

The Villages®

Community Development Districts

OUR CORE VALUES
 Hospitality
 Stewardship
 Creativity & Innovation
 Hard Work

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

PURPOSE

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

VISION

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

MISSION

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

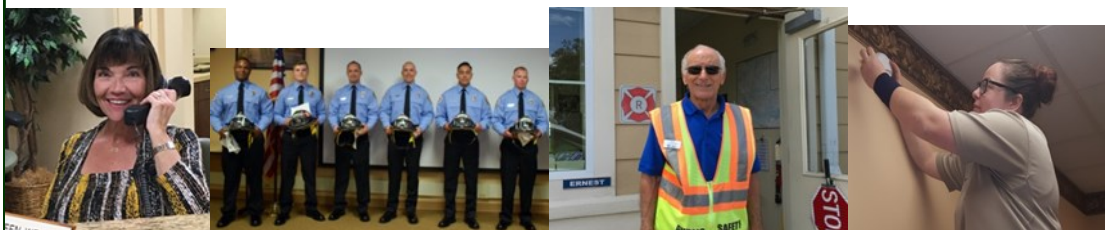
Maintaining Momentum

Thank you to those of you who were able to attend our June 27, 2019, Momentum Meetings. These meetings are most useful to me in order to interact with each of you and to share information as well. At the meeting, I was able to update you on our operational projects and changes, efficiency measures, and capital projects. Most important of all, Ms. Franklin, Director of Human Resources and Strategic Planning, and I reviewed the Compensation and pay Study. My senior staff and I recognize that in order to deliver quality customer service and our Core Values, the District must retain and continue to attract the best team members. As discussed, the study is focused on not only pay but the total benefits package which also includes: time off, retirement, training, educational advancement, tuition reimbursement, and insurance programs.

The review of our comparator jurisdictions, (see 6/27/19 PowerPoint at Districtgov.org) show the District has fallen behind. Accordingly, I am tasked with how to tighten our belt and achieve efficiency within our governmental operations. Some efficiencies achieved during the last year are the Interlocal Agreement with Sumter County, FICA Alternative Plan, Fleet Leasing, Asset Management, IT Services, and Document Management. Together with you, our great staff, and with the efficiencies achieved the District Government will be better poised for growth. As growth continues, we should all strive to achieve best practices and cost-saving measures as we perform the operations for the District and the residents.

I thank you and look forward to another great year!

~ Richard Baier, District Manager





IN THE SPOTLIGHT...



Julie Kulas ~ Clerk ~ Administrative Assistant



Where were you born & raised and went to school? I was born and raised in Milwaukee, Wisconsin. I attended Cooper Elementary School, Sholes Junior High and Pulaski High School all located on the South Side of Milwaukee (the Polish side of town). Additionally, I graduated with my Associates Degree from Milwaukee Technical College.

What was special about where you were from? Milwaukee's famous Pabst, Miller, Schlitz and Blatz breweries, Summerfest the world's largest music festival, and all of the beautiful State Parks are just a few things that make Milwaukee special. Wisconsin is known as the Dairy State. If you ever get a chance to go to the Wisconsin State Fair in early August, make sure to enjoy a cream puff.

Tell us about your family, people (including pets!) in your life... My hubby Jim and I moved to The Villages in 2018. We purchased our place in 2015 after visiting with my Sister-in-Law and enjoying all of its amenities. Jim and I are blessed with two awesome children. Unfortunately, teaching them to snow ski at a young age persuaded them both to live out West. Our daughter lives in Littleton, Colorado and our son (who is recently engaged) lives in Salt Lake City.

Hobbies? Favorite activities? I have always wanted to run and own a flower shop. I have a love for flowers so I really

enjoy looking at flower gardens as well as taking care of my own. I just like my hands in the dirt. Perhaps that is why I rarely have my nails painted. I also enjoy playing golf and riding my bike.

Who has been the most influential person in your life and why? My Mother has been the most influential person in my life. My Mother was always such a positive person.

What's the best advice you ever received? My Mother taught her children to treat others the way you would like to be treated. So I, myself, have passed that advice onto my children.

What is the career & training path that led you to the Districts? I have worked in the legal field for over 30 years. I have many years of experience in defense litigation. One of the attorneys whom I worked for represented several municipalities which is very similar to the way the District works. I enjoy working here.

Can you tell us about your day-to-day responsibilities? I am presently trying to decipher the monthly minutes of the different Districts as well as filing the signed agreements, resolutions and minutes and helping out anyway I can.

What is your favorite aspect of working for the Districts? I truly enjoy my co-workers. It is so nice to hear laughter as they work hard throughout the day.

What is the most interesting thing you have ever seen? The most interesting thing I have ever seen is the beautiful ice formations within the ice caves located in Lake Superior.

My favorites...Movie: You've Got Mail...**Television Show:** House Hunters International

Sports Team: My favorite sports team is none other than the Green Bay Packers...Go Pack!

