisa Garrity, a San Diego trainer who specializes in corporate fitness programs. Take breaks at least once an hour, even if just for a few minutes. Stand and stretch your arms over your head to loosen your chest and neck. To correct your posture as you work, raise your body awareness, says Diana Fairechild, author of "Office Yoga: At-Your-Desk Exercises." "While you are working, you can continuously do self-corrections. Or if you are downloading something on your computer, take those 10 seconds to do an exercise. No one's boss is going to complain about a 10-second break.

#### **Stretch to fix poor posture**

In a car stopped at a light: Place the back of your head against the headrest. Pull your chin toward your throat. Lower your shoulder blades and bring them together. Contract your abdominal muscles. This stretches your neck and upper back.

At your desk: Clasp your hands and place them behind your head. Lift your chin so it's parallel to the floor. Open your elbows like wings. This stretches your chest and shoulders.





## FEBRUARY



## FEBRUARY



1	Herbert Harding	Recreation	17	Loni J. Gosnell	Recreation
1	Brittany M. Wilkinson	Community Watch	17	Eugene D. Graney	Recreation
2	Carol D. Donato	Recreation	17	Jennifer L. McQueary	Administration
2	Mary E. Nadeau	Recreation	17	Carlos M. Perrone	Recreation
2	Ernest Stevens	Recreation	19	Rachel J. Tillotson	Recreation
3	Thomas W. Chinske	Recreation	20	Michael Halpin	Community Watch
3	William Crafts	Community Watch	20	William P. Thornton	Recreation
3	Casey A. Dyer	Public Safety	21	Janice Collom	Recreation
3	Harold L. Shelton	Community Watch	21	George M. Pezick	Community Watch
4	Deborah M. Fitzpatrick	Recreation	22	Michael A. Bureson	Recreation
4	Sharon M. Gwin	Community Watch	22	Colin E. St. Germain	Recreation
4	Thomas J. McGinty	Community Watch	23	Margaret M. Adler	Community Watch
5	Jean G. Carroll	Recreation	23	Richard N. Billiski	Recreation
5	Bradley A. Eckert	Recreation	23	Charles F. Camenish	Community Watch
5	Barbara J. Mercer-Poll	Finance	23	James O. Cote	Community Watch
5	Gene E. Wine	Public Safety	23	Brian J. Emigh	Recreation
6	Rosalie Battaglia	Community Watch	23	John J. Langton	Recreation
6	James Brown	Community Watch	23	Joseph P. Sinagra	Recreation
6	Daniel N. McConnell	Recreation	23	Sharon Stevens	Recreation
6	Michael T. McQueary	Public Safety	24	Michael A. Amodeo	Property Management
7	Barry M. Brown	Community Watch	24	Carol R. Indermuehle	Recreation
7	Diana I. Easley	Customer Service	24	Geoffrey R. Martz	Public Safety
7	Kathleen A. Godfrey	Purchasing	24	David R. Merrill	Recreation
7	Albert Page	Community Watch	24	Cindy E. Muffett	Human Resources
8	William A. Farrow	Community Watch	24	Linda L. Robinson	Recreation
8	Christopher G. Trace	Property Management	25	Ralph L. Hollis	Recreation
9	James A. Hodge	Community Watch	26	Linda R. De Luca	Community Watch
10	Stuart T. Venables	Public Safety	26	John B. Rohan	Recreation
12	Frank J. Caruso	Community Watch	26	Richard D. Toole	Recreation
12	Joseph Mammone	Community Watch	26	Robert J. Wilkerson	Recreation
12	Terry W. Smith	Recreation	27	Thomas J. Convery	Community Watch
14	Daniel R. Kenny	Property Management	27	Jonathan E. Hartman	Public Safety
14	Donald L. Klein	Recreation	27	Donald Jeffrey	Recreation
14	Robert J. Pasqua	Recreation	27	Quenton B. Jones	Recreation
14	Jackie D. Tuggerson	Public Safety	27	Elizabeth M. Kimzey	Finance
15	Michael W. Harris	Property Management	28	Douglas Butz	Recreation
15	Bryan D. Johnson	Recreation	28	Richard A. Johnson	Recreation
15	Carmine Presepico	Community Watch	28	George J. Merges	Recreation
15	Thomas C. Scoville	Community Watch	28	Michael H. Noss	Recreation
16	Douglas A. Damron	Community Watch	28	Patrick H. Ryan	Community Watch
16	Frances R. Ryan	Community Watch	28	Bruce R. Thompson	Recreation
16	Wayne Wescoe	Recreation	29	Maxwell L. Cantor	Public Safety
17	Edward M. Fink	Community Watch	29	Jason R. Weis	Public Safety

