#### MAY 2020 EMPLOYEE NEWSLETTER



OUR CORE VALUES

Hospitality

Stewardship

Creativity & Innovation

Hard Work

#### In this Issue...

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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.

#### "Coordination & Ingenuity Leads to Play On Attitude"

There's no denying it – COVID-19 has compelled us all to take a hard look at our lives, both personally and at work, to see how we can make changes to help our families and neighbors stay safe. Here in The Villages, we have made many adjustments to ensure not only our residents, but also our team members, are protected during this unprecedented time.

Within Executive Golf, we were able to navigate a number of small but meaningful changes early on to reduce the number of touched surfaces. For example, the team removed water coolers and bunker rakes and added inserts in the pins so that the ball bounces off the hole instead of falling into it.

Perhaps the largest change made was the implementation of a new cashless system to process Executive Trail Fees. Transitioning to a cashless system required the coordination of several departments, including Customer Service, Recreation & Parks, Executive Golf and The Villages Golf & Country Club Administration. Our core values were front and center as the group quickly ramped up from a long-dated system of cash transactions to a safer, more efficient system.

The new monthly option for payment of trail fees and processing payments via email and telephone was conceived on Friday, April 3, 2020. It was communicated throughout the weekend to residents and team members. Early the next week, Customer Service and Recreation & Parks employees began manning the phone lines, now open beginning at the earlier hour of 6:45 a.m. through 5:00 p.m., during the weekdays and 4:00 p.m., on the weekends, to accommodate common playing hours. On the first day alone, 500 trail fees were processed – eliminating potentially thousands of hand-to-hand contact transactions.

In the ensuing week, there was a 300% increase in daily phone calls. While there were a few questions about the new policy, the majority of residents embraced the new procedures and appreciate they can remain active on the courses while protecting their health. Though implemented in a short period, this change will have a long-term impact on the quality of life in The Villages.

I'm so proud of the efforts of all of our team members, across all of our departments, over the last several weeks. Your collaboration and hard work will ensure that we come out of this time stronger, smarter – and ready to continue our work on behalf of Florida's Friendliest Hometown.

For more information on Golf and updates on how we re-open Recreation and Parks activities in conformance with CDC and Health Department guidelines, please read the Rec News!

Ríchard Baier, P.E. LEED AP District Manager

#### Did You Know?

#### Recharge Your Mental Health with Free Mindfulness Classes

All Blue365, members and their extended family members will have complementary access to eM Life for 90 days. The regular price for these programs is \$360, Blue365 members receive a 100% discount for a price of \$0. This offer expires June 30, 2020. New live, interactive programs are available every day, and on demand content is available 24/7.

eM Life delivers live, interactive mindfulness programs multiple times throughout the day, led by expert, certified teachers. These mindfulness programs offer an oasis of social connection as you navigate the recent challenges of the "new normal" including social distancing, financial stress, mindful parenting, working remotely, and address a variety of chronic conditions.

Programs included with this offer are:

- The Mindful Daily Experience daily new topics in live 14minute sessions offered seven days a week, multiple times a day to fit your schedule
- Stress Less, Live More Reduce stress while improving physical health, emotional well-being and more
- Living Well With Chronic Pain Help reverse the disabling effects of chronic pain while reducing anxiety and depression
- Weight Balance For Life Create healthy habits for sustainable weight loss
- Mindfully Overcoming Addictive Behaviors Build selfawareness skills to navigate triggers, impulses and limiting mindset associate with addiction
- QuitSmart Mindfully Develop the skills to support tobacco cessation within six months
- Better Living With Diabetes Learn ways to cope with the emotional and physical limitations of the condition
- Plus, access hundreds of hours of on-demand with content covering Financial Stress, Mindful Parenting, Sleep Meditations, Working With Remote Teams, Relationships and more.

All programs can be accessed through computer or via the eM Life app on a smart device. To receive your 90-day free access, log onto Blue365 at www.blue365deals.com and follow the prompts to create your account.

