

# 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

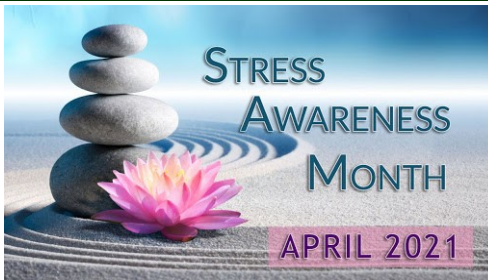
To provide and preserve the lifestyle of Florida's Friendliest Hometown.

#### 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.



### The Importance of Stress Management

**Stress** – the mere word can cause anyone to cringe and feel on-edge. Stress is how the body reacts to any kind of demand, threat or change being experienced. It is usually associated with a feeling of being overwhelmed. It is important to note that stress is not a “one size fits all” concept. What stresses one person out may not faze the next person based on the way in which they perceive the stressor. This is why it is important to understand the causes and effects of stress, as well as how to identify your own stressors and ways to properly manage your stress, especially in today’s ever-changing environment. A wide variety of conditions, situations and pressures can cause stress to any one person at any given moment. These stress-causing situations and pressures are known as “stressors.” Stressors can come from external and/or internal factors, such as the ones below:

#### Common Internal Stressors:

Chronic worry  
 Pessimism  
 Negative self-talk  
 Unrealistic expectations/Perfectionism  
 Rigid thinking, lack of flexibility  
 All-or-nothing attitude

#### Common External Stressors:

Major life changes  
 Work or school  
 Relationship difficulties  
 Financial problems  
 Children and family

The common public misconception is to label stress as a bad thing, but in reality, stress can actually be very healthy. When the body experiences a stressor, its fight-or-flight response kicks in as a way to protect itself by staying focused, energetic, and alert. Studies have shown that a healthy amount of manageable stress can lead to increased brain functioning, a boosted immune system and better preparation for future stressful situations, which can positively affect emotional health with your work and home life. When chronic stress is not properly managed, however, it can cause serious health effects including; increased blood pressure, suppressed immune system, greater risk of heart attacks and strokes and an increased chance of experiencing some form of mental or emotional health issues. The symptoms of stress can be experienced mentally, physically, emotionally and behaviorally.

*Article continued on page 8.*

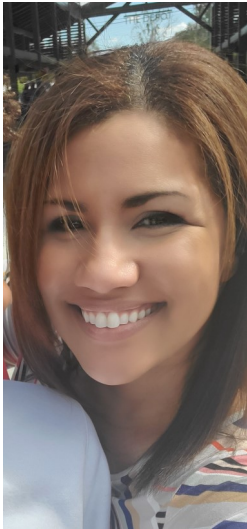
Our Employee Assistance Program  
 is available to all employees (full & part time) by contacting The Standard  
 24 hours a day, 7 days a week via:  
[www.workhealthlife.com/standard3](http://www.workhealthlife.com/standard3)  
 888-293- 6948  
 TDD: 800-327-1833



## IN THE SPOTLIGHT...



### Tanika Clayton-Henry ~ Human Resources ~ Administrator-Special Projects



**Where were you born & raised and went to school?** I was born and raised in Inverness, FL. I graduated from Citrus High School and St. Leo University for college.

**What was special about where you were from?** The Nature Coast. Most of my family still lives there. The trails and the quaintness. Small town done right.

**Tell us about your family, people (including pets!)** I have an amazing family. I was raised by my wonderful grandmother. I have a beautiful blended family: my husband and three children.

**Hobbies? Favorite activities?** I enjoy meditation, wogging (walking and jogging), taking scenic photos, singing in our praise and worship team at church, and spending time with my husband and family.

**Who has been the most influential person in your life and why?** My grandmother, hands down. Her resilience, her wisdom, her spirituality, and strictness (I didn't appreciate it then, but I'm sure thankful for it now) played a big impact in how I choose to walk my path.

**What's the best advice you ever received?** Colossians 3:23. It helped me approach whatever I'm doing with humility, appreciation, and fervor.

**What is the career & training path that led you to the District?** Working in Government for over 16 years and the enjoyment and the understanding that it is a service profession. You must have a servant's heart to work in government structured environments. I thoroughly enjoy working in this environment, especially Human Resources. I truly feel fulfilled and inspired every day.

**Can you tell us about your day-to-day responsibilities?** I'm an HR Administrator, focused in special projects. Because of my diverse HR background I'm able to assist and contribute to each function of HR. I enjoy the different facets of my role.

**What is your favorite aspect of working for the District?** I enjoy the comradery, the structure, and the friendliness of staff. I told my Director it feels like I've worked here in a second life or something; that I felt at home from day one.