Vacation Spot: My favorite vacation spot is Bora Bora. I hope to someday travel there

Restaurant: Oh that would be Eddie Martini's restaurant in Wauwatosa, Wisconsin. I just love, love it there. It is the restaurant my hubby and I would go to celebrate a special event in our lives.

Food: There is nothing like eating a pizza from Milwaukee and I cannot wait until I go home for a visit to have one!

Dessert: My favorite dessert would be anything made with chocolate. Yum!

Mitch Leininger ~ Executive Golf ~ Director

Where were you born & raised and went to school? I'm a rare breed; I was born, raised and stayed in Orlando. I attended both Seminole State College and Penn State University.

What was special about where you were from? Tourism rules Orlando, so watching the city continue to grow has been fun.

Tell us about your family, people (including pets!) in your life... My wife, Rebecca, and I have a son, Luke, who is seven years old. Our yellow lab, Layla, completes our family.

Hobbies? Favorite activities? I enjoy golfing and traveling.

Who has been the most influential person in your life and why? My father, Larry, instilled a strong work ethic in me from a young age and it has served me well in life.

What's the best advice you ever received? Grass has been growing a thousand years before us and will grow a thousand years after us – don't make things too complicated.

What is the career & training path that led you to the Districts? I spent half of my career in the airline industry and half in the golf industry; both arenas set me up for this great opportunity to combine those skills in customer service and agronomy.

Can you tell us about your day-to-day responsibilities? I spend my days building relationships with the community and working with those maintaining the golf courses to ensure a wonderful golfing experience for the residents and guests of The Villages.

What is your favorite aspect of working for the Districts? I really enjoy the variety of courses here in the Districts. Every day I get to experience a different golf course and interact with others who are passionate about the game. I appreciate that there are so many people at VCCDD who contribute to ensuring the local residents have a beautiful town to live in. Everyone takes ownership of their respective areas and I enjoy seeing how it all comes together.

What is the most interesting thing you have ever seen? I did a lot of traveling when I worked for Delta. When I was 24, I visited Iceland and swam in the Blue Lagoon, a natural geothermal spa. It was an experience I will never forget.



My favorites...Movie: The Shawshank Redemption...**Television Show:** The Office...**Sports Team:** All of the Orlando teams

Vacation Spot: Anywhere with a beach...**Restaurant:** Garibaldi's Mexican Restaurant...**Food:** Shrimp & grits...**Dessert:** Key lime pie

Find Help to Pay For Your Hearing Aid

It's unfortunate, but millions of Americans with hearing loss don't get hearing aids because they simply can't afford them. Hearing aids are expensive, typically costing between \$1,000 and \$3,500 per ear, and most insurance companies, including traditional Medicare, don't cover them. While there's no one simple solution to finding affordable hearing aids, there are a variety of options you can look into that can help.

Check Insurance

Your first step is to check with your health insurance provider to see if it provides any hearing aid coverage. If you're a Medicare beneficiary, you need to know that while original Medicare (Part A and B) and Medicare supplemental policies do not cover hearing aids, some Medicare Advantage (Part C) plans do. If you have an Advantage plan, you'll need to check with your plan administrator. Medicaid also covers hearing aids in some states to people with very limited means. Your county social service office can give you more information. Or, if you're a federal employee or retiree, hearing aid coverage may be available through some insurance plans in the Federal Employees Health Benefits Program. Or if you're a veteran, the VA provides free hearing aids if you meet certain conditions such as being compensated for any serviced-connected disability or if your hearing loss is connected to military service. See va.gov or call 877-222-8387 to check your eligibility.

Financial Assistance

Depending on your income level, there are various programs and foundations that provide financial assistance for hearing aids to people in need. Start by calling your state rehabilitation department (see www.parac.org/svrp.html for contact information), or the nearest chapter of the Hearing Loss Association of America to find out if there are any city, county or state programs, or local civic organizations that could help. There are also a number of nonprofits that offer hearing aids at deeply discounted prices, or for free.

For a list of programs, visit the Better Hearing Institute website at betterhearing.org, and click on "Hearing Loss Resources," then on "Financial Assistance." Or, call the National Institute on Deafness and Other Communication Disorders at 800-241-1044 and ask them to mail you their list of financial resources for hearing aids.

Information provided by www.huffpost.com.

ATTENTION

ALL PART TIME EMPLOYEES

If you haven't attended the mandatory FICA Alternative benefit meeting, please sign up for one of the remaining dates/times:

Date	Time	Location
7/15	4-5 pm	Savannah Rec Center
7/16	4/5 pm	Savannah Rec Center
7/18	4-5 pm	Savannah Rec Center
7/22	4-5 pm	SeaBreeze Rec Center
7/23	9-10 am	Savannah Rec Center
7/25	9-10 am	Savannah Rec Center

Congratulations!

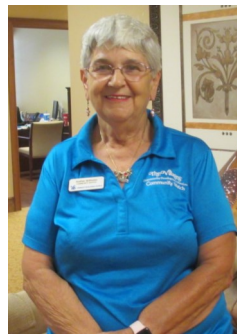
On your District Anniversary.
Thank you for your service!



