

FREQUENTLY ASKED QUESTIONS

According to Orange County Health Care Agency guidelines, if you are experiencing symptoms of COVID-19, and you believe you need medical care, call your health care provider first so that appropriate precautions can be taken. Call 911 in an emergency. [A comprehensive list of frequently asked questions can be found on the CDC website.](#) For updates on the virus in Orange County, call the Orange County Health Care helpline Monday through Friday from 8 am. to 5 p.m. at [800-564-8448](tel:800-564-8448). Village Management Services is not a source of healthcare information and is not equipped in any way to provide for medical needs of any nature.

My neighbor did not receive the CodeRED alert. Why not?

Residents have to enroll themselves in the CodeRED alert system in order to receive notification. Visit the resident portal to enter your emergency CodeRED information or visit lagunawoodsvillage.com. The CodeRED registration button is at the top left of the home page.

My neighbor is not receiving email notifications. Why not?

Residents have to enroll themselves in the email database. Visit lagunawoodsvillage.com. Press the Contact Us button at the top right of the home page. Scroll to the What Can We Help You With window. Choose Subscribe from the drop-down menu. Complete the form.

Will the buses be running?

Transportation will offer fixed-route service Monday through Friday from 9 a.m. to 5 p.m. only (no Saturday or evening service). The GRF General Services team is diligently disinfecting and cleaning all buses daily. We ask that residents limit use of the transportation system to necessary transport only in order to keep the number of people on the buses as low as possible. Lyft will operate Monday through Friday from 7 to 9 a.m. Journey service continues to operate seven days a week from 8 a.m. to 4 p.m. For more information, call Transportation at 949-597-4659.

Will the Security Department be open?

All Security Department services remain unchanged; however, you will be asked a series of three questions to rule out the likelihood that you are sick if you are requesting Security to come to your unit to provide assistance. Call 949-580-1400. Social Services, a division of the Security Department, is available to take calls from 8 a.m. to 8 p.m., Monday through Friday, at [949-597-4267](tel:949-597-4267).

What is open?

All indoor and outdoor GRF facilities are closed, including GVA recreation rooms, the golf courses and sports courts.

Is Resident Services in the Community Center closed?

The Community Center building is closed. Call Resident Services during regular hours (949-597-4600) or email (residentservices@vmsinc.org). In-person assessment payments at Resident Services are suspended.

Are all the gates open?

No. Gates 3, 6, 8 and 9 are closed. Gates 1, 2, 4, 5, 7, 10 and 14 are open. Gate 12 is open 11 a.m. to 1 p.m. and 5 to 8 p.m. for food delivery. Gate 16 is open to golf cart traffic from 6 a.m. to 7 p.m.

The decision to enact these measures wasn't taken lightly.

The majority of our Gate Ambassadors fall into the high-risk category; many have opted to follow the Orange County Health Care Agency's recommendation that people aged 65 and older should stay at home and away from people.

The board presidents of Third, United and GRF directed staff not to use security personnel to staff gates, as they believe it is important to retain full security staff on patrol in the Village at this time.

To that, all gates no longer have adequate staffing to maintain our Village's high security standards.

Further, based on actions taken elsewhere in the state, the Village may be facing further access restrictions due to regional and state mandates. Closing select gates now prepares us for possible future closures.

Don't gate closures hinder emergency vehicles?

The Orange County Sheriff's Department, the Laguna Woods Fire Department and Village Management Services Department of Security personnel have the ability to open and enter any gates that are closed. For example, the closure of Gate 6 does not threaten resident safety, as the ability for emergency vehicles and personnel is the same as if the gate were open. Both gates 11 and 14 only have one open access point for their areas, as well. Security carefully assessed community ingress and egress in both emergency and nonemergency situations prior to putting the gate closure plan into effect.

Is the library open?

No. However, an outdoor honor-system library is available with paperbacks, DVDs and puzzles.

Is Restaurant 19 open?

Restaurant 19 is offering free delivery and to-go meals daily from 11 a.m. to 1 p.m. and 4 to 7 p.m. Village residents can order at the restaurant or call 949-206-1525. All hot dishes come in microwave containers. Daily specials are offered for multiple orders for two days' worth of meals. View the menu [here](#).

Help me understand the reasons for widespread closures. Why?

During this challenging time, all of us young, old, active or otherwise have to step out of ourselves, as we are all in this together. We understand that there are frustrations that can manifest in anger. The steps that are being taken are upon the directives of the California Department of Public Health, the Centers for Disease Control and state and federal government. Similar actions are being taken in communities throughout Southern California—regardless of age restrictions. There is one big difference here in the Village and that is that 90% of your fellow residents are in the high-risk group. One of the best-selling books of the last

decade started with the sentence, “It is not about you.” If ever there were a time that this quote is true, it is now. Please know that there are many areas that staff is being reallocated to that support your health, welfare and emergency communications at this time. That said, it is each of your personal responsibilities to take care of and protect your own health.