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

John J. Trongon	Recreation	02/28/2000	19
Juan Urbi	Community Watch	02/14/2006	13
Deborah L. Hurtt	Recreation	02/15/2006	13
Robert J. Wilkerson	Recreation	02/15/2006	13
George Tule Jr	Community Watch	02/14/2007	12
Reginald Smith	Community Watch	02/27/2008	11
Regina A. DeMarco	Recreation	02/03/2010	9
Gayle Gibson	Recreation	02/03/2010	9
Deborah L. Franklin	Human Resources	02/15/2010	9
Jason H. McInturf	Public Safety	02/17/2010	9
Joseph T. Schenk	Public Safety	02/17/2010	9
Dale Hetsko	Recreation	02/24/2010	9
Donald Jeffrey	Recreation	02/24/2010	9
Ronald Dill	Recreation	02/02/2011	8
Nichole L. Leonardi	Public Safety	02/01/2012	7
Wesley S. Roe	Public Safety	02/01/2012	7
Carol A. Martin	Community Watch	02/04/2013	6
John A. Bellante	Recreation	02/18/2013	6
James W. Rimmer	Community Watch	02/18/2013	6
Christine C. Brown	Recreation	02/02/2015	4
Christopher W. Bradford	Public Safety	02/16/2015	4
David L. Gomez	Public Safety	02/16/2015	4
Vince N. Rados	Public Safety	02/16/2015	4
Ryan M. Rushing	Public Safety	02/16/2015	4
Eduardo A. Villagomez	Public Safety	02/16/2015	4
Dalton M. Zink	Public Safety	02/16/2015	4
Donna K. Schultz	Customer Service	02/01/2016	3
Mary H. Burch	Recreation	02/15/2016	3
Bradley A. Eckert	Recreation	02/15/2016	3
Deborah M. Fitzpatrick	Recreation	02/15/2016	3
Ted E. Keller	Recreation	02/15/2016	3
Lenette M. Kendzior	Recreation	02/15/2016	3
Mary M. Leach	Recreation	02/15/2016	3
Roger A. Loomis	Recreation	02/15/2016	3
Harvey S. Shechtman	Recreation	02/15/2016	3
Robert L. Stone	Recreation	02/15/2016	3
Margaret L. Twidale	Recreation	02/15/2016	3

Linda M. Day	Recreation	02/29/2016	3
Nicholas E. Ellis	Community Watch	02/29/2016	3
Lawrence G. Forson	Community Watch	02/29/2016	3
Gary D. Pearce	Community Watch	02/29/2016	3
Betsy S. Cutler	Recreation	02/06/2017	2
Jaime L. Cooper-Rodriguez	Finance	02/13/2017	2
George R. Akerley	Recreation	02/27/2017	2
Karen E. Austin	Recreation	02/27/2017	2
Jennifer J. Cole	Finance	02/27/2017	2
Anthony G. D'Aquisto	Recreation	02/27/2017	2
Norman W. Hager	Recreation	02/27/2017	2
Glenn P. Johnson	Recreation	02/27/2017	2
Thomas W. LaDow	Community Watch	02/27/2017	2
Charles L. Manning	Recreation	02/27/2017	2
David R. Merrill	Recreation	02/27/2017	2
Robin L. Santangelo	Recreation	02/27/2017	2
Herman D. Dees	Community Watch	02/12/2018	1
Joyce M. Bartlett	Community Watch	02/26/2018	1
Anton T. Dawson	Public Safety	02/26/2018	1
Lane K. Dempsey	Recreation	02/26/2018	1
Raymond J. Ferro	Community Watch	02/26/2018	1
Tanner P. Gaddy	Public Safety	02/26/2018	1
Jonathan E. Hartman	Public Safety	02/26/2018	1
Joshua Hayes	Public Safety	02/26/2018	1
Gary D. Margocs	Recreation	02/26/2018	1
Jacob B. May	Public Safety	02/26/2018	1
James F. Morton	Recreation	02/26/2018	1
Derick T. Pierce	Public Safety	02/26/2018	1
Thomas M. Ryan	Recreation	02/26/2018	1
Timothy J. Smith	Recreation	02/26/2018	1
Paula M. Smith	Community Watch	02/26/2018	1
Rose A. Taylor	Recreation	02/26/2018	1
Dennis A. Teasley	Recreation	02/26/2018	1
Kenneth W. Toman	Recreation	02/26/2018	1
Daniel J. Torpey	Recreation	02/26/2018	1
Robin A. Warren	Recreation	02/26/2018	1
Paul J. Waters	Recreation	02/26/2018	1
Rodney M. Weaver	Recreation	02/26/2018	1