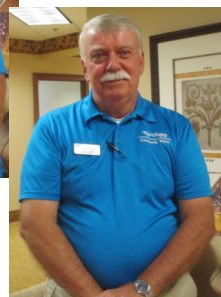
**Dispatch & Gate Operations
Supervisor John Barrett**



**Recreation Service
Representative Laura Agosto**



**Patrol Driver
Kathleen Wilhelm**



**Patrol Driver
Wayne Laranjo**



**Gate Attendant
Hugh Calvert**

Not pictured: Fitness Assistant Gerald Hruska, celebrating 15 years and Gate Attendant William Gangemi celebrating 10 years.

EMPLOYEES ON THE MOVE



Community Watch

- **Terry Pyle and Michael Quagliato** transferred from Gate Operations Attendant Substitute to Gate Operations Attendant.
- **James Mosier, Peter Rissland, James Hull, Susan Dietel and Rembert Rivenbark** transferred from Gate Attendant Substitute to Gate Attendant.

Finance

- **Mary Ellen Bowgren** was promoted from Accounting Technician to Staff Accountant.

Public Safety

- **Bailey Barngrover and Nicholas Fatolitis** were promoted from Single Cert Paramedic to Firefighter Paramedic.

Recreation

- **Wendy Galiardi** was promoted from part time Recreation Service Representative to full time Recreation Service Representative.
- **Robert Lesser** transferred from Patrol Driver Substitute to Recreation Assistant.

#checkin....!

Although May was Mental Health Month, and we are now into July, it doesn't mean that we shouldn't take care of ourselves every day, every month. Taking care of ourselves helps us to be the best that we can be for ourselves and others. We have included here information from our Employee Assistance Program. Remember - our EAP provides **free services and referrals to all employees and all family members**. For more information on various wellness, & other, resources and programs, check their website: www.ndbh.com.

PAIN IS REAL. BUT SO IS HOPE.

#checkin

ON YOUR MENTAL HEALTH

3 WAYS TO GET HELP:

1. Talk to your doctor.
2. Call the number on your insurance card.
3. Reach out to your Employee Assistance Program.

Take a break

Commit to taking care of YOU at least once a week. Prioritize your favorite hobby or some self-care.



Know the signs of a mental illness

If you notice you or someone you care about seems "off," you might be onto something. Knowing the signs of mental health issues and early intervention are key to getting proper help and support.

While a single symptom might not be a reason for significant concern, a combination or sudden onset of any of the following symptoms may indicate the need for professional help.

In adults, young adults and adolescents

Confused thinking
Prolonged depression, sadness or irritability
Feelings of extreme highs and lows
Excessive fears, worries and anxieties
Social withdrawal
Dramatic changes in eating or sleeping habits
Strong feelings of anger
Strange thoughts or delusions
Hallucinations, seeing or hearing things that aren't there
Growing inability to cope with daily problems
Suicidal thoughts
Numerous unexplained physical ailments
Drug or alcohol use

In children

Inability to cope with daily activities
Changes in school performance
Poor grades despite strong efforts
Changes in sleeping or eating habits
Excessive complaints of physical ailments
Defiance of authority, truancy, theft or vandalism
Excessive worry or anxiety (i.e. refusing to go to bed or school)
Hyperactivity or prolonged negative mood
Persistent nightmares or intense fear
Persistent disobedience or aggression
Frequent temper tantrums or outbursts of anger

If these symptoms sound familiar, talk to your doctor or a mental health professional to get help. If you or someone you know is in crisis, call 911 for immediate assistance.

Source: Mental Health America

#checkin ON THOSE WHO MAY BE STRUGGLING

NEW DIRECTIONS®

What to say to someone struggling with their mental health

- ✓ **DO: I care about you and want to help.**
DON'T: We all go through times like this.
- ✓ **DO: You are important to me. Your life is important to me.**
DON'T: You have so much to live for. Why do you want to die?
- ✓ **DO: Tell me what I can do now to help you.**
DON'T: What do you want me to do? I can't solve your situation.
- ✓ **DO: You are not alone in this. I'm here for you.**
DON'T: You'll be fine. Stop worrying.
- ✓ **DO: Talk to me. I'm listening.**
DON'T: Here's my advice...
- ✓ **DO: We will get through this together.**
DON'T: What's wrong with you? Shouldn't you be better by now?

If you suspect someone is actively suicidal, always seek emergency medical help. Call the National Suicide Prevention Lifeline at 1-800-273-8255.

#checkin

ON YOUR LOVED ONES
MAY IS MENTAL HEALTH MONTH

NEW DIRECTIONS®

Unplug

Disconnect from constant emails, texts and social media channels. Instead, spend face-to-face time with loved ones and friends.

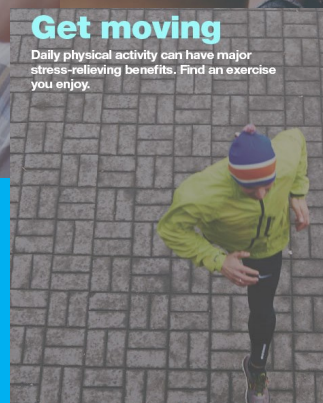


Show gratitude

Remind yourself of three things you are thankful for every day. Those who acknowledge what's good in their lives are happier, less anxious and depressed, and live longer.