#### The following kind words were voiced at the Village Center District Board meeting on April 8, 2020.

Attorney Lewis Stone: "Well I just wanted to say that while you guys have come to expect excellence in your Staff and they have provided excellence, these are unusual times and I just wanted to say that as an outside person, they continue to provide excellence in unusual times, and I think you can all be very, very proud of the people who are helping you."

Supervisor Doug Tharp: "I think those comments that he just made are pretty much actually what I was going to say, on behalf of the people that I know, and from myself, I want to congratulate the entire Staff who is doing just outstanding work under very unusual circumstances. You should all, Kudos to every single person involved. I just can't thank you enough for all of us, all the services, especially Chief Cain and his Staff, coming right back when things need to be done and precautions need to be taken. Thanks to everybody.

Chairman Steve Kurtz: "Well if there are no other comments I would like to echo Doug's comments and Lewis', clearly in very unusual difficult times our Staff has shown, once again, that they are up to any task. We've never seen anything quite like this and we are responding in, I think, a judicious manner across the Board, so I too would like to thank the Staff and the Leadership for navigating through this as best as possible. Thank you so much."



The District University presents free online courses. To become familiar with TargetSolutions, our users should UNIVERSITY watch the User Overview Video.

To access TargetSolutions, please use the information below:

- Login Portal: www.targetsolutions.com/vccdd
- **Username**: **User's email address**. *Or, for users without an email* address: first initial of first name + last name + employee id number (Example: john.smith@districtgov.org or jsmith1234)
- **Temporary Password: villages**

Once logged in, you will be asked to send yourself a verification email. Please check your inbox for an email from Sup-

port@targetsolutions.com. If you do not see the email in your general inbox, please check your spam or junk folder.

To complete the login process, please open up the email and follow the instructions inside. For those without an email address, simply click on the 'Don't have an email?' link.

Reminder: If you need to update your personal information, you may do so online via Paychex self service.

- Phone
- Address
- Email
- **Emergency Contact**



#### Ways to inspire good feelings

Scientific evidence suggest that positive emotions can help make life longer and healthier.

- Virtually connect with friends to build your sense of belonging.
- Take time to do something you enjoy every day.
- Find ways to relax like meditation, yoga or taking a walk.
- Laugh to instantly improve your mood and reduce anxiety.

\*Just 5 minutes of moderate exercise can create a mood-enhancement effect.

Beyond providing companionship and joy, pets provide additional health benefits.

What happens when you pet a dog or cat:

- Your blood pressure goes down.
- You're less likely to feel depressed.
- Your immune system gets stronger.
- Your stress hormones go down.

Information provided by Nationwide, www.nationwide.com.