**What is the most interesting thing you have ever seen?** I can't even think of just one. I run across interesting things ALL the time, ha!

**My favorites...Movie:** Eat, Pray, Love and World War Z (don't judge lol) **...Television Show:** Twilight Zone (the original series)

**Sports Team:** I don't have one...**Vacation Spot:** Savannah, GA...**Restaurant:** World Fusion

**Food:** Vietnamese and Unique Salads...**Dessert:** Banana/Bread Pudding

### Jack Winters ~ Executive Golf ~ Supervisor

**Where were you born & raised and went to school?** I was born in Hagerstown, MD and attended North Hagerstown High School.

**What was special about where you were from?** I think enjoying all four seasons of weather was special because it rounded me as a person.

**Tell us about your family, people (including pets!)** I live in Oxford, FL with my wife Amanda, 11 year old son Colton, 7 year old daughter Charlie, our Jack Russell terrier named Pip, a bearded dragon named Beast, and a turtle named Coco.

**Hobbies? Favorite activities?** I love fly fishing, riding dirt bikes with my son, going to dance with my daughter, and the beach with the whole family.

**Who has been the most influential person in your life and why?** I would have to say my mentor Douglas Fiery has influenced me the most.

**What's the best advice you ever received?** Live life with no regrets, as if heaven is on earth.

**What is the career & training path that led you to the District?** I built communications towers prior to moving to the area. After moving here I started doing turf maintenance with Brightview as an Irrigation Tech. From there I took a position with Down To Earth as an Assistant here in the Villages.

**Can you tell us about your day-to-day responsibilities?** I usually walk, cart, and drive executive golf courses every day, keeping an eye out for any defects of turf and property. Act as a maintenance liaison between vendors, contractors, and homeowners on executive golf courses.

**What is your favorite aspect of working for the District?** Waking up every morning with the fact that I'm going to make a difference for someone other than myself. Also getting to know the wonderful group of people in my department puts a smile on my face.

**What is the most interesting thing you have ever seen?** Catching a fish that had a field mouse in its mouth.



**My favorites...Movie:** Top Gun...**Television Show:** Martin

**Sports Team:** Baltimore Orioles...**Vacation Spot:** Fort De Soto

**Restaurant:** Artman's Country Smokehouse...**Food:** Italian...**Dessert:** Cherry Cheesecake



### Immediate Job Openings

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

#### Community Watch

Patrol Driver Substitute \$11.07 per hour  
Gate Attendant Substitute \$10.49 per hour

#### Recreation

Facility Specialist-Fitness \$11.07 per hour  
Recreation Assistant-Softball \$9.93 per hour

#### Property Management

Finance Manager \$60,515.99 annually

#### Human Resources

Human Resources Technician \$15.30 per hour



Keep an eye out for emails from Terianne Carroll, HR Administrator, for future openings within 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 [teri-anne.carroll@districtgov.org](mailto:teri-anne.carroll@districtgov.org).

### EMPLOYEES ON THE MOVE



#### Clerk

- **Katie Evans** transferred from Customer Service Manager to Assistant to the District Clerk.

#### Community Watch

- **Julie Evans** was promoted from Dispatcher to Dispatch/Gate Operations Supervisor.
- **John O'Connell** transferred from Patrol Driver Substitute to Patrol Driver.
- **Charles Jones** transferred from Patrol Driver Substitute to Patrol Driver.
- **JulieAnn Stansberry** transferred from Gate Attendant Substitute to Gate Attendant.

#### Finance

- **Donna Lasko** was promoted from Recreation Assistant to Accounting Technician-Bond Customer Service.
- **Cheryl Horgan** was promoted from Administrative Assistant to Temporary Accounting Technician.

#### Property Management

- **Bruce Brown** was promoted from Assistant Director to Director.
- **Mike Steffani** transferred from Supervisor-Landscape to Supervisor-Town Centers.

#### Recreation

- **Dakotah Garcia** was promoted from Recreation Supervisor to Recreation Area Supervisor.

#### Purchasing

- **Melissa Schaar** was promoted from Purchasing Supervisor to Purchasing Manager.

### WELCOME TO THE TEAM!



#### Property Management

Ryan Plute  
Heather Evans

**Finance**  
Jody Restor

#### Public Safety

Jose Finol Armani Floran Jordan Kays  
Christian Moreno Jose Santiago Ayala Jackson Vasey

#### Recreation

Edward Daly John McKelvey  
Virginia Scott Jack Snyder

#### Community Watch

Terri Appel Paul Brake David Churches  
Charles Corrao Kolette Delimat Gary Peck  
Jack Laurie Kip Reaves

# Congratulations!

On your District Anniversary.  
Thank you for your service!