Get moving

Daily physical activity can have major stress-relieving benefits. Find an exercise you enjoy.



Change

can be good -
It can also be stressful

It's inevitable that we go through changes in life, and even the small things can throw us off course. When it comes to major changes such as getting a new job, moving, losing a loved one, getting married or having a baby, the ripple effect can be felt in all aspects of your life. Whether positive or negative, change can be difficult to adjust to. As a result, you might feel varying levels of anxiety, stress, confusion and possibly self-doubt. The adjustment period can be uncomfortable, but you can do things to make change easier on yourself.

1.

Expect disruption. In the vortex of change, many people expect to go on without missing a beat, as if the change were a minor inconvenience. But this attitude isn't realistic. If you're starting a new job, for instance, and are used to performing at 95 percent, don't expect to be up to speed immediately.

2.

Focus on the known. In the midst of change, people tend to over-focus on the unknown because that's what is causing anxiety. To avoid needless worry and self-doubt, focus on what you know and can control.

3.

Pinpoint patterns. How do you move through change? What kinds of feelings and reactions do you typically experience? This awareness can be helpful in developing your own personal tool kit of coping strategies.

4.

Anticipate change. Change is inevitable, so it's helpful to plan for it. If you have children in high school, for instance, you know they will soon leave home. Establish several game plans for coping with empty-nest syndrome and making good use of your free time.

5.

Look for meaning. Even the most difficult and traumatic changes can come with valuable lessons. If you can find something positive that came from the experience, it will become part of your personal growth, rather than simply something that happened to you.

If a life change has you feeling "off," seek help from your **Employee Assistance Program (EAP)**, **New Directions**, www.ndbh.com or 800-624-5544. This benefit is free to you and your family members. It offers counseling, legal and financial consultations, crisis support, coaching, adult and child care resources, personal and professional training, digital behavioral health tools and so much more. **The EAP is here for you 24/7, because life happens.**



JULY



JULY



1	Margo Atherholt	Community Watch	17	John Myers	Recreation
1	Paul Tucker	Community Watch	17	Michael Smith	Recreation
1	Daniel Gilbert	Recreation	17	Michael Hohnemann	Recreation
1	Michael Cameron	Recreation	17	Linda Lattanzio	Community Watch
1	Danijel Preloznik	Public Safety	17	Ryan Lavender	Public Safety
1	Robert Sheridan	Public Safety	18	Robert Lesser	Recreation
2	Mary Lynn Golota	Recreation	18	Barry Lee Hoch	Community Watch
2	Danny Hadley	Community Watch	18	James Hull	Community Watch
3	Cindy Kelley	Recreation	19	Dennis Costello	Recreation
4	John Sullivan	Recreation	19	Daniel Griffis	Public Safety
4	Robert Fierle	Recreation	20	Paul Ferreri	Recreation
4	Lois Schwenn	Community Watch	20	Gregory Wood	Community Watch
4	Kent Frazer	Recreation	20	Kaley Akerman	Property Management
4	Brittany Wilson	Administration	21	Rita Mirus	Community Watch
5	Judith Urfer	Community Watch	21	Dale Hetsko	Recreation
5	Peter Rissland	Community Watch	23	Gregory Vermeire	Recreation
5	Michael Knoch	Recreation	23	Alba Aponte Ortega	Finance
6	James Black	Recreation	24	Dillon Berry	Public Safety
6	Patsy Anderson	Community Watch	25	Joseph Rzewuski	Community Watch
6	Salvatore Carone	Recreation	25	Thomas Ryan	Recreation
6	Patricia Femminella	Recreation	25	John Mills	Community Watch
7	Thomas Cobianchi	Recreation	25	Robert Patusky	Finance
7	Richard Oliva	Recreation	25	Regina Demarco	Recreation
7	Hallie Deutsch	Community Watch	25	Keith John Norris	Public Safety
7	Vilma Jakubicki	Recreation	27	Anthony D'Aquisto	Recreation
7	Peter Carpenter	Public Safety	27	George Hatzigiannakis	Community Watch
8	Robert Stone	Recreation	27	James Buchanan	Recreation
8	Robert Rogowicz	Recreation	27	Philip Mcdermott	Community Watch
9	Theodore Uskali	Community Watch	27	David Van Vleet Jr	Property Management
9	Shirley Maruca	Finance	27	Joseph Natoli	Recreation
9	Sam Getz	Customer Service	28	Daniel Wood	Recreation
10	Vincent Tumminelli	Community Watch	28	Peter Roscoe	Recreation
10	Patrick Passaretti	Community Watch	28	Joan Mayo	Community Watch
10	Dawn Doucette	Public Safety	28	Delbert Houghton	Community Watch
10	Taylor Demarchis	Public Safety	28	Custer Redman	Community Watch
11	Guy Troiano	Recreation	29	Grady Williamson	Recreation
11	Dora Rivenbark	Community Watch	29	Thomas Baker	Recreation
12	Robert Mccants	Community Watch	29	Bobbie Penny Foran	Recreation
12	Mary Steinecke	Recreation	29	Thomas Dalton	Recreation
12	Sara Theriault	Recreation	29	Jeannine Young	Recreation
12	John Longacre	Public Safety	29	Patricia Adams	Recreation
13	Clarence Hunter	Recreation	29	Edward Steward	Recreation
13	Joan Darcy	Recreation	29	Craig Dahlquist	Recreation
13	James Scrubbs	Recreation	29	Susan Shanks	Community Watch
14	Rembert Rivenbark	Community Watch	30	Lucien Ragonesi	Recreation
14	Charles Kelley	Recreation	30	Michael Mcdermott	Recreation
14	Jo Bugala	Recreation	30	Edward Nypaver	Recreation
14	Brian Twiss	Public Safety	30	Judith Emery	Recreation
14	Joella LeDonne	Property Management	30	Robert Sjogren	Public Safety
15	Floyd Schoman	Community Watch	31	Richard Lee Parks	Community Watch
16	Robert Culbertson	Community Watch	31	James Vigliarolo	Recreation
16	Paul Emberger	Recreation	31	Michael Busch	Recreation
16	Joseph Cacciatore	Recreation	31	Jason Croom	Public Safety
16	Anita Detterbeck	Recreation	31	Kacie Linton	Recreation
16	Jacob Rogers	Public Safety	31	Christopher Gruber	Public Safety
17	Charles Aquilina	Community Watch	31	Lee Longo	Public Safety