# MAY HAPPY BIRTHDAY! MAY





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|-----------------------|----|---------------------|--------------------|----------------------|---------------------|
| Jean Wells            | 1  | Recreation          | Armando Norat      | 14                   | Community Watch     |
| William Elliott       | 1  | Community Watch     | Don Neebling       | 14                   | Public Safety       |
| Sandra Tarter         | 1  | Community Watch     | Matthew Armstrong  | 15                   | Recreation          |
| Gabriel Hudson        | 1  | Public Safety       | Therese Green      | 16                   | Recreation          |
| Samantha King         | 1  | Public Safety       | Thomas Tritt       | 16                   | Property Management |
| Charleen Darlington   | 2  | Community Watch     | Jennifer Newton    | 16                   | Finance             |
| Robert Doherty        | 2  | Community Watch     | Dalton Zink        | 16                   | Public Safety       |
| Lawrence Forson       | 2  | Community Watch     | Lisa Babbitt       | 17                   | Customer Service    |
| James Schnitker       | 2  | Public Safety       | Kirt Edwards       | 17                   | Community Watch     |
| Sam Crowell           | 3  | Community Watch     | Darren Tomasello   | 17                   | Community Watch     |
| Joseph Haremza        | 3  | Community Watch     | William Wong       | 17                   | Community Watch     |
| Edward Carter         | 4  | Recreation          | Diane Nunn         | 18                   | Recreation          |
| Robert McClure        | 4  | Recreation          | Linda Johnson      | 19                   | Recreation          |
| Arthur Michaels       | 4  | Recreation          | Corey McCaulley    | 19                   | Public Safety       |
| Larry Terracino       | 4  | Recreation          | Gary Margocs       | 20                   | Recreation          |
| William Pent          | 4  | Public Safety       | Michael Mitchell   | 20                   | Recreation          |
| Joseph Young          | 5  | Community Watch     | Ronald St Pierre   | 20                   | Community Watch     |
| Dustin Foster         | 5  | Public Safety       | James Basile       | 21                   | Community Watch     |
| Brian Hilty           | 5  | Public Safety       | Mabel Haddock      | 21                   | Finance             |
| Tamara Hyder          | 6  | Administration      | Martina Smith      | 22                   | Administration      |
| Susan Rodriguez Belon | 6  | Community Standards | Burton Israel      | 22                   | Community Watch     |
| Wendy Galiardi        | 7  | Recreation          | Robert Bogdonoff   | 24                   | Recreation          |
| Charles Steffani      | 7  | Property Management | Steven Stein       | 24                   | Recreation          |
| MaryAnn Esposito      | 8  | Recreation          | Joann Tucker       | 24                   | Community Watch     |
| Charles Marchiano     | 8  | Recreation          | Seth Canter        | 2 <del>4</del><br>25 | Recreation          |
| Richard Adams         | 9  | Recreation          | Louise Wells       | 25<br>25             | Recreation          |
| Sean Garvey           | 9  | Recreation          | Sharon Owens       | 25<br>26             | Finance             |
| Richard Vogt          | 9  | Recreation          |                    | 20<br>27             |                     |
| Joseph St John        | 9  | Community Watch     | Gerald Van Blarcom |                      | Community Watch     |
| Gina Dutton           | 10 | Recreation          | Marcial Santiago   | 27                   | Public Safety       |
| Tyler Graham          | 10 | Recreation          | Michael DiStefano  | 28                   | Public Safety       |
| Paul Hemphill         | 10 | Recreation          | Hugh Austin        | 29                   | Recreation          |
| William Neale         | 10 | Recreation          | Larry Marlow       | 29                   | Recreation          |
| Doyle Graf            | 10 | Property Management | Cathy Norris       | 29                   | Recreation          |
| Terry Gibbons         | 11 | Recreation          | Vasima Stagl       | 29                   | Recreation          |
| Mary Morris           | 11 | Community Watch     | Ronald Argast      | 29                   | Community Watch     |
| Keith Myers           | 11 | Community Watch     | John Ferdinand     | 29                   | Community Watch     |
| Robert Walker         | 11 | Community Watch     | Richard Silverston | 29                   | Community Watch     |
| Christine Wergin      | 12 | Recreation          | Edward Raulerson   | 29                   | Public Safety       |
| Jeffery Cannon        | 12 | Community Watch     | Brian Konnerth     | 30                   | Public Safety       |
| Aaron Knobel          | 12 | Community Watch     | James Morton       | 31                   | Recreation          |
| Richard Baier         | 13 | Administration      | Janet Talbot       | 31                   | Recreation          |
| Jeffrey Sias          | 13 | Recreation          | Richard Titus      | 31                   | Recreation          |
| Ryan Keller           | 13 | Public Safety       | Mary Joyce Craig   | 31                   | Community Watch     |