## 25TH ANNIVERSARY



**Pam Henry**  
Recreation Manager  
Lifestyles, Parks & PR

Not pictured:  
Donald Berry

## 15TH ANNIVERSARY

**David Luxton**  
Recreation Assistant  
Lake Miona

Not pictured:  
Janice Shuman  
Gate Attendant



## 10th ANNIVERSARY

Not pictured  
**Jack Kondor**  
Patrol Driver

**Robert Watson**  
Recreation Assistant  
Odell

Be   
THE REASON  
someone  
SMILES  
 Today



# April



# April



Leonard Yates	4/01	Recreation
Jeffrey Donnelly	4/01	Recreation
Jeffrey Holland	4/01	Community Watch
Roberta Ratafia	4/02	Community Watch
Pamela Norman	4/03	Community Watch
Adele Gitterman	4/03	Finance
Pamela Springer	4/03	Recreation
Christopher Ryzoc	4/03	Property Management
Jennifer Schuler	4/03	Recreation
Anthony Guiffreda	4/04	Customer Service
Marguerite Wolanin	4/04	Community Watch
Albert Flower	4/05	Community Watch
Craig Dobert	4/05	Community Watch
Carol Greenfield	4/06	Community Watch
Randy Dodsworth	4/06	Community Watch
Doreen Rousseau-Purdy	4/06	Community Watch
Christopher Cannon	4/06	Recreation
Ronald Smith	4/07	Community Watch
Thomas Bradley	4/08	Recreation
Mari Flanagan	4/08	Community Watch
Deborah Hurtt	4/08	Recreation
James Thomasson	4/09	Community Watch
Stephen Corcoran	4/09	Recreation
Loretta Hatch	4/11	Recreation
Sally Salerno	4/11	Recreation
Herschel Wiley	4/11	Property Management
Lindsay Collier	4/12	Community Watch
William Pellatt	4/12	Recreation
Pei Ma	4/12	Community Watch
Paul Ard	4/12	Recreation
Roger Rolph	4/13	Recreation
David Kurman	4/13	Recreation
William Davis	4/13	Recreation
Lance Roberts	4/13	Public Safety
Brad Koozman	4/14	Recreation
Steven DeVita	4/14	Community Watch
Mary Burch	4/14	Recreation
Hardy Forkapa	4/15	Recreation
Curtis Holliday	4/15	Community Watch
Jean Hetzel	4/15	Recreation
Robert Wetzel	4/15	Recreation
Matthew Bryant	4/15	Public Safety
James Mahaffey	4/16	Community Watch
Lynda Feustel	4/16	Recreation
John Colavecchio	4/17	Community Watch
Bruce Petlock	4/17	Community Watch
Karen White	4/17	Budget

Michael Larroque	4/17	Public Safety
Frank Galotti	4/18	Recreation
Julie Davie	4/18	Property Management
Albert Chevalier	4/19	Community Watch
Anthony Colica	4/19	Community Watch
William Stair	4/19	Recreation
Fay Waitzman	4/19	Community Watch
Roy Pancoast	4/19	Recreation
Martin Golden	4/19	Recreation
Carmen Seebald	4/19	Recreation
Deborah Pease-Martinez	4/19	Recreation
Deborah Franklin	4/19	Human Resources
David Haldeman	4/19	Community Watch
Christopher Moore	4/19	Public Safety
Richard Grunert	4/20	Community Watch
Denise Tainter	4/20	Recreation
James Carbonneau	4/20	Recreation
James Dolan	4/20	Recreation
Hector Agosto	4/20	Recreation
Glenn Lundberg	4/21	Community Watch
Kenneth Toman	4/21	Recreation
Robert Noel	4/22	Community Watch
Valerie Gould	4/22	Community Watch
Samuel Wartinbee	4/22	Property Management
Austin Lenker	4/22	Recreation
Norman Cathell	4/23	Finance
Joseph Bruch	4/24	Community Watch
Meryl Boyd	4/24	Recreation
Jason Tong	4/24	Property Management
Tamara Rolle	4/25	Executive Golf
Julie Ferwerda	4/26	Recreation
Donna Oates	4/26	Customer Service
William Mikesell	4/27	Community Watch
Blair Hursh	4/27	Recreation
Derick Pierce	4/27	Public Safety
Barbara Lemay	4/28	Community Watch
Sherry Griffin	4/28	Community Watch
Robert Huebsch	4/28	Recreation
Anna Marchitelli	4/29	Recreation
Leslie Lavigne	4/29	Recreation
Karen Meusel	4/29	Recreation
Elly Gorman	4/29	Recreation
Eugene Grossey	4/30	Recreation
Michael Lucas	4/30	Community Watch
Kimberly Jensen	4/30	Finance
Andrew Shpur	4/30	Recreation