## Recognizing Our Core Values In Action!



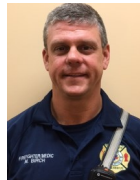
**Recreation Service Representatives Pam Cunningham (left) and Pam Springer (right)** were recognized for their hospitality. "Although you haven't been at Lake Miona long, it is nice to see you and the other Pam work well together. If we need help with something or don't understand

the rules for groups like ours, you are always willing to help! Thank you!"

**Public Education Technician Bob Sjogren** was complimented on two occasions. "He was an expert who solved the issue we had been having for two weeks." "He did a wonderful job, was smiley, was a gentleman and had great customer service."



**Pictured left to right: Lieutenant Kevin Cunliffe, Firefighter EMT Ryan Rushing, Firefighter EMT Tanner Gaddy, Lieutenant Rocky Hartman, Firefighter Paramedic Michael Birch, and Firefighter EMT Chris McEntire** recently responded to a fire at a hotel in The Villages. The fire was quickly declared under control. There was no significant damage and no reported injuries.



**Gate Attendant Walter Henderson** was complimented on his hospitality. He assisted a resident with finding her gate card. "He is always friendly and polite, waving to all the cars."

**Recreation Manager of Community Education & Enrichment Melanie Sarakinis** was thanked by a resident for providing outstanding service. "The interpreter you secured for the class I enrolled in was very good and pleasant. I really appreciate your time and effort in finding such a professional interpreter for our benefit. Thank you very much!"

**Customer & Administrative Support Representative Becky Perkins** was recognized for her hospitality. "Just wanted to take a minute to thank you for your help with ID's for my wife and I. We learned a great deal talking with you and appreciate your time. Thanks!"

**Division Chief Nehemiah Wolfe** received a compliment from a resident on his resident academy presentation. "I was impressed."

**Recreation Manager of Community Education & Enrichment Melanie Sarakinis, Staff Assistant Wendy Touchette, & Recreation Service Representatives Jerry Fougere, Pam Springer, and Pam Cunningham** were complimented on their hospitality. "Melanie and Wendy make it so great for us to be able to share our classes with the students... everyone at Lake Miona, especially Jerry, Pam and Pam...are fantastic!"

**Customer & Administrative Support Representative Lisa Babbitt** was recognized by several residents for her hospitality during Resident Academy registration. They said she was friendly, professional and a huge help.

**The Staff at Lake Miona Recreation Center** was recognized on two separate occasions for their outstanding service. "We had a great event this past Sunday and a lot of the credit goes to the staff at Lake Miona Recreation Center. Right from the beginning, everyone helped guide us through the setup process, etc. And the night of the event they couldn't have been more helpful. As a result we were able to provide a fun event for 50+ Village residents and their families." "We thank you for such thoughtful and caring help in arranging and preparing for our friend's Celebration of Life. Her many friends in The Villages were glad to have time to remember our friend and your services made a tough time a lot easier for her family. We do appreciate your superb execution and timely efforts."