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

| Luis Manosalva    | Community Watch | 05/29/2001 | 19 |
|-------------------|-----------------|------------|----|
| Edmund Cain       | Public Safety   | 05/22/2002 | 18 |
| Laura Agosto      | Recreation      | 05/17/2004 | 16 |
| John Morosky      | Recreation      | 05/18/2005 | 15 |
| Michael Woomer    | Community Watch | 05/23/2005 | 15 |
| Michael Vasilko   | Community Watch | 05/25/2005 | 15 |
| Guy Troiano       | Recreation      | 05/03/2006 | 14 |
| Daniel Famularo   | Recreation      | 05/09/2007 | 13 |
| Robert Haga       | Community Watch | 05/02/2007 | 13 |
| Robert Montalbano | Community Watch | 05/02/2007 | 13 |
| Louise Wells      | Recreation      | 05/21/2008 | 12 |
| Earl Mitchell     | Community Watch | 05/13/2009 | 11 |
| Nadia Whittaker   | Recreation      | 05/25/2011 | 9  |
| Gregory Correale  | Community Watch | 05/25/2011 | 9  |
| Bruce Greenberger | Community Watch | 05/14/2012 | 8  |
| Dennis McNeil     | Community Watch | 05/14/2012 | 8  |
| Albert Page       | Community Watch | 05/14/2012 | 8  |
| Jarod Falck       | Public Safety   | 05/14/2012 | 8  |
| Judy Odom         | Finance         | 05/29/2013 | 7  |
| Elly Gorman       | Recreation      | 05/12/2014 | 6  |
| Robert Fisher     | Recreation      | 05/11/2015 | 5  |
| Deborah McKinney  | Recreation      | 05/11/2015 | 5  |
| Darlene Stevens   | Recreation      | 05/11/2015 | 5  |
| George Bodlak     | Recreation      | 05/23/2016 | 4  |
| Virginia Griffin  | Recreation      | 05/23/2016 | 4  |
| Josephine Romero  | Recreation      | 05/23/2016 | 4  |
| Anthony Colica    | Community Watch | 05/09/2016 | 4  |
| William Creelman  | Community Watch | 05/09/2016 | 4  |
| Joseph Phipps     | Community Watch | 05/09/2016 | 4  |
| Susan Shanks      | Community Watch | 05/09/2016 | 4  |
| Nancy Gerrity     | Recreation      | 05/22/2017 | 3  |
| Steven Kendrick   | Recreation      | 05/22/2017 | 3  |
| Denise Naasz      | Recreation      | 05/22/2017 | 3  |
| Joseph Natoli     | Recreation      | 05/22/2017 | 3  |
| Charles Phelps    | Recreation      | 05/22/2017 | 3  |
| Richard Underwood | Recreation      | 05/22/2017 | 3  |

| and rour or        | Tour berviee.   |            |   |
|--------------------|-----------------|------------|---|
| Brittany Tuggerson | Community Watch | 05/08/2017 | 3 |
| Angela Carrozzella | Community Watch | 05/22/2017 | 3 |
| Delbert Houghton   | Community Watch | 05/22/2017 | 3 |
| Michael Levy       | Community Watch | 05/22/2017 | 3 |
| William Butler     | Public Safety   | 05/22/2017 | 3 |
| Yovany Hogeland    | Public Safety   | 05/22/2017 | 3 |
| Nehemiah Wolfe     | Public Safety   | 05/22/2017 | 3 |
| Ronald McCaleb     | Recreation      | 05/21/2018 | 2 |
| Colin St Germain   | Recreation      | 05/21/2018 | 2 |
| Tamara Rolle       | Golf            | 05/21/2018 | 2 |
| Thomas Rafuse      | Community Watch | 05/21/2018 | 2 |
| Taylor Ratliff     | Recreation      | 05/06/2019 | 1 |
| Wendy Galiardi     | Recreation      | 05/20/2019 | 1 |
| Mary Klein         | Recreation      | 05/20/2019 | 1 |
| Elizabeth Lesser   | Recreation      | 05/20/2019 | 1 |
| Edward Miklosey    | Recreation      | 05/20/2019 | 1 |
| Michael Desautels  | Recreation      | 05/28/2019 | 1 |
| Mitchell Leininger | Golf            | 05/28/2019 | 1 |
| Rita Mirus         | Community Watch | 05/06/2019 | 1 |
| Gregg De Mo        | Community Watch | 05/20/2019 | 1 |
| James Mosier       | Community Watch | 05/20/2019 | 1 |
| Celeste Peloquin   | Finance         | 05/06/2019 | 1 |
| Angela Pattillo    | Human Resources | 05/29/2019 | 1 |