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

John Rohan	Recreation	4/26/1993	28	Gary Wolfe	Recreation	04/25/2016	5
Donald Berry	Community Watch	04/23/1996	25	Barbara Bregman	Recreation	04/25/2016	5
Pamela Henry	Recreation	04/29/1996	25	Jeffrey Mock	Recreation	04/25/2016	5
Lucien Ragonesi	Recreation	04/06/2005	16	Ernest Stevens	Recreation	04/25/2016	5
Ronald Irwin	Community Watch	04/27/2005	16	David Kurman	Recreation	04/28/2016	5
Janice Shuman	Community Watch	04/12/2006	15	William Mikesell	Community Watch	04/10/2017	4
David Luxton	Recreation	04/26/2006	15	Catherine Laird	Community Watch	04/10/2017	4
Eric Kellum	Property Management	04/16/2007	14	Charles Steffani	Property Management	04/10/2017	4
Jennifer Farlow	Administration	04/23/2007	14	Andrew Esposito	Recreation	04/24/2017	4
Newton Shannon	Recreation	04/09/2008	13	William Bess	Recreation	04/24/2017	4
Hugh Calvert	Community Watch	04/29/2009	12	James Ulp	Recreation	04/24/2017	4
Robert Watson	Recreation	04/13/2011	10	William Burton	Community Watch	04/24/2017	4
Jack Kondor	Community Watch	04/27/2011	10	Roberta Ratafia	Community Watch	04/24/2017	4
David Dutkiewicz	Recreation	04/02/2012	9	Diane Hull	Community Watch	04/24/2017	4
Richard Oliva	Recreation	04/02/2012	9	Naneki Delorme	Finance	04/24/2017	4
Michael Halpin	Community Watch	04/02/2012	9	Caitlyn Bessoni	Community Standards	04/24/2017	4
Frederick Lonergan	Property Management	04/02/2012	9	Donald Skaggs	Recreation	04/09/2018	3
Roger Williams	Community Watch	04/30/2012	9	Denise Tainter	Recreation	04/09/2018	3
Custer Redman	Community Watch	04/01/2013	8	Daria Lotocky	Recreation	04/09/2018	3
Gilbert Regan	Community Watch	04/01/2013	8	Jack Doty	Recreation	04/09/2018	3
Kathleen Hyatt	Community Watch	04/01/2013	8	James Rhoads	Community Watch	04/09/2018	3
Lora Pike	Property Management	04/15/2013	8	Karla Coats	Community Watch	04/09/2018	3
Rebecca Perkins	Customer Service	04/22/2013	8	Mary Todl	Community Watch	04/09/2018	3
Michael Lucas	Community Watch	04/29/2013	8	Judith Notarianni	Community Watch	04/09/2018	3
Meri Lynn	Recreation	04/14/2014	7	Frank Galotti	Recreation	04/23/2018	3
Michael Kroeger II	Recreation	04/14/2014	7	Robert Lesser	Recreation	04/08/2019	2
John Lossani	Recreation	04/14/2014	7	Diane Presepio	Recreation	04/08/2019	2
Brenda Petersen	Recreation	04/14/2014	7	Peter Rissland	Community Watch	04/08/2019	2
David Clare	Community Watch	04/14/2014	7	Lois Schwenn	Community Watch	04/08/2019	2
Terry Waller	Community Watch	04/14/2014	7	Mary Ellen Bowgren	Finance	04/11/2019	2
Donald Stephenson	Community Watch	04/14/2014	7	Harry Casey	Recreation	04/22/2019	2
Jacqueline Ogden	Community Standards	04/01/2015	6	Jaclyn King	Recreation	04/22/2019	2
Deborah Gorzka	Recreation	04/13/2015	6	Randy Ottoson	Recreation	04/22/2019	2
John Corriveau	Recreation	04/13/2015	6	Bernadette Cecchini	Recreation	04/22/2019	2
Nelson Pouliot	Recreation	04/13/2015	6	Bruce Snyder	Recreation	04/22/2019	2
Julie Phillips	Recreation	04/13/2015	6	John Buchler III	Community Watch	04/22/2019	2
Darren Tomasello	Community Watch	04/27/2015	6	Brian Draper	Public Safety	04/22/2019	2
James Cote	Community Watch	04/27/2015	6	Jacob Sharp	Public Safety	04/22/2019	2
Stephanie Russo	Community Watch	04/27/2015	6	Dustin Foster	Public Safety	04/22/2019	2
Sam Getz	Customer Service	04/11/2016	5	Stephen Jackson	Property Management	04/06/2020	1
Santos Tosado	Community Watch	04/11/2016	5				
Alexander Leshnick	Community Watch	04/11/2016	5				



## Recognizing Our Core Values In Action!

**Mike Steffani, Supervisor-Town Centers & District Offices** received a compliment from a resident for his hard work, thanking Mike for such a quick response and cleanup of an abundance of leaves surrounding the Largo postal station.