**Landscape Manager Mike Harris, Assistant Water Resources Manager Bart Graham, Assistant Landscape Manager James Morris, DPM Supervisor Jerry Scott, and Landscape Supervisors Chris Trace, Anthony Valadez, Chris Ryzoc, Rob Priest, David**

**Van Vleet and Staff Assistant Vanessa Hughes** were recognized by several residents for the beautiful flowers and landscaping throughout The Villages. "I have lived in The Villages for nearly 25 years. When we moved here, one of the eye appealing things about The Villages was the flower plantings since I am a gardener. It seems each year the plantings get better and better. I live in Chatham now. This year the marigolds on our end of The Villages were absolutely beautiful! I don't know how your crew does it because I cannot grow marigolds no matter what I spray with, the bugs beat a path to my door! I just want to commend you and your entire 'flower' crew for a job well done, year in and year out, no matter the season. I get so much joy from your hard work as I drive around The Villages. Thank you!" "I read your article about plantings/landscaping in The Villages, which was in the Daily Sun yesterday (Thursday). It was eye-opening information and I enjoyed reading it. After reading this article, I wanted to thank you and all the crews working with you for this huge job of keeping our community so beautiful. It is such a blessing just to ride around The Villages and see the immaculately maintained beauty. Thank you for all your hard work, year round!" "I wanted you to know that in my opinion, the landscaping has never looked better. Thank you and your workers for their hard work and efforts!" "The flowers and plants throughout The Villages always look perfect! Thank you to all that work so hard to keep our community beautiful."



**Patrol Driver Rick Silverston** was complimented on his hospitality. He went out of his way to notify a resident of several newspapers outside the home. "He was courteous and we hope you appreciate him."



## CONGRATULATIONS

**Thank you for your service!**

**15 years**

Recreation Assistant  
Charles Monton



**10 years**

DPM Manager  
Chris Cash

Not pictured: Accounting Technician Laverne Walker  
celebrating 10 years.

### Adult Watch Secret Santa

Over the holidays, with the help of an anonymous donor, **Community Watch** was able to deliver gift baskets to 17 Adult Watch residents who were alone for the holidays. On Christmas morning, **Dispatcher Debbie Ballard** delivered a basket to each of the residents and sat with each of them for a few minutes to talk. Some residents have written in to say thank you. "I enjoy hearing your cheerful voice in the morning. Sometimes I chat too much but there are days that you are the only person I talk to all day. Thank you for the basket." "What a nice surprise I received when I opened my front door. Thank you for being so thoughtful. My family arrives on January 1st and I will share it with them. I don't have to say God bless you because you are already blessed. Love to you all." "Many thanks for the lovely Christmas basket. It will certainly be enjoyed. Happy Holidays to all of you."



### Holiday Sights & Sounds Week Recreation & Parks



A variety of holiday music was performed during this year's Holiday Sights & Sounds Week. Residents who visited all five regional centers took advantage of the "Touring Post Card" and qualified for a special holiday ornament. Pictured left to right, **Recreation Supervisor Becky Manserra** and **Recreation Facilities Manager Michele O'Donnell**.

### Ukuleles on the Square

On Wednesday December 19 the **Recreation & Parks** teamed up with the Ukulele Players Club to host the year's last event on Lake Sumter Landing Market Square. After a short lesson, over 200 ukulele participants played songs such as "Frosty the Snowman", "You Are My Sunshine" and "Away in a Manger". The players ranged from beginners to skilled and their only requirement for the event; have a smile on your face!



Pictured below left to right, **Recreation Area Manager Emily Andrews**, **Recreation Supervisor Andrew Esposito**, and **Recreation Manager of Lifestyle, Parks & Public Relations, Pam Henry**.



## FINANCE

The **Finance department** held their monthly 'You Matter To Us' meeting in December. Two contests were held. The first contest was a cook off with prizes for best sweet snack and best salty snack. With all Finance employees as the judges, the winners were **Staff Accountant Jennifer Newton** for the red velvet blossoms (won \$15 to Starbucks) and **Billing & Collection Technician Lisa Baillargeon** for the white chocolate popcorn (won \$15 to Wawa). The second contest was for best holiday garb with prizes for most festive and bah humbug. With **Assistant District Manager Kenny Blocker** as the judge, the winners were **Customer Service Representative Jaime Cooper** for most festive (won \$15 to Wawa) and **Record Specialist Howie Pfeiffer** for bah humbug (won \$15 to Johnny Rockets). In addition to the contests a Utilities division MVP was announced. "This person was an amazing team player, reliable, challenged themselves, was assigned new tasks, changed positions, supported their peers, assisted in training, and proved themselves to be a reliable and invaluable member of the team." The winner was the entire Utilities Team.



