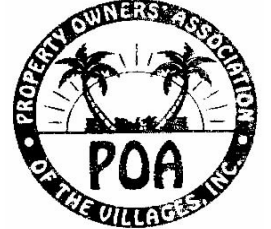


The POA Bulletin

Free Copy

The Property Owners' Association of The Villages



Issue 34.11

Champions of Residents' Rights Since 1975

November, 2008

Negative Marks For Hospital in Survey

The federal agency to which the POA first reported its TVRH information is the Joint Commission for Accreditation of Hospitals. This agency did an on-site survey of TVRH on June 18, 2008, and recently reported results on its website.

You can view the survey information at the website address of: <http://www.qualitycheck.org/qualityreport.aspx?hcoi=385115#> where you can download the "Download Accreditation PDF Report" from the choices on the left side of the page. Two versions of this report are available: one is 25 pages and the other, with quarterly data, is 41 pages. Either is well worth the time to review and, if you wish, to download.

Basically, the Joint Commission gave our hospital a performance review assessment that TVRH was comparable to other hospitals in the areas of Pneumonia Care, Surgical Care, Safety Goals, and Infection Prevention. These assessments are good news for all patients of TVRH.

Troublesome, however, are the negative assessments given the hospital in the areas of Heart Attack Care and Heart Failure Care. These negative ratings indicate that TVRH was below the perform-

ance standard of most other hospitals accredited by the Joint Commission. TVRH was also given low marks in treating Venous Thromboembolism (blood clots).

The negative assessments in these areas are especially troublesome since we tend to have more patients with these kinds of problems in our community.

We have noticed problems with heart attack care in the experiences of residents as reported to us in our survey.

TVRH was also rated below comparable hospitals in its use of antibiotics for pneumonia care, though its overall rating in pneumonia care was comparable to other hospitals.

Overall, TVRH received good marks in many areas. However, the bad marks are serious and most disturbing.

The Joint Commission reported that TVRH is working on a Surgical Care Improvement Project and has "teams working actively to improve these measures." Thus, it appears TVRH recognizes these areas of deficiencies and is working for improvements.

This is in marked contrast to the assertions of TVRH about being a top notch hospital. Remember the full-page ads in the Daily Sun and the glossy brochures sent to us in the mail. We have learned that there are problems within the hospital that are dangerous and need to be addressed and corrected.

TVRH appears to be glossing over these negative results and misleading the residents of our community about the quality of care provided by the hospital.

These results also fly in the face of the many letters to the editor of the Daily Sun and the POA Bulletin claiming good, if not great, experiences in TVRH. We don't deny that many people can and do have positive experiences in TVRH. However, many of

these letters to the Sun and the POA appear to be a publicity campaign orchestrated by those who dearly want to believe that TVRH is without fault. Yes, TVRH does some things well, but there are problems that need to be corrected. Let's be realistic about these issues and not try to hide the problems.

The POA has reported in previous issues of the Bulletin that TVRH was re-inspected last summer by both the federal and the state

(Continued on page 2)

Medicare Study Evaluates TVRH

Medicare did a survey of patient experiences in TVRH and reported the results at <http://www.hospitalcompare.hhs.gov> on its internet website. The data here was last updated September 8, 2008.

TVRH scored well on most patient satisfaction measures. However, some of the surprising results were as follows:

74% of heart failure patients were given discharge instructions (a low figure).

71% of patients reported that their nurses always communicated well.

68% of patients reported that their doctors always communicated well.

64% of patients reported that they always received help as soon as they wanted.

71% of patients reported that their pain was always well controlled.

52% of patients reported that the staff al-

(Continued on page 2)

November 18, 2008

THE NEXT POA
GENERAL MEMBERSHIP MEETING
Third Tuesday of the Month – 7:00 p.m.
Laurel Manor Recreation Center

POA Elections of Officers and Directors for 2009,
Dr. Bailey, of the Women's Pelvic Health Center,
and Bill Garner, of Edward Jones Investments.

Coffee and Donuts
FOR ALL AFTER THE MEETING
ALL RESIDENTS WELCOME – COME AND JOIN US

**It's Time to Renew your POA
Membership for 2008.**

**Use the Form at the Top
Right-Hand Corner
of Page 15.**

**If You are Not Yet a Member
of the POA, this is
a Good Time to Join.**

Negative Marks

(Continued from page 1)

agencies responsible for certifying hospitals. Both agencies found nothing that would justify canceling the certification of the hospital.