## On your District Anniversary. Thank you for your service!

Lucin Ragonesi, Recreation Assistant at Laurel Manor celebrating 15 years of service.



Ronald Irwin, Substitute Patrol Driver celebrating 15 years of service.



Floyd Schoman, Patrol Driver celebrating 10 years of service.



#### TO THE DISTRICT FAMILY!

Property Management Steve Jackson

#### EMPLOYEES ON THE MOVE



#### **Community Watch**

- Richard Willson and Thomas Morris transferred from Patrol Driver Substitute to Patrol Driver.
- William Clark and Randy Dodsworth transferred from Gate Attendant Substitute to Gate Attendant.

#### **Property Management**

• **Dan Lucin** was promoted from Property Management Supervisor to Assistant Manager, Infrastructure.

#### Human Resources News

#### Let Us Help You Resources

#### Here are some valuable resources with important information:

 Florida Department of Health recommends that you immediately contact your local county Health Department if you are experiencing symptoms, or think you have been exposed to COVID-19.

#### Florida Department of Health

www.floridahealth.gov

COVID-19 Hotline (866) 779-6121

Hotline is staffed 24 hours/day

- Take advantage of any available virtual care (i.e. "Telemed", "Teledoc" services) and consultation for less serious medical issues, such as common colds or other mild illnesses.
- Sign up for **District** email notifications www.DistrictGov.org
- Department of labor information on Families First Cornoavirus Response Act (FFCRA)

https://www.dol.gov/agencies/whd/pandemic/ffcra-questions

- Center for Disease Control & prevention <u>www.cdc.gov</u>
- U.S. Department of Veterans Affairs (VA) www.va.gov

8900 SE 165th Mulberry Lane, The Villages, FL 32162 Main: 352-674-5000 Mental Health: 352-674-5166 x1317

• Pandemic Unemployment Insurance

For information regarding eligibility for Reemployment Assistance benefits: 1-800-204-2418 <a href="http://www.floridajobs.org/docs/default-source/reemployment-assistance-center/ra-covid-19-faqs-eng.pdf?sfvrsn=805543b0\_14">http://www.floridajobs.org/docs/default-source/reemployment-assistance-center/ra-covid-19-faqs-eng.pdf?sfvrsn=805543b0\_14</a>

• To apply for unemployment benefits:

http://www.floridajobs.org/Reemployment-Assistance-Service-Center/reemployment-assistance/claimants/apply-for-benefits

- Due to high volume, you are encouraged to try to apply off of peak hours, outside of regular business hours.
- Prior to filing a claim online
  - Make sure you go online and review the video posted, and
  - Have all required information that you will need available
- And don't forget to call the Employee Hotline every Tuesday and Friday for up to date information regarding the District, 352-674-1898.





#### **Current Job Openings**

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

#### Public Safety

Full Time Fire Inspector

\$46,346.46 Annual

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

#### Children & COVID-19

#### Things you can do to support your child during COVID-19

- Take time to talk with your child or teen about the COVID-19 outbreak. Answer questions and share facts about COVID-19 in a way that your child or teen can understand.
- Reassure your child or teen that they are safe. Let them know it is ok
  if they feel upset, confused or even angry about the disruption to
  their normal life. Share with them how you deal with your own
  stress so that they can learn how to cope from you.
- Limit your family's exposure to news coverage of the event, including social media. Children may misinterpret what they hear and can be frightened about something they do not understand.
- Try to keep up with regular routines. If schools are closed, create a schedule for learning activities and relaxing or fun activities.
- Be a role model. Take breaks, get plenty of sleep, exercise, and eat well. Connect with your friends and family members. Learn more about helping children cope and ways to support your own mental health at https://floridahealthcovid19.gov/mental-health /

Information provided by the Florida Department of health www.floridahealth.gov.