Happy July Anniversary! Thank You For Your Service!

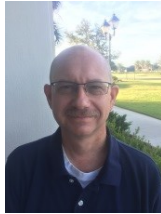
William Charles Heffner	Recreation	07/28/2003	16
Thomas Morris	Community Watch	07/28/2004	15
James Inderwish	Community Watch	07/05/2005	14
Jay Sampson	Recreation	07/12/2006	13
Richard Toole	Recreation	07/12/2006	13
Michael Amodeo	Property Management	07/17/2006	13
Katherine Trulli	Recreation	07/04/2007	12
James Brooks	Community Watch	07/11/2007	12
Tracy Whitten	Recreation	07/23/2008	11
Melanie Sarakinis	Recreation	07/22/2009	10
Genevieve Tetrault	Recreation	07/07/2010	9
Matthew Armstrong	Recreation	07/21/2010	9
Colleen O'Malley	Property Management	07/20/2011	8
Edward Fink	Community Watch	07/09/2012	7
George Hardesty	Community Watch	07/09/2012	7
David Levine	Community Watch	07/09/2012	7
Richard Mabey	Community Watch	07/09/2012	7
Richard Mayo	Community Watch	07/09/2012	7
Eugene Okeefe	Community Watch	07/09/2012	7
Linda Viri	Recreation	07/09/2012	7
Shane Danford	Public Safety	07/23/2012	7
Floyd Davis	Community Watch	07/23/2012	7
Barbara Fogarty	Community Watch	07/23/2012	7
Charles Mitchell	Community Watch	07/23/2012	7
Romayne Skory	Community Watch	07/23/2012	7
Gene Edward Wine	Public Safety	07/23/2012	7
Robert Maruca	Recreation	07/22/2013	6
Mary Nadeau	Recreation	07/22/2013	6
Ralph Novak	Recreation	07/22/2013	6
Gregory Vermeire	Recreation	07/22/2013	6
Kathy Delaney	Community Watch	07/29/2013	6
Raymond Foder	Community Watch	07/29/2013	6
Frederick Hellmig	Community Watch	07/29/2013	6
Alice Lamaine	Community Watch	07/29/2013	6
Margaret Mcmanus	Community Watch	07/29/2013	6
Daniel Gilbert	Recreation	07/07/2014	5
Ronald Guba	Recreation	07/07/2014	5
Sharon Hehr	Recreation	07/07/2014	5
Vanessa Marie Hughes	Property Management	07/07/2014	5
Sandy Leffert	Recreation	07/07/2014	5
Hayward Luther	Recreation	07/07/2014	5
Sara Theriault	Recreation	07/07/2014	5
Robert Meffen	Public Safety	07/14/2014	5
Phillip Roberts	Public Safety	07/14/2014	5
Christopher Stevenson	Public Safety	07/14/2014	5
Michael Burleson	Recreation	07/06/2015	4
Barbara Andrews	Recreation	07/20/2015	4
Howard Crowley	Recreation	07/20/2015	4
Betsy Cutler	Recreation	07/20/2015	4
William Davis	Recreation	07/20/2015	4
Kent Frazer	Recreation	07/20/2015	4
Donald Maestri	Recreation	07/20/2015	4
Patricia McCullough	Recreation	07/20/2015	4