The POA’s intent here was not to get TVRH closed or decertified – but to identify problems and get them addressed and corrected so as to raise the overall quality of the medical care provided.

Both agencies focused on policies and procedures and whether the medical staff was properly licensed to practice medicine in the state of Florida. Neither agency focused on the quality of the medical care provided by the professional staff and whether medical standards for patient care were met.

Thus, we have provided information to the Florida Dept. of Health which is the agency that regulates professional services and malpractice issues. And, we have gone to the EMTALA agency which looks at the issue of adequate emergency care. These investigations may take some time and we may not hear much if anything until the investigations are completed.

Bottom line: The POA wants TVRH to be a top quality medical facility in our community. It has some serious problems now that need to be addressed and corrected. That can be done. We may then have the top quality medical facility that TVRH can be. Let’s hope the egos of TVRH and LRMC top management can be set aside long enough to address and solve these serious problems.

The Next POA Meeting Is on Tues, Nov 18

The next POA general membership meeting will be on Tuesday, November 18, in the Laurel Manor Recreation Center at 7:00 p.m.

For this meeting we have scheduled POA Nominations and Elections of Officers and Directors for 2009. Also, William Garner from the Edward Jones Financial Services and Investments firm and Dr. Bailey from the Women’s Pelvic Health Center will speak.

Please join us for this important meeting and coffee and donuts afterward. The discussion and opportunity to meet fellow Villagers add up to a thought-provoking and interesting evening regarding your community. Non-members of the POA are always welcome. □

Medicare Study

(Continued from page 1)

ways explained about a medication before giving it to them.

70% of patients reported that their room and bathroom were always clean.

57% of patients reported that the area around their room was always quiet at night.

61% of patients gave the hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).

68% of patients would definitely recommend TVRH to others.

In summary, TVRH got surprisingly low marks on all of these measures. We think the standard for a top-notch hospital that TVRH aspires to be should be at least 80%-90% on measures like these. On average, TVRH got 65% for the measures reported above. And it was Medicare that surveyed, calculated, and summarized these results – not the POA.

Readers should take these figures to be an objective, third party assessment of the quality of care at TVRH. Unfortunately, it also needs to be said that these figures are somewhat characteristic of hospitals in general. TVRH probably scores somewhere in the mid- or low-range for all hospitals. Thus, TVRH appears to be average at best. □

TVRH Focuses New ER Director on Problems

The Daily Sun, in an October 21 article about TVRH, mentioned that the Emergency Department of the hospital has just named a new director. Burleigh Richardson, R.N., will oversee patient satisfaction, quality of care, turnover, patient safety, etc.

The Sun went on to say that things have changed greatly in the TVRH Emergency Department. Nearly 60 new employees have been hired and a second triage facility has been created. This has helped patient satisfaction jump, according to the Sun, from a 1% figure to over a 90% figure.

The Sun goes on to say that this new position will focus on minimizing wait times and raising the level of patient care.

The POA applauds TVRH for this move to improve patient care and satisfaction. From what we are seeing, this effort is long overdue. More staff will certainly help.

We don’t know if this is a result of the POA Bulletin articles over these past months. We would like to think so. Whatever the motivation, Villagers will benefit. □

POA Mission Statement

The Property Owners’ Association of The Villages is an independent organization devoted to the home ownership experience in The Villages.

The Vision/Objective of the POA is to make The Villages an even better place in which to live, where Residents’ Rights are respected, and local government is responsive to the needs and interests of residents.

Specific POA attention is focused on housing, community, neighborhood, and government issues. Special emphasis is directed at the AAC, our Community Development Districts (CDDs), and the Florida Chapter 190 law that regulates CDD operations here.

The POA serves Villagers through programs of education, research, analysis, representation, advocacy, and legislative action.

The POA also functions as a “watchdog” organization overseeing the actions of the developer and our local governments.

The POA has no ties or obligations to the developer of The Villages that might compromise the POA position or its advocacy of Residents’ Rights.