The **Human Resources Team** recently took part in a team building exercise. They went to an escape room. The room consisted of a mystery to be solved in order to escape. The exercise was a lot of fun. Everyone had a great time. It took all 5 of their 'smarts' to escape the room. But they did it with some time to spare.



### How To Develop A Can Do Personality

Some people handle tough jobs without breaking a sweat. Others seem to give up before they even get going. What's the difference between a can-do and a won't-try person? "It's usually a matter of bravery," says Paul Hauck, Ph.D., a psychologist in Rock Island, Ill. "Can-do people aren't any smarter than anyone else. They have learned not to let fear carry them away from success." The most common roadblock is fear of failure, which is closely tied to two other big fears: losing respect and approval and losing self-esteem. Fear of failure takes away one of your most valuable learning tools—mistakes. "The only way you ever become good at something is by learning where the pitfalls are and how to avoid them," says Dr. Hauck. "If you never try, you'll still be bumbling around long after you should have moved on to other things." To break the cycle, "choose to become fearless," he advises.

#### **Recognize Fear**

Becoming fearless isn't easy. But you can start by recognizing how fear is holding you back from what you want to do by asking these questions:

- Could I accomplish a lot more than I'm doing?
- Have I ever passed up an opportunity because I thought I couldn't handle it?
- Do I look for the safest way to do things instead of taking risks?
- Do I often wish I had another chance to do things better?

If you answered "yes" to any of these questions, fear could be keeping you from reaching your goals and living a happier life.

#### **Take Control**

Ironically, the best way to take control of fear is to let go of it. Here are some strategies for loosening fear's grip on you and your performance.

- ⇒ Focus on the task, not yourself. It's easy to become so emotionally invested in something that you start to judge yourself by its success or failure. That's distracting and could keep you from trying at all.
- ⇒ Forget what other people think. Instead of worrying about what might win approval, consider what it will take to make the task or project a success. Then, when you do a great job, everyone will recognize it, including you.
- ⇒ Sharpen your skills. Nothing builds confidence and eliminates fear like capability. Get ahead by learning the skills you expect to need for future projects. When a task is assigned, take stock of what you know already, what you still need to know and where you can go for backup.
- ⇒ Do it. "It's far easier to face a difficult task than to avoid it," says Dr. Hauck. Keep your expectations realistic; don't try to achieve perfection on your first try. Enjoy the ride. Maybe you won't succeed in everything you do, but that shouldn't keep you from trying.

### Setting Personal Financial Goals

If you do not know where you are going, how will you know when you get there? This is very true about financial goals. You need to set financial goals to help you make wise financial decisions, and also as a reward for your efforts. Goals should be clear, concise, detailed, and written down. Unwritten goals are just wishes. Those who set goals and fail will find that they didn't set realistic goals to begin with. So, the first step in setting any goal is to determine what is realistic and what is not. In this article, you will learn how to set realistic and achievable financial goals.

You achieve your financial goals when you have the cash or assets available to satisfy some immediate financial need, want, or desire. The key is to be prepared to have the required cash or assets when the time comes to achieve the goal.

You will have more than one financial goal to achieve. Besides buying a new car, you might be considering buying a home, funding higher education, paying for a wedding, taking a vacation, or accumulating retirement nest savings. Each financial goal has its own price and time horizon—when you need the money.

In order to achieve all your goals, you will need a plan. Starting from assets you already have available, you will need to determine how much more you need to accumulate and when you will need it. Don't neglect to consider that the price of your goal items might actually increase as well. Depending upon how you invest your savings over time, you might receive interest, dividends, or capital gains to help you along—you should consider this as well. Do you have the means to make additional investments necessary to accumulate the required assets? Don't neglect to consider the effects of taxes on your savings. After considering the foregoing, you might determine that you can achieve some goals in less time. Or you might find that it could take longer. The time horizon is important to setting realistic goals.

Consider how important it is to achieve your goals on time. Some goals are so important that not achieving them would be not only disappointing but also disastrous. When a goal must be achieved by a specific date, you must plan conservatively, save more money, and take less investment risk to ensure against loss. However, if the timing isn't as important or if you have discretionary assets and can take some investment risk, you might be able to invest more aggressively.