## How to raise a non-anxious child in the anxious time of COVID-19

The ongoing coronavirus pandemic has quickly disrupted normal routines for children and parents, leading to potentially stressful situations at home. As of March 22, 45 states and Washington, D.C., announced school closures affecting 54 million students from preschool to high school. Many schools are switching their regular curriculum to distance -learning. School closures disrupt children's routines while placing new stressors on parents who may have to find alternate childcare options or stay home from work. Moreover, school closures interrupt something children hold dear: stability and routine. Its been recommended to structure a student's day to be as similar as possible to what it was before.

- Keep a consistent wake-up time: Have children wake up, get dressed and eat breakfast at the same time they normally did when going to school.
- Separate spaces for work and play: Send children to a designated area of the home to work on school assignments during the hours they usually would be in school.
- Keep activities relatively short: Follow the school schedule and switch activities every 30 to 40 minutes or so.
- Turn mealtime into family time: At "lunchtime," eat lunch together.
- Adhere to normal school hours: End schoolwork the same time of day children normally finish school.

Parents should remember that children mirror the emotions of the adults around them. That means if parents are feeling anxious or frustrated, kids will likely be mirroring the same emotions. Therefore it's important for parents to focus on their mental health in order to be able to foster a positive environment for their children at home.

Information provided by www.goodmorningamerica.com.

#### Human Resources News

#### **Protecting Older Floridians from COVID-19 Scams**

Attorney General Ashley Moody and leading senior organizations are joining forces to protect older Floridians from COVID-19 related scams. Attorney General Moody, American Association of Retired Persons, Association of Mature American Citizens, American Seniors Association and the Florida Council on Aging met virtually to discuss emerging scams designed to target older Floridians amid the COVID-19 pandemic. Attorney General Ashley Moody said, "Seniors are uniquely vulnerable to COVID-19 and to scams designed to exploit the fear surrounding the pandemic to rip off Floridians." Some common COVID-19 related scams by category include:

#### **Cyber Scams**

Be wary of all emails claiming to be from the Centers for Disease Control and Prevention, World Health Organization and other healthcare organizations, offering to share information about the virus. For information from these organizations, go directly to the organizations' websites. Take extra precaution to avoid spoofed or phony websites by only visiting websites with clearly distinguishable URL addresses. Scammers seek to exploit individuals by directing web traffic to similar, but falsely identified, website names where they can provide misinformation or attempt to gain consumers' sensitive personal or financial information or finances in exchange for pandemic updates. Legitimate websites should display a padlock sign in the URL address bar indicating the site is secure. Be on the lookout for emails asking for the verification of personal data, including Medicare or Medicaid information, in exchange for receiving economic stimulus funds or other benefits from the government. Government agencies are not sending out emails asking for sensitive personal information in order to receive government funds or other official pandemic financial relief.

#### **Telephone and Text Messaging Scams**

Even before the crisis, robocalls were a continuing problem for many Floridians. Now that more Floridians than ever are working remotely and are home and responding to an increasing volume of phone calls, some may find it difficult to ignore calls from unknown numbers. If anyone receives a robocall, hang up! Do not press any numbers or characters on your phone. Scammers are calling with offers involving everything from COVID-19 treatments and cures to work-from-home schemes. The recording might say that pressing a number will direct the recipient of the call to a live operator or even remove the recipient from the robocall list, but don't buy it. Pressing any button on the phone will likely lead to more robocalls. Like email phishing scams, text messages from unknown sources may offer hyperlinks to what appears to be automated pandemic updates or interactive infection maps. These are just two examples of ways scammers can install malware on mobile electronic devices, putting the recipient of the message at increased risk for identity theft and financial exploitation.