The POA, founded in 1975, is the original homeowners’ organization in The Villages. Membership is open to all residents. □

The Villages Residents’ Bill of Rights

RESIDENTS’ RIGHTS are to:

1. Be treated in a respectful, fair, and responsive manner by the developer and our local government officials.
2. Elect the supervisors and the top administrative officer in our central districts.
3. Approve major purchases of common property.
4. Approve any debt obligations assumed by residents.
5. Have a local government that is free from conflicts-of-interest.
6. Be charged honest monthly fees that are used only for the stated purposes.
7. Receive full disclosure when purchasing a home here in The Villages.
8. Receive an objective market appraisal for major purchases of common property.
9. Receive objective, unbiased, and unslanted news reporting from the local news sources in The Villages.
10. Be consulted beforehand by the developer and local governments on major changes in, or additions to, our community. □

Is TVRH Just a ‘Feeder’ Hospital For LRMC?

Is The Villages Regional Hospital (TVRH) just a “feeder hospital” for the Leesburg Regional Medical Center (LRMC)? Feeder hospitals gather, stabilize as needed, and transfer patients to larger hospitals for more serious or complicated medical or surgical care.

Despite being a senior citizen community of approximately 70,000 residents, our community hospital has just under 200 beds and only limited facilities for cardiology/cardiovascular, neurology, and several other medical services. Surveying the statistics of other communities of 70,000, we should have a full service hospital of more than several hundred beds by now.

However, Leesburg, a multi-age community of approximately 13,000 residents, has a 308 bed full-service hospital complete with the new state-of-the art Alliance Heart Institute, a new Bone and Joint Institute, a new neurological/neurosurgery center, and a wound healing/hyperbaric center.

In the TVRH/LRMC partnership, overseen by the Central Florida Health Alliance, why does the Leesburg facility get so blessed with so many wonderful facilities while The Villages facility has so few? Especially considering that our community demographics suggest a greater need in our area.

What happens to Villages residents who need immediate emergency surgery – but cannot get it at TVRH? This question becomes even more compelling when, as a large senior citizen community, we probably have more potential patients who need these services.

Does the Central Florida Health Alliance deliberately strangle the growth of TVRH while ensuring a continuous supply of patients and revenues for the Leesburg hospital and the expansive building plans there?

If this is happening, this is deceitful for the many Villages residents who depend on TVRH for their very lives and health.

We don’t have an answer to this question. The officials of TVRH and Central Florida Health Alliance refuse to meet with us so we can ask these questions.

We don’t want our first-class retirement community to have a third-class health care facility. □

Does Our Community Have a Right To Know?

In the last few months the POA has received numerous requests to publish the 133 complaints written by Villages residents concerning their Emergency Room care at TVRH. These people point out that without seeing a write-up of the actual reported incidents, readers are unsure how to judge the veracity of our reporting.

We’ve debated this issue. On one hand, all Villagers should have the right to know of the bad treatment of some Villagers. On the other hand, we need to guard as well as possible the confidentiality of the patients who sent us their information.

Our developer has mistakenly called our TVRH Emergency Room investigation “a witch-hunt.” Perhaps he would be more sympathetic and respectful of the involved Villages residents if he could read about their actual suffering, pain, and injuries.

Readers should note that officials of TVRH and the Central Florida Health Alliance have had summaries of our key information for several months. Yet they seem to cover up by bombarding The Villages Daily Sun with glitzy newspaper ads and television ads proclaiming their medical excellence. We know that Villages residents are not duped by this public relations onslaught. Villagers just want to know the truth.

People having pain and suffering while waiting for help in the TVRH Emergency Room waiting room present a troubling picture. We are considering how much of this picture should be printed in the Bulletin to keep our readers informed without capitalizing on the misfortunes of our neighbors.

Will seeing the misfortunes of our neighbors serve to galvanize positive action in our community? Or will these materials frighten Villagers away from the many positive health care providers here who serve us well? Where does the “need to know” regis-

ter with this consideration?

We are currently contacting the writers of many of the letters sent to us to seek their permission to publish abstracted and disguised summaries of their stories. These summaries would be abstracted to help protect confidentiality. The information provided would be guarded so as to allow an understanding of the essential problems identified. Thus, we may soon be contacting those of you who shared your stories with us. Not all of the 133 or so experiences told to us will be used; we are focusing on the 20-30 notable stories that are significant and need to be explained for our community. □

From the POA Website Forum:

TVRH -- Who Should Be The Watchdog?