Goals should be grouped as short-term (three years or fewer), intermediate-term (three to seven years), and long-term (more than seven years). Generally, the longer the time horizon to achieving a goal, the more aggressive you can be in your investment approach. However, you should never exceed your risk comfort level—the amount of risk you can take without abandoning your goal. This is your risk tolerance. If you approach setting financial goals in this way, you will make better financial decisions about setting goals and ways to invest to achieve them.

You should always monitor your goals to be sure they are on track. Set up a way to measure your progress. If you see that you are lagging behind, you may need to make an adjustment in the amount or way you are investing. If you are way ahead, you may want to be more conservative, shorten your time horizon, or add a new goal.

*The harder you work for something, the greater you'll feel when you achieve it.*

# February is American Heart Month

## American Heart Association

"Keeping hearts beating gets our hearts pumping. That's why we fund lifesaving science. Science that helps figure out new ways to lower your blood pressure and keep your heart healthy so you can live your best life. Take a look at these facts — they're all for you."

### Why Lose Weight

The benefits of maintaining a healthy weight go far beyond improved energy and smaller clothing sizes. By losing weight or maintaining a healthy weight, you are also likely to enjoy a higher quality-of-life too.

1. **Set realistic goals.** Know where you are today so you know how to get where you want to be. Learn your Body Mass Index (BMI). Set yourself up for success with short-term goals, like "I will make lifestyle changes which will help me lose (and keep off) 3-5% of my body weight." Short-term goals can seem more achievable and keep you on track toward your long-term goals.
2. **Understand how much and why you eat.** Use a food diary or tracking app to understand what, how much, and when you're eating. Being mindful of your eating habits and aware of your roadblocks and excuses can help you get real about your goals.
3. **Manage portion sizes.** It's easy to overeat when you're served too much food. Smaller portions can help prevent eating too much. Learn the difference between a portion and a serving and how to keep portions reasonable.
4. **Make smart choices.** You don't have to give up all your favorite foods. Learn to make smart food choices and simple substitutions instead. Discover healthy snacks and how fruits, vegetables, and whole grains help keep you fuller longer.
5. **Be physically active.** Physical activity is anything that gets your heart rate up, like walking. Aim for at least 150 minutes of moderate activity a week. Move more, with more intensity, and sit less.



### Stress

Managing stress is a good idea for your overall health, and researchers are currently studying whether managing stress is effective for heart disease. Exercising, maintaining a positive attitude, not smoking, not drinking too much coffee, enjoying a healthy diet and maintaining a healthy weight are good ways to deal with stress. Medicines are helpful for many things, but usually not for stress. Some people take tranquilizers to calm them down immediately, but it's far better in the long term to learn to manage your stress through relaxation or stress management techniques. Figuring out how stress pushes your buttons is an important step in dealing with it.

### 7 No-brainer ways to boost your activity level

1. **Grab the leash and walk your dog.** Your body — and your pooch — will thank you!
2. **Take your child (or your spouse) for a walk.** It's an excellent way to get some face time without screens. Keep it fun by exploring new neighborhoods or turning your walk into a scavenger hunt.
3. **Hit the mall.** Are you shivering (or sweating) at the idea of walking outside? Take a fast stroll around the mall instead. Window shop, people watch and get active in a climate-controlled environment.
4. **Walk and talk.** Even if you're glued to your phone for work calls, you don't have to be glued to your chair. Make it a habit to talk and walk. Some workplaces have walking paths to make it even easier to burn while you earn.
5. **Tune into fitness.** Retrain your inner couch potato. Walk or jog in place, do yoga or lift weights, or walk on the treadmill at the gym while you watch your must-see TV shows.
6. **Ditch the car.** Spare yourself the parking stress and log some more active time by parking farther away (or even leaving the car at home) and walking or biking to your destination.
7. **Take the stairs.** The elevator may go up — but it doesn't make your heart rate climb. Take the stairs when you can, even if just for a floor or two. And don't ride the escalator — climb it. Those can be active steps, too!

When you start looking for them, you'll see lots of opportunities to be more active every day and get a few more steps in during everyday activities. Remember, every step counts!



For more information about the **American Heart Association**, heart disease, additional facts and healthy living, please visit [www.heart.org](http://www.heart.org).