**Joann Tucker, Gate Attendant (right)** was recognized for her great hospitality! A resident called to express how wonderful Joann is, acknowledging that she always comes out of the gatehouse, smiles, waves & says hello.

**Rob Priest, Landscape Supervisor** was thanked for his hard work and efforts. A resident said the hedge looks great and the landscapers did a fantastic job

**Chris Trace, Landscape Supervisor** received a thank you email from a resident acknowledging the clean up completed around a resident's cul-de-sac.



**Vincent De Robertis, Recreation Assistant-Softball (left)** was complimented. "I wish to compliment Vincent, a young man who works at Knudson Softball Field. He is polite, conscientious, and intent on performing his job to the best of his abilities. I am often a lonely spectator watching and am so impressed by him."

**Scott Grimes, Recreation Facilities Manager and the staff at Rohan Recreation Center** were praised for their assistance at the Lifestyle Expo. "I just wanted to give you and the entire staff at Rohan a huge shout out for their help on the Lifestyle Expo! We so appreciated the help everyone provided, both on Monday and on Sunday afternoon, and always with a ready smile. We couldn't have done it without the wonderful support! Scott, you and your entire staff are fantastic! Regan and Karen went above and beyond for me on Sunday evening. Outstanding customer service!"

## Finance



**Finance  
Utilities  
Customer  
Service**  
had a great time  
celebrating  
St. Patrick's Day!

## Public Safety

OH BOY

Congratulations to **Bobby Ramage, Division Chief—Fire Training**, on the birth of his first grandchild! Maddox Aaron Ramage was born on March 1st, weighing 6 pounds, 5 ounces and measuring 20 inches long.



## Community Watch



Pictured are new **Patrol Driver, Randy Putnam (left)** and **Patrol Trainer Randall Edgar (right)** on Randy's first day of driver training. Randall has been with Community Watch since 2013. Part of the Patrol Training is to learn how to do a daily vehicle checklist before you start your patrol of the neighborhood villages.

**Congratulations!**

**Robert Noel, Patrol Driver**, accepting his 10 anniversary certificate from the District. Congratulations Robert!



## Recreation & Parks

**Congratulations**



**Yajaria Perez, Recreation Supervisor-Lifestyle Events** recently graduated with her BA degree from Rosen College of Hospitality Management-University of Central Florida (word on the street is it's the #1 program in the US)! Due to the current environment, she participated in the commencement while watching the ceremony on TV in her living room. Despite this, she's grateful to have shared this moment with those closest to her and is excited for what the future holds! Go Knights, Charge On! Congratulations on such an important milestone!

**Amanda Brooks, Staff Assistant (below left)**, earned "sweat equity hours" towards her future home being built by The Villages Charter High School Construction Academy in partnership with Habitat for Humanity Lake-Sumter. Thanks to her coworkers, she was able to get over the half way bump to reaching her goal of 200 "sweat equity hours" before she can move into her new home.

**Far right: Susan Metelsky, Recreation Supervisor-Customer Service (top), Mike Burleson, Recreation Facilities Manager (middle), Jen Schuler, Recreation Facilities Manager -Room Reservations (bottom).**

**Not pictured: Kacie Linton, Assistant Director Finance & Operations and Sharon Stevens, Recreation Service Representative.**





Distracted driving has become a deadly epidemic on our roads. While drivers texting behind the wheel tops what seems like an endless list of distractions, other risky actions include adjusting the radio, applying makeup, drinking coffee, and talking on your cell phone. By driving distracted, you're robbing yourself of seconds that you may need to avoid a close call or deadly crash.

This April, as part of National Distracted Driving Awareness Month, National Highway Traffic Safety Administration (NHTSA) is again teaming up with state and local law enforcement to save lives and make our roads safer by combating distracted driving. Law enforcement will be making a special effort to identify and ticket anyone who insists on risking their safety and that of others by driving distracted.

### **Distracted Driving is Deadly**

- 2,841- Lives lost in crashes involving distracted driving in 2018
- 23,000 - Approximate number of people who died in crashes involving distracted driving from 2012-2018
- 9% - Fatal crashes involved distracted drivers in the last seven years

One silver lining: The number of deaths due to distracted driving has decreased slightly in the past few years. In 2017, distracted driving killed 3,166 people—a decrease of 8.2 percent from 2016. Still, young drivers and women seem more prone to using their phones while driving, according to the latest numbers from 2017:

- ⇒ Of the 2,994 distracted drivers involved in a fatal crash, 271 (9%) involved a teen (15 to 19 year old) driver.
- ⇒ Handheld device use for women was 3.6 percent, compared to 2.4 percent for men.
- ⇒ Female drivers with a cell phone have been more likely than their male counterparts to be involved in a deadly distracted driving crash every year since 2012.