Cathy Norris	Recreation	07/20/2015	4
Robert Pater	Recreation	07/20/2015	4
Michael Schonewolf	Recreation	07/20/2015	4
Terry Austin	Administration	07/27/2015	4
Edward Raulerson	Public Safety	07/05/2016	3
Norman Cathell	Public Safety	07/16/2016	3
Christopher Arrowood	Recreation	07/18/2016	3
Kathleen Arruda	Recreation	07/18/2016	3
Casey Dyer	Public Safety	07/18/2016	3
Paul Emberger	Recreation	07/18/2016	3
Ethel Glauberg	Recreation	07/18/2016	3
Ryan Lavender	Public Safety	07/18/2016	3
Jorge Molina	Public Safety	07/18/2016	3
Lance Roberts	Public Safety	07/18/2016	3
Judith Urfer	Community Watch	07/18/2016	3
Bart Graham	Property Management	07/25/2016	3
Glenn Lundberg	Community Watch	07/03/2017	2
William Skidmore	Recreation	07/10/2017	2
James Buchanan	Recreation	07/17/2017	2
Charleen Darlington	Community Watch	07/17/2017	2
Paul Ferreri	Recreation	07/17/2017	2
Joan Mayo	Community Watch	07/17/2017	2
Michael Miller	Community Watch	07/17/2017	2
William Neale	Recreation	07/17/2017	2
Gay Ratcliff-Seamens	Recreation	07/17/2017	2
Harry Wick	Community Watch	07/17/2017	2
Justin Cicero	Public Safety	07/31/2017	2
Daniel Griffiths	Public Safety	07/31/2017	2
Michael Larroque	Public Safety	07/31/2017	2
Devin Lawrence	Public Safety	07/31/2017	2
Cody Little	Public Safety	07/31/2017	2
Matthew Mccarthy	Public Safety	07/31/2017	2
Michael Mcqueary	Public Safety	07/31/2017	2
Christopher Palasky	Public Safety	07/31/2017	2
Danijel Preloznik	Public Safety	07/31/2017	2
James Schnitker	Public Safety	07/31/2017	2
Trevor Stalbaum	Public Safety	07/31/2017	2
Marissa Cordero	Community Watch	07/16/2018	1
Goodlow Doust	Recreation	07/16/2018	1
Richard Fioretto	Executive Golf	07/16/2018	1
Emily Garten	Recreation	07/16/2018	1
James Morris	Property Management	07/16/2018	1
Robert Silk	Recreation	07/16/2018	1
Susan Thompson	Recreation	07/16/2018	1
Thomas Watkins	Recreation	07/16/2018	1
Paul Brucker	Community Watch	07/30/2018	1
Juliane Day	Community Watch	07/30/2018	1
Jaida Gray	Recreation	07/30/2018	1
Robert Hotopp	Community Watch	07/30/2018	1
Tamara Hyder	Administration	07/30/2018	1
Carey Knight	Recreation	07/30/2018	1
Bruce Petlock	Community Watch	07/30/2018	1
Julisa Reyes	Finance	07/30/2018	1

Recognizing Our Core Values In Action!

A resident called in to say how happy he was with **Billing & Collection Technician Esta Knipper's** prompt attention to an issue on his property with a broken sewer line. Esta made him feel as though his problem was important and paid attention to be sure that it was handled as quickly as possible.

"Thank you for providing the battery replacement service. Its very much appreciated. Your representative **Public Education Technician Bob Sjogren** was professional and efficient."



From left to right, **Firefighter Paramedic Hunter Shumate, Firefighter Paramedic James Hiller, Lieutenant Michael Stephens and Firefighter EMT Hunter Scherr** received a thank you from a resident's family for going the extra mile during an emergency event.



A resident called Community Watch to compliment **Gate Attendant Robert McCants**. The resident stated that Robert is all smiles, welcoming and greets every vehicle.

A resident called DPM to compliment **Landscape Supervisor Chris Trace** on cleaning up some areas of concern. The resident stated, "It looks great and I'm very pleased how it turned out."

The week of May 20th to May 24th was National EMS week. In celebration the Villages Public Safety Department held a cookout for all Firefighter EMTs and Firefighter Paramedics. The VPSD Admin staff including Chief Cain, Deputy Chief Goodworth, Division Chief Raulerson, Division Chief Bosley, Division Chief Ramage, Division Chief Watts and Lieutenant Longacre all took turns grilling for the event.



Customer & Administrative Support Representative Lisa Babbitt and DPM Manager Jon Mills were recently thanked by a resident. "We went for a ride yesterday and stopped for a Father's Day visit to David's bench. The maintenance department did a great job renewing the black side arms which were peeling. Please extend our thank you to them and also to you."

thank
YOU



A fellow co-worker complimented **Gate Attendant Kathy Ernst** stating how great she is! He said that she was smiling and talking with each vehicle that came through the visitor gate at Morse South. She was professional and even with several cars waiting to get through she was smiling.

Utility Supervisor Alba Aponte and Billing & Collection Technician Gabbie Cantrell were thanked by a resident for their hospitality. "Alba, thanks so much for the way you handled this problem, for your time and patience and understanding. My compliments to Gabbie on being an employee your organization can be very proud of! I can't say enough about how wonderful she was. Best of luck and many blessings to you both!"