Will Landscaping and Maintenance and Construction crews continue to work?

Landscaping and golf course maintenance will continue, including tree trimming and slope maintenance. All nonessential Maintenance and Construction services are suspended. To limit the amount of traffic in and out of the Village, no contractors should be contracted with unless it is an emergency.

Will board meetings be held?

All GRF, Third and United board and committee meetings are cancelled through March. Notices will be published except for emergency meetings, if applicable.

Are there restrictions on visitors to the Village?

While it is advisable to limit the number of people you have contact with, there are no current restrictions.

What is the refund policy for GRF events?

Refund policies and procedures are being reviewed. A team member will reach out to you. For further questions, please email the Recreation Department at recreation@vmsinc.org.

What is happening with AARP tax prep appointments?

If you have a tax appointment or the AARP group started your tax return but did not finish it, you will be receiving a phone call from them within the next few days as to what your options are. If your return was started, it will get finished. Please wait until they contact you. The federal government has moved U.S. tax filing day from April 15 to July 15. Individuals would not be subject to interest or penalty payments during that period of time, according to a March 20 statement from Treasury Secretary Steven Mnuchin.

How can I pay my assessments if the Community Center is closed?

If you are a resident who typically makes your payments in person or via the Payment Drop Box at the Community Center, please use these alternative payment methods.

- 1) To pay your assessments with a coupon, remit checks payable to:

**Golden Rain Foundation
File 55252
Los Angeles, CA 90074-5252**

- 2) To pay your assessments *without* a coupon, remit checks payable to:

Golden Rain Foundation

**Attn: Manor Payments
PO Box 2220
Laguna Hills, CA 92654**

- 3) To pay your chargeable services, remit checks payable to:

**Golden Rain Foundation
Attn: Chargeable Services
PO Box 2220
Laguna Hills, CA 92654**

- 4) To pay by credit card, access the resident portal via the following web address (fees may apply):

<https://portal.lagunawoodsvillage.com/>

- 5) To sign up for automatic payments for assessments (preferred method), review the following document and mail the completed form with a voided check to:

[EZ Pay Automatic Assessment Payment Program \(form\)](#)

**Golden Rain Foundation
Attn: Manor Payments
PO Box 2220
Laguna Hills, CA 92654**

Due to the challenges some residents may face in their attempt to pay March 2020 assessments and fees in a timely manner (due to the temporary closure of the Community Center), late fees will not be applied during the month of March 2020.

Why aren't my assessments being reduced?

The actions that have been taken in the Village are in compliance with the precautions and directives of health care agencies and local and federal government. We understand that residents have varying degrees of concern about the current coronavirus pandemic. It is the responsibility of each individual to take all necessary precautions to protect the portion of the population most at risk. Here in the Village, that is the majority of your fellow residents. The cost of maintaining all Village facilities continues and, in fact, may likely increase because of increased disinfecting and cleaning of high traffic areas. There will be no decrease or proration of assessments as a result of this emergency. We have been advised that state statutes and case law support this position.

VMS staff is being reallocated into duties that directly affect health risks and communication with residents.

If I think I have the virus, what do I do?

If you are experiencing symptoms of COVID-19, and you believe you need medical care, call your health care provider first so that appropriate precautions can be taken. Call 911 in an emergency.

Will we know if there are confirmed cases in the Village?

Information regarding current cases in Orange County is issued by the Orange County Health Care Agency (OCHCA). Privacy laws prevent disclosure of information regarding specific individuals. If information is made available by OCHCA, it will be shared on the Laguna Woods Village website at <https://lagunawoodsvillage.com> at the Coronavirus Update page.

Will VMS be setting up treatment sites in the Village?

The VMS staff are not medical professionals and at no time should we be involved in the testing or treatment of medical conditions. The biggest reason behind the federal direction for immediate action to isolate is to prevent the spread of COVID-19 faster than medical facilities can handle new cases. It is imperative that the number of new cases be slowed. This requires personal compliance, as each resident is responsible for their own health.

How can I get questions answered?

Email info@lagunawoodsvillage.com.

How can I reach Alterations, Resident Services or Social Services?

Alterations: [949-597-4616](tel:949-597-4616); alterations@vmsinc.org

Resident Services: [949-597-4600](tel:949-597-4600); residentservices@vmsinc.org

Social Services: [949-597-4267](tel:949-597-4267); social@vmsinc.org