#### **Counterfeit Product Offers and High Demand Goods**

Ignore offers for COVID-19 vaccinations and home test kits. Currently, no vaccines, pills, potions, lotions, medications or other prescription or over-the-counter products are available to treat or cure the novel coronavirus. This applies to offers made online, in stores, by electronic message, or over the phone.

The U.S. Food and Drug Administration has not authorized any home test kits for COVID-19. As many have seen firsthand, some consumer products are in extreme demand. Household cleaning products, sanitizers, personal hygiene products, and health and medical supplies may be offered via online or inperson sellers aiming to capitalize on the scarcity of these products. When buying online, be sure to research the seller by searching online for the person or company's name, phone number, and email address, plus words like review, complaint, or scam. If everything checks out, pay by credit card as opposed to debit, and keep a record of your transaction. Bring any concerns about the pricing of essential commodities to the attention of the Attorney General's Office by contacting the Price Gouging Hotline at 1(866) 9NO-SCAM, visiting MyFloridaLegal.com or downloading the NO SCAM smartphone app. For tips on reporting price gouging, click here.

Bogus Door-to-Door Tests and Fake Virus-related Products
To ensure personal safety, do not answer the door or allow
inside any unknown individuals or business representatives
moving door-to-door offering to sell consumer products, medical
kits, vaccines, cures, whole-home sanitization or in-person
COVID-19 testing. Promptly contact local law enforcement to

COVID-19 testing. Promptly contact local law enforcement to report such activities and, if it can be done safely, alert neighbors, particularly seniors, of these concerning door-to-door offers.

#### **Phony Charities and Donation Requests**

Coming together in a time of need and extreme hardship is testament to the Florida way of life; however, when disasters and life-changing events such as the current pandemic occur, be cautious as to where donations are going. Unfortunately, scammers take advantage of good will and generosity by creating fictitious charitable organizations and seeking donations that never go to the fake charity's stated cause and take money away from those in need. Be sure to research where a charitable donation is going. Visit the charities portion of ConsumerResources.org for guidance on charitable giving or CharityNavigator.org. When giving, always do so by credit card or other secure payment processor. Never give via gift card, wire transfer or other anonymous electronic payment process. Remember, misinformation and rumors create panic and disorder. Always fact-check sources, messages and businesses before acting. Never provide personal information or money to strangers or unexpected salespeople.

#### **Information and Links**

For more tips to avoid and stop COVID-19 scams, click here. Recently, Attorney General Moody issued a Consumer Alert warning Floridians about scammers using the new coronavirus stimulus package to target Floridians. The \$2 trillion federal stimulus package includes individual payments, expanded unemployment coverage, student loan changes and much more. News of the historic stimulus is providing ammo for scammers already trying to exploit the COVID-19 pandemic to rip off Floridians.

For more information, including a video about stimulus-related scams, click here.

Anyone who encounters a coronavirus stimulus package scam or any other type of COVID-19 fraud should contact the Florida Attorney General's Office at 1(866) 9NO-SCAM or <a href="MyFloridaLegal.com">MyFloridaLegal.com</a>.

To view previous Consumer Alerts about emerging COVID-19 related scams, click <u>here</u>.



## A helping hand when you need it.

## Rely on the support, guidance and resources of your **Employee Assistance Program**.

There are times in life when you might need a little help coping or figuring out what to do. Take advantage of the Employee Assistance Program (EAP) which includes WorkLife Services and is available to you and your family in connection with your group insurance from Standard Insurance Company (The Standard). It's confidential. Information will be released only with your permission or as required by law.

#### Connection to Resources, Support and Guidance

You, your dependents (including children to age 26) and all household members can contact master's-degreed clinicians 24/7 by phone, online, live chat, email and text. There's even a mobile EAP app. Receive referrals to support groups, a network counselor, community resources or your health plan. If necessary, you'll be connected to emergency services.