Recreation Assistant Bill Shelly was recognized for his hospitality. "Just want to give a shout out to Mr. Shelly at Laurel Manor Recreation Center. Our group was looking for a last minute place last Saturday night and finally secured a room at Laurel Manor the day prior. Even though Bill had not received the info that we were coming, he went out of his way to accommodate us for the evening. Attitudes like his are what make The Villages a great place to be. Kudos, you are a fine man!"

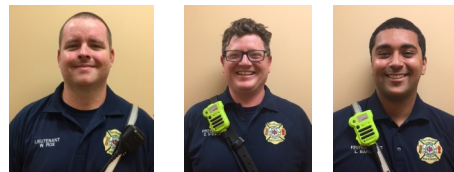


The Staff at Lake Miona Recreation Center were recognized for their hospitality. "We just completed a strenuous "High Season," conducting weekly meetings at the Lake Miona Recreation Center. Each meeting included three separate Classes for first time players, newer inexperienced players and experienced players. Each of the segmented weekly meetings serviced between 130 and 150 Village residents. The Leadership and Staff of the Lake Miona Recreation Center were instrumental in the ability of the leaders and volunteer teachers to offer these services. **Mike, Gary, Karen, David, John, Dave, Pam and Jerry** all pitched in to ensure all the participating Village residents were provided with a comfortable, adequate, up to date and safe environment for their meetings. Please pass our thanks and gratitude to the Lake Miona Team, they really do make it a Great Day in The Villages!"

Accounting Clerk Betty Poling was praised by a resident for returning an incorrect check. "Thank you for catching this payment error and returning my check! Wow!"

A resident called to let the District know how wonderful the Jacobs crews are. They said they are always friendly, helpful, and are always sure there is no debris left on the road or driveway. Keep up the great work!

A resident called Public Safety to thank **Lieutenant Wesley Roe, Firefighter Paramedic Chris Stevenson and Firefighter EMT Luis Marquez** (pictured left to right) for going to their home for a smoke Detector issue. "They were professional and caring."



Departments In The News



Congratulations to **Ryan Rushing** and his wife Kaylee on the birth of their son, Easton George. Born on June 11th 8lb 6 oz.

Congratulations to **Lance Roberts** and his wife Kaitlyn on the birth of their daughter, Anslee Adelynn, Born on June 11th 6lbs & 19 ½ inches.

Diana Nyad

On Thursday May 30th, Diana Nyad (2nd from left) long distance swimmer (Cuba to Key West, Bahamas to Florida, around Manhattan NY), author and motivational speaker led a group of walkers on the new Hogeys Pathway in The Village of Marsh Bend. Since she was speaking at the Growing Boulder event later in the day, our Recreation Department and Diana teamed up to encourage people 50+ to stay in shape by walking.



Lightening Strike

On June 9th, Public Safety responded to a lightening strike call. The following answered the call; **Chief Edmund Cain, Lieutenant Noah Hartman, Firefighter Paramedic Ryan Keller, Firefighter Paramedic Zachary Morreale, Battalion Chief Peter Carpenter, Firefighter Paramedic Peter Bratkovich, and Lieutenant Joe**

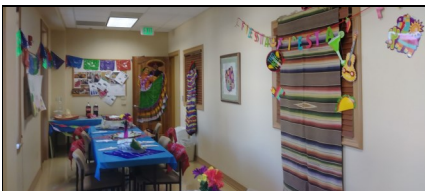


Schenk.

Congratulations to **Accounting Technician Amy Vazquez-Flores** on receiving her Bachelor of Science in Health Administration degree from University of Phoenix on May 11th.

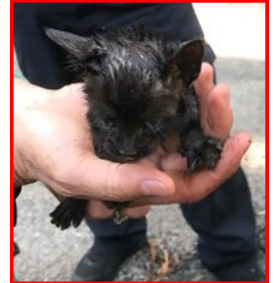


Our Finance Department had a blast celebrating Cinco De Mayo!



Kitten Rescue

On June 11th, The Villages Fire Rescue was dispatched to an animal rescue call. The caller advised they could hear a kitten meowing but could not locate it. Firefighters from the Villages Station 45 responded and found a kitten trapped in an old exhaust pipe. Firefighters used various tools including a reciprocating saw and tin snips to free the kitten from the exhaust pipe.



Customer Service

On June 21st, the El Santiago, Alhambra, and Santo Domingo gate houses received high praise and recognition for providing continuous excellent customer service. Pictured are **Community Watch Chief Nehemiah Wolfe, Communication Manager Julianne Day, Gate Attendants Alton Bailey, Rosalie Battaglia, Donald Berry Arthur Brayman, William Burton, Jerald Goldstein, John Keegan, Clarice Knotts, William Kondas, Daniel Krehl, James Krysiak, David Latus, Robert McCants, Diane Preseprio, Robert Sands and Ronald Scull**. Not pictured are Gate Attendants Paula DiJulio, Robert Doyle, Donald Gray and Michael Vasilko.