**American Heart Association®**

## *Public Safety Congratulations, Welcome & Thank You*

On January 11, the Villages Public Safety department proudly welcomed several new members to the department, congratulated several existing members on promotions to Battalion Chief and Lieutenant, and celebrated several more for their valor and dedication to helping others as they assisted in supporting those who suffered the impact of Hurricane Michael. Family, friends and District staff were present to take part in the celebration.



Fire service has a rich history of proud traditions, one of which is the Badge Pinning. The pinning ceremony signifies the welcoming of our department's newest members to the brotherhood/sisterhood of fire service, the introduction of department members to their new duties, and is also an opportunity to introduce our new members to other departments and also the Villages community overall.

Traditions also apply to promotions, and promotions involve the awarding of "bugles". In the early days of American firefighting, orders were given to the firefighters by officers speaking through a brass device that resembled a megaphone, and was referred to as a "Bugle" or "Speaking Trumpet". Today, the bugle is symbolic of leadership in fire service, with the number of bugles indicating the level of leadership held (lieutenant, battalion chief, etc.).



### *Welcome*

**Firefighter EMT Dillon Berry**  
**Firefighter Paramedic Nicholas Fatolitis**  
**Firefighter Paramedic Brian Hilty**  
**Firefighter EMT Zachary Meckstroth**  
**Firefighter EMT Daniel Moore**  
**Firefighter Paramedic Jacobs Rogers**  
**Firefighter EMT Richard Sprole**



### *Congratulations*

**Battalion Chief Corey McCaulley**  
**Lieutenant Vince Walczak**  
**Lieutenant Robert Meffen**  
**Lieutenant Robert Smiley**

*Not pictured:*

*Lieutenant Noah Hartman*  
*Lieutenant Rocky Hartman*



### *Thank You!*

**Firefighter Paramedic David Gomez**  
**Firefighter EMT Jacob May**  
**Firefighter Paramedic Eric Williamson**  
**Firefighter Paramedic Keith Norris**  
**Lieutenant Chris Gruber**  
**Lieutenant Adelisa Luciano**  
**Lieutenant Don Neebling**

*Not pictured:*

*Firefighter Paramedic Devin Lawrence*  
*Firefighter EMT Jonathan Hartman*  
*Firefighter Paramedic Ryan Lavender*







## W2 Update

All W2 documents have been mailed. If you don't receive your W2 because your address has changed, please call Human Resources (352-674-1905) with a forwarding address. Also, please update your address using Paylocity self-service. In addition to the mailing, you have the option of printing your W2 online. Please visit Paylocity self-service to do so.



## DISTRICT UNIVERSITY

District University: Training & Development Programs: February 2019  
All professional development training workshops are open to all District Staff members.



Class Title	Instructor	Class Info	Open to	Date	Time	Location
New Hire Orientation	Varied District Staff	This training session provides new employees with important information to help navigate your first 60 days of hire. A wide-range of topics are covered, including District Core Values, Mission Statement, policy & procedures, diversity & harassment training and workers compensation information.	NEW HIRES	Monday February 11th February 25th	8:30am To 12:00pm	District Offices 984 Old Mill Run Large Conference Room
CDD Orientation	Varied District Staff	This workshop helps attendees better understand what a "Community Development District" is & how it operates. Also covered - important community information regarding the people, services & supporting entities that help make up "The Villages".	All New Hires  <i>Mandatory within 30 days of employment</i>	Every Thursday	10:00am To 12:00pm	District Offices 984 Old Mill Run
Public Records & Ethics	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</li> <li>Government Sunshine Laws</li> </ul>	Mandatory for all District Staff  Attendees are assigned by their departments	Tuesday February 5th	1:00pm To 4:00pm	District Offices 984 Old Mill Run
Built to Last	Cindy Muffett	Now that you know more about what your role is within our organization, we now circle back to focus on how our District Core Values serve as a compass to guide us in providing responsive, responsible customer service, no matter what position we hold.	All New Hires  <i>Mandatory within 60 days of employment</i>	Wednesday February 27th	8:30am To 10:00am	Laurel Manor Recreation Center 1985 Laurel Manor Drive

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

### To Register:

- **All Community Watch staff:** Please contact **Sharon Gwin (352-750-8201)** 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 Recreation staff:** Please contact **Anita Douglas (352-674-1800)** 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).