**But make no mistake: It isn't just young people and women who are driving distracted, since drivers in other age groups don't lag far behind.**

- Need to send a text? Pull over and park your car in a safe location. **Only then is it safe to send or read a text.**

### **DRIVE RESPONSIBLY**

Let's take National Distracted Driving Awareness Month as a time to regroup and take responsibility for the choices we make when we're on the road. Follow these safety tips for a safe ride every time:

- Designate your passenger as your "designated texter." Allow them access to your phone to respond to calls or messages.
- Do not engage in social media scrolling or messaging while driving. Cell phone use can be habit-forming.
- Struggling to not text and drive? Put the cell phone in the trunk, glove box, or back seat of the vehicle until you arrive at your destination.

### **TAKE ACTION**

- Remind your friends and family: If you're in the driver's seat, it's the only thing you should be doing. No phone calls, no texts, no eating food, or doing anything that distracts you from driving.
- If your driver is texting or otherwise distracted, tell them to stop and focus on the road.
- Ask your friends to join you in pledging not to drive distracted. You could save a life.

### **Please remember District Policy while on District business:**

- **Always wear a seat belt, it is the law!**
- **No cell phone usage while driving**
- **Do not answer while driving**
- **Do not use hands-free devices**
- **NEVER text and drive**



This April, and throughout the year, don't be a distracted driver. When behind the wheel, eyes should be on the road and nowhere else. Both hands should remain on the steering wheel at all times. Be a safe driver, it can save a life.

Source: <https://www.nhtsa.gov/distracted-driving/april-distracted-driving-awareness-month#:~:text=April%20Is%20Distracted%20Driving%20Awareness,NHTSA>



## Health & Wellness (continued)

Do a quick stress assessment by looking at the chart *Stress Warning Signs and Symptoms Chart*. The more symptoms you are able to identify, the more at risk you are for experiencing a potential stress overload.

If you find yourself experiencing several of the listed symptoms and feel as if the stress in your life is overwhelming, it is time to take back control. The first step in managing your stress is recognizing any warning signs and identifying the stressors in your life. Taking full control of your stress management will require you to change the stressful situation when you can and influence your reaction to the situation when you cannot.

Techniques promoted by the National Institute of Mental Health include:

- **Exercising regularly and adopting a healthy lifestyle**
- **Exploring stress coping programs, which may incorporate meditation, yoga, tai chi, or other gentle exercises.**
- **Engaging socially**
- **Avoiding unnecessary stressors by setting priorities and learning to say “no” to tasks**
- **Changing the situations, adapting or accepting the things you cannot change**
- **Making time for things you enjoy and helping you relax**

Please seek help from a qualified mental health care provider if you are overwhelmed, feel you cannot cope, have suicidal thoughts, or are using drugs or alcohol to cope.

Stress Warning Signs and Symptoms			
Cognitive Symptoms		Emotional Symptoms	
<ul style="list-style-type: none"> <li>■ Memory problems</li> <li>■ Inability to concentrate</li> <li>■ Poor judgment</li> <li>■ Seeing only the negative</li> <li>■ Anxious or racing thoughts</li> <li>■ Constant worrying</li> </ul>		<ul style="list-style-type: none"> <li>■ Moodiness</li> <li>■ Irritability or short temper</li> <li>■ Agitation, inability to relax</li> <li>■ Feeling overwhelmed</li> <li>■ Sense of loneliness and isolation</li> <li>■ Depression or general unhappiness</li> </ul>	
Physical Symptoms		Behavioral Symptoms	
<ul style="list-style-type: none"> <li>■ Aches and pains</li> <li>■ Diarrhea or constipation</li> <li>■ Nausea, dizziness</li> <li>■ Chest pain, rapid heartbeat</li> <li>■ Loss of sex drive</li> <li>■ Frequent colds</li> </ul>		<ul style="list-style-type: none"> <li>■ Eating more or less</li> <li>■ Sleeping too much or too little</li> <li>■ Isolating yourself from others</li> <li>■ Procrastinating or neglecting responsibilities</li> <li>■ Using alcohol, cigarettes, or drugs to relax</li> <li>■ Nervous habits (e.g. nail biting, pacing)</li> </ul>	



### Sources:

[helpguide.org](http://helpguide.org)

[nimh.nih.gov/health/publications/stress/index.shtml](http://nimh.nih.gov/health/publications/stress/index.shtml)

[verve-health.com/the-importance-of-stress-management](http://verve-health.com/the-importance-of-stress-management)

[adaa.org](http://adaa.org)

[www.work-fit.com/blog/50senses-to-help-manage-stress-infographic](http://www.work-fit.com/blog/50senses-to-help-manage-stress-infographic)

## HOW TO DEAL WITH STRESS AND ANXIETY

### MIND

**Accept that you cannot control everything.**

Put your stress in perspective: Is it really as bad as you think?