With EAP, assistance is immediate, personal and available when you need it.

Your program includes up to three face-to-face assessments and counseling sessions per issue. EAP services can help with:

- Depression, grief, loss and emotional well-being
- Family, marital and other relationship issues
- Life improvement and goal-setting
- Addictions such as alcohol and drug abuse
- Stress or anxiety with work or family
- Financial and legal concerns
- Identity theft and fraud resolution
- Online will preparation

Contact EAP 888-293-6948 TDD: 800-327-1833 24 hours a day 7 days a week Workhealthlife.com/Standard3

#### WorkLife Services

WorkLife Services are included with the Employee Assistance Program. Get help with referrals for important needs like education, adoption, travel, daily living and care for your pet, child or elderly loved one.

#### **Online Resources**

Visit workhealthlife.com/Standard3 to explore a wealth of information online, including videos, guides, articles, webinars, resources, self-assessments and calculators.



#### Risk Management News





#### May is Global Employee Health & Fitness Month!

May is Global Employee Health and Fitness Month (GEHFM) which is the international observance of the importance of health and fitness in the workplace. The overall goal of GEHFM is to improve the quality of life for all individuals by promoting physical fitness, sports and healthy lifestyles.

#### Healthy employees:

- Are happier
- Have more energy
- Are more productive and more engaged
- Are less stressed

A study found that when employees eat healthy foods, they are 25% more likely to have higher job performance, and when employees exercise three times a week for at least 30 minutes, they are 15% more likely to have a higher job performance. The same study found that when workers exercise and eat healthy foods, absenteeism was 27% lower, and the performance of healthy employees was 11% higher than their overweight peers. Employee Health Matters! According to the U.S. Department of health and Human Services:

- 59% of employees do not get adequate exercise
- 50% or more have high cholesterol
- 27% have cardiovascular disease
- 26% are overweight by 20 percent or more
- 24% have high blood pressure



#### Take Care of Yourself!

The stress that comes from poor health is significant. Health problems can make daily tasks more challenging, create financial stress, and even jeopardize your ability to earn a living. Stress itself can exacerbate health issues from the common cold to more serious conditions and diseases, so maintaining healthy habits can pay off in the long run. Make a commitment to healthier habits!

**Eat a Healthy Diet** for the Right Reasons! Rather than eating right solely for the promise of looking better in your jeans, you should also make a commitment to eating foods that will boost your energy levels and keep your system running smoothly.

**Make Sleep a Priority.** If you haven't gotten adequate sleep, you may be less productive, less mentally sharp, and otherwise more prone to the effects of stress.

**Find a Fitness Habit That Works for You.** One effective strategy for making fitness a regular part of your life is to build an exercise habit around your other habits—either attach a workout to your morning routine, your lunchtime habits, or make it a regular part of your evening. Get regular exercise. Exercise can help prevent heart disease, stroke, diabetes, and colon cancer. It can help treat depression, osteoporosis, and high blood pressure.

Watch What You Put Into Your Body. Avoid putting unhealthy substances into your body; nicotine, excess alcohol, and even excessive caffeine can take a toll on your health in the long run, but also make you feel lousy overall in your day-to-day life.

**Drink Water!** Mild dehydration has negative effects on mood and energy levels. Drinking water also helps maintain a healthy heart rate and blood pressure. Water helps lubricate joints in the body, less muscle cramps and fatigue. Water also supports detoxification and helps flush toxins and impurities out of the body. The list of benefits goes on, I think you get the point.

Bad habits are hard to break, but once you adopt a healthier lifestyle, chances are good that you won't regret this decision. Healthy habits reduce the risk of certain diseases, improve your physical appearance and mental health, and give your energy level a much needed boost. You won't change your mindset and behavior overnight, so be patient and take it one day at a time.

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