Hurricane Expo

The 14th annual Hurricane Expo was held at the Savannah Center on May 2nd. There were over 1,700 residents that attended. The event was organized by **Lieutenant John Longacre, Emergency Response Specialist** for The Villages Public Safety Department. Numerous vendors attended to explain their products and services to Village residents in the event of a Hurricane.



Everyone celebrated good health at the Annual Employee Health Fair, held Tuesday, June 25th at Savannah Center!

By the numbers...

30 health care providers and support groups 236 staff members attended 17 pints of blood were donated
41 staff participated in the BC/BS health screening 37 raffle winners (total amount of donated raffles - over \$2,000!)

Much appreciation to our **EXCELLENT Health Fair Committee**, who took time out of their busy daily schedules & worked hard to ensure a great event! Thank you to: Jackie Evans (HR), Michele O'Donnel, Scott Grimes, & Yajaira Perez (REC), Tamara Rolle (GOLF), Donna Schultz (ADMIN), Caitlyn Bessoni (COMM ST), Kaley Akerman (DPM), Sharon Gwin (COMM W), Jennifer Liunoras & Esta Knipper (FIN) Thank you also to the staff at the Savannah Center for their assistance in ensuring a perfect room set up for both providers & our staff attendees, & our **Safety Committee and Recreation Department** for participating. Please enjoy our photo "recap" and share your thoughts on how to make next year's event even better by **completing our 2019 Health Fair survey** (on line or manual - ask your supervisor for details). The survey will be sent out soon.



The Critics Have Spoken...

"Looking forward to next year."

"Lots of good vendors"

"The energy was wonderful."

"Loved your festive outfits."

"Totally rad."

"Costumes were spot on."

"Good time."

"Delicious food."

"Every year is good but this year was great."

"Great job."

"Thanks for all your efforts."

"The energy was wonderful."

"Happy I could give blood."

"Kudos to all of you for putting on such a great event."

"Fun event!"

"Loved the music!"

"Enjoyed the games."

"Good vibes."

"The decorations were awesome."

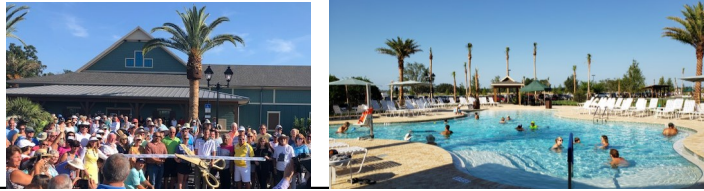
"Free food & raffles, you rock"



Departments In The News

Riverbend Recreation Area / Swallowtail Recreation Area Rupert Canine Park

Several hundred residents turned out for Recreation & Parks Grand Opening of the Riverbend Recreation, Swallowtail Recreation and the Rupert Canine Park. The new areas include sand beach volleyball/tennis, a family and adult pool, pickleball courts, outdoor exercise equipment, billiards, fire pit and a dog park. Please take the time to visit the new recreation facilities in The Villages of Linden and Monarch Grove.



Public Safety & Community Emergency Response Team (CERT)

On May 24th Villages CERT members joined the Villages Fire Rescue Class 1902 at their live burn at the Citrus County Fire Academy. While there, the CERT members practiced setting up a rehabilitation area for the firefighters, providing them with shade, water, nutrition, and a place to rest after performing firefighting duties. All CERT members that are a part of the rehab team are well-knowledge in taking vitals and are able to differentiate between normal vitals and those that



require immediate medical attention. The firefighters commented how beneficial it was to have the resources CERT provided at the live burn. We are very appreciative of CERT's hard work and dedication to the Village Fire Rescue.



TO THE DISTRICT FAMILY!

Human Resources

Angela Pattillo

Community Standards

Ryan Chastain

Executive Golf

Mitchell Leininger

Customer Service

Jerica Adams

Daniel Baker

Finance

Marie Jansen Brandi Ricker Sha-

Public Safety

Timothy Robles

Property Management

Nicholas Sanchirico

Recreation

Michael Desautels

Patricia Femminella

Cameron Hendren

Reilly Reinhold

Marlene Berardi

Angela Bess

Austin Bogart

Steven Burnett

Richard Donk

Sue Donk

Tyler Graham

Scott Long

Judith Rankin

Carol Reiter

Michael Roy

Lee Thompson

Reginald Thorne

Bernadette Youngblood

Community Watch

James Ackerman

Josh DeVore

Nancy Erich

Joseph Fazio

Richard Mabey

Paul Mirus

Robert Rexroth

REMINDER: Outside Employment Activities

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



DISTRICT UNIVERSITY

District University: Training & Development Programs: July 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 July 15th July 29th	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
Built to Last	Deb Franklin	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 July 31st	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:** Contact **Sharon Gwin (352-750-8201)**
- **All Recreation staff:** Contact **Anita Douglas (352-674-1800)**
- **All Finance staff:** Contact **Linda Sojourn (753-0421)**
- **All other District staff:** Contact **Human Resources** Terianne.Carroll@districtgov.org.