**Do your best.**

Instead of aiming for perfection, which isn't possible, be proud of however close you get.

**Maintain a positive attitude.**

Make an effort to replace negative thoughts with positive ones

**Learn what triggers your anxiety.**

Is it work, family, school, or something else you can identify? Write in a journal when you're feeling stressed or anxious, and look for a pattern.



# Who ya gonna call???



We are always looking for ways to improve internal and external communications! We understand that it can be challenging to differentiate Payroll and HR Functions. To make navigating who to call for your *HR or Payroll needs* a little easier, we've developed a contact table for your convenience! If you have any questions at all, don't hesitate to reach out to a member of HR, 352-674-1905.

Area	Issue	Department	Contact
Paid Time Off	<ul style="list-style-type: none"> <li>Available balances</li> <li>Vacation payout balance</li> <li>History of time allowed/taken</li> </ul>	PAYROLL	Joan Ferrara, 352-751-3935
Paychex Settings/Set Up	<ul style="list-style-type: none"> <li>Access</li> <li>Log in</li> <li>Supervisor Dashboard</li> </ul>	PAYROLL	Joan Ferrara, 352-751-3935
Salary	<ul style="list-style-type: none"> <li>Paycheck questions</li> <li>Retroactive Pay Calculations</li> </ul>	PAYROLL	Joan Ferrara, 352-751-3935
Paid/Unpaid Time	<ul style="list-style-type: none"> <li>How to post bereavement, jury duty, administrative leave (paid or unpaid)</li> <li>Paychex pay code inquiries</li> </ul>	PAYROLL	Joan Ferrara, 352-751-3935
General	<ul style="list-style-type: none"> <li>W-2 distribution</li> <li>Direct Deposit—Problems with current/existing</li> <li>Verification of employment wages (for banking &amp; credit institutions)</li> <li>Problems with current/existing deductions (STARS, etc.)</li> <li>Garnishments</li> </ul>	PAYROLL	Joan Ferrara, 352-751-3935
Set Up	<b>New Hire Set Up:</b> <ul style="list-style-type: none"> <li>New hire set-up in Paychex</li> <li>Name, SS#, address, emergency contact, phone numbers, department, division, position, section, supervisor, employment type, work location, salary (hourly &amp; annual rates)</li> </ul>	HUMAN RESOURCES	HR Team, 352-674-1905
Status Changes	<b>Any changes to an employee record, including:</b> <ul style="list-style-type: none"> <li>Salary, address, last name, W4 form (federal withholdings, exemptions, etc.)</li> <li>Direct Deposit—New or Change of an account</li> <li>Verification of employment (Verify employee worked for District)</li> </ul>	HUMAN RESOURCES	HR Team, 352-674-1905
Status Changes	<ul style="list-style-type: none"> <li>Any changes to employee status (marriage, birth, death, divorce). Changes to Benefits</li> </ul>	HUMAN RESOURCES	HR Team, 352-674-1905

# IMPORTANT NOTICE

## STOP!

**Do you remember who you listed as your Emergency Contact for here at work?**

**Do you remember entering an Emergency Contact for here at work?**

**If you answered “No” to either of these questions then**

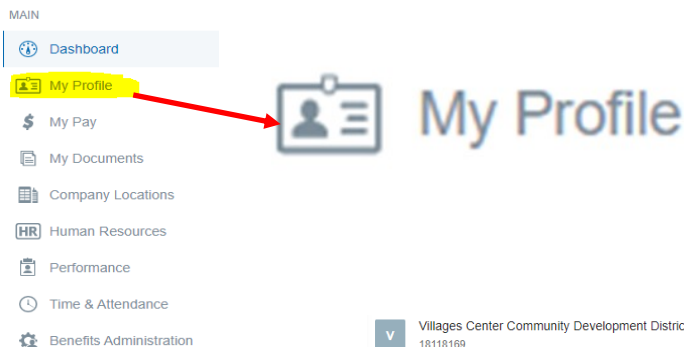
**Update your Emergency Contacts in Paychex Now!**

It's important that the Human Resources department has accurate, current information regarding your emergency contacts, and at least one (1) emergency contact listed for you.

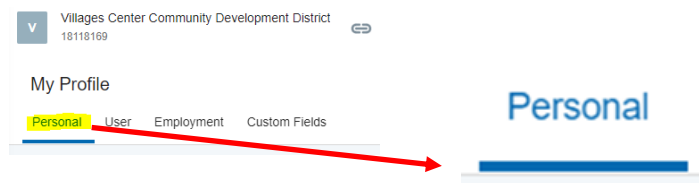
Please check now and update your emergency contacts via Paychex.

### Steps:

1. Log in to your Paychex account
2. **PAYCHEX FLEX** Choose 'My Profile' from the Main Menu



3. Click on the 'Personal' tab





4. Scroll down the page.  
Click on the 3 dots to access your Options to Edit , Delete, or set a contact as Primary



5. Add a contact by clicking 'Add Contact' at the bottom of the page.

**+ Add contact**

**If you require assistance, please reach out to Human Resources at 352-674-1905.**

		<b>DISTRICT UNIVERSITY</b> <b>Training &amp; Development Programs: April 2021</b> <b>All professional development training workshops are open to all District Staff members.</b>			<b>PROFESSIONAL DEVELOPMENT</b> 	
Class Title	Instructor	Class Info	Relevant to	Date	Time	Location
<b>New Hire Orientation</b>	Varied District Staff	Welcome to the Team! This class provides new team members with a wide range of topics to help you navigate your first 60 days as a member of the team. Topics covered include District Core Values, Mission Statement, policy & procedures, diversity & inclusion, and safety practices.	<b>NEW HIRES</b>	<b>April 5 &amp; April 9</b>	<b>8:00am To 12:30pm</b>	<b>Colony Cottage</b> 510 Colony Blvd.
<b>CDD Orientation</b>	Varied District Staff	What is a “Community Development District” & how does it operate? Attendees will gain a better understanding of this Special Purpose form of government entity, along with important community information regarding the people, services & supporting entities that help make up “The Villages”.	<i>All New Hires</i> <b>Mandatory</b> within 30 days of employment	<b>TBD at this time</b>	<b>10:00am To 12:00pm</b>	<b>District Offices</b> 984 Old Mill Run
<b>Built to Last</b>	Deborah Franklin Director, HR & Strategic Planning ~ Tanika Clayton-Henry HR Administrator	What separates “good” organizations from “great” ones? Based on the concepts from the book “Built To Last”, this class takes reinforces how our District Core Values serve as a compass to guide each of us, regardless of position, in providing responsive, responsible customer service that separates us as a great organization .	<i>All New Hires</i> <b>Mandatory</b> within 60 days of employment	<b>April 28</b>	<b>9:00am To 11:00am</b>	<b>Laurel Manor Recreation Center</b> 1985 Laurel Manor Drive
<b>Public Records &amp; Ethics</b>	Brionez & Brionez	Each of us, as members of the District, are responsible in our positions to be aware of and fully understand what information is protected under Public Records Law, how long to retain certain records, how to handle public records requests and Government Sunshine Laws.	<b>Mandatory</b> for all District Staff. Attendees will be assigned by their department.	<b>April 13</b>	<b>9:00am To 12:00pm</b>	<b>Webinar</b>

Department Directors 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 (352-750-8203)**
- **All Recreation staff:**  
Contact **Lory Hatch (352-674-1800)**
- **All Finance staff:**  
Contact **Linda Sojourn (753-0421)**
- **All other District staff:**  
Contact **Human Resources** [Angela.Pattillo@DistrictGov.org](mailto:Angela.Pattillo@DistrictGov.org)



# The Villages®

## Community Development Districts

It is the responsibility of each of us to take good care of ourselves, each other and our guests. Please keep to the following:



As always, if you have a health concern, check with your health care provider prior to returning to work.



If you are sick, or have symptoms of fever, cough, shortness of breath or recently exposed to COVID-19 please do not come to work until you have doctor clearance. Contact your supervisor or HR.



Stay at least 6 feet away from others (social distancing), always keeping this minimum space between yourself and others.



Wear a mask (requested) and appropriate attire for the activity.



Wash your hands with soap and water frequently (20 seconds or longer).



Bring your own water bottle.



Consider bringing your own Hand Sanitizer and disinfectant wipes.



Cover coughs and sneezes with tissue then throw tissue in trash.



Avoid touching, eyes, nose and mouth.



Clean & disinfect frequently touched objects & surfaces.



Bring your own equipment/supplies conducive to the activity.

For the public health and safety of others, The District reserves the right to restrict access to use of facility and activities. Be flexible as facility operations, attendance numbers, services, and centers are subject to change and/or be restricted, closed or limited. All information is subject to change as additional information is received by the CDC and the Florida Department of Health.

For more information contact your supervisor, or Human Resources.  
[HumanResources@DistrictGov.org](mailto:HumanResources@DistrictGov.org)

**Hospitality | Stewardship | Creativity & Innovation | Hard Work**