Oct 9: Many people are critical of the POA because it tries to correct problems it finds in The Villages. While I find this is a wonderful place to live, and I love it here, why shouldn’t we try to make it even better? If any of you have had a problem with roof shingles or vinyl siding, didn’t you want it fixed with no cost to you? I guarantee that if you were one of the people who were treated poorly at the hospital, you would be upset.

The hospital is 98% good. Most of you have had no problems in the ER, and that’s great. But some of us have had serious problems. I was taken there with an obviously serious illness. My experience was horrific. You may feel differently if this happened to you or a loved one. Just because all hospitals have problems, should we ignore it? We all need quality care, not just 98% of us. I, for one, am glad the POA is standing up for me and making things better for all of us.

(Continued on page 4)

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<p style="text-align: center; font-weight: bold; margin: 0;">WEB SITE: thevillagesflags.com</p> <p style="font-size: x-small; margin: 0;">352-751-1876 HOURS 8:00-4:00 MON - FRI VISA & MASTER CARD</p>	

Watchdog?

(Continued from page 3)

Oct 10: I hope you took advantage of the remedies available to you to properly handle the situation. Why do you need the POA to act as a watchdog? Can't you look out for yourself?

Oct 10: Shortly after I was discharged I wrote a letter detailing my experience to the CEO of the hospital and to the head of the ER. The CEO never responded. The head of the ER called and told me the nurses involved would be spoken to. I never heard back from her again, so I have no idea if anything ever happened. My fault for not following up.

You ask if I cannot look out for myself. Since I was extremely ill and not able to fend for myself the answer is: "No, I could not look out for myself." That was the nurse's job. That's why I went to the ER. The nurse acted as if I was faking the illness and she was angry with me for disturbing her day. The triage nurse was rude, nasty and completely unfeeling. My husband complained to her, but that made her more angry. Then, when they could not find a room for me, I was kept in the ER all night. The night nurses were also bad, even yelling at me.

I don't care how highly decorated the hospital is, there is much room for improvement in the ER!!!

Oct 16: Your math is fuzzy. It is not 98%. It is 130 letters like yours out of over 50,000 visits!! That is 99.7%. That is a phenomenal approval rating. Please don't distort the numbers to suit your rather weak argument. You state there is much room for improvement. You only had .3% to work with. That is not very much room!

Oct 16: I don't care what the figures are. If you or your loved ones are having the horrible experience, it feels like they need 100% improvement. I don't expect to be treated as an inconvenience by the staff.

Editor's Note: If the approval rate is

99.7%, as one of you calculated, that leaves 0.3% as a serious problem. In that .3% we have heard from Villagers about several unnecessary deaths in TVRH due to possible malpractice. That is unacceptable. Don't you think we should identify problems and deal with them? And deal with them before you end up as the next unfortunate statistic? Of course, if you were dead, you wouldn't care, would you? □

Do Uninsured Patients Cause Overcrowding and Long Waits in the ER?

A USA Today article on October 21 cited an article in the Journal of the American Medical Association that uninsured patients are not the cause of overcrowding in hospital Emergency Rooms.

The article exposed myths that the uninsured use the emergency rooms for non-urgent care; that they are the leading cause of ER crowding; and that they use the ER disproportionately to their share of the population.

We heard last summer that an investigator in the state agency responsible for certifying hospitals said that the uninsured load in TVRH is low compared to other urban hospitals and not a factor in the long wait times experienced in TVRH.

This reinforces our assessment that the long wait times in TVRH are due to understaffing and the inadequate size of TVRH.

This means that at 198 beds, TVRH is still too small for this community and the population that it serves. Perhaps it is time for another general expansion that would add at least an additional 100 beds. □

POA Elections At the November Meeting

Nominations for the POA elections are now open and will remain open until the formal elections of POA officers and directors at the November 18 general membership meeting. At that time a full slate of candidates will be presented to the membership for consideration.

Joe Gorman, POA president, reversed his earlier position and announced his intention to run for another term as president. Gorman said he was encouraged by the turnout of capable people offering to serve in the other

Board positions and to support the work of Gorman as president. Gorman said that the POA organization means too much to him for him to consider leaving it if capable officers and directors were in place to support the organization and his leadership efforts.

The only other announced candidates thus far are Elaine Dreidame for one of the Vice Presidents, Bill Garner for Treasurer, and Richard London for a Director. The Board is interviewing other possible candidates and expects to have candidate announcements to make at the November meeting prior to the elections.

At the October 7, 2008, meeting of the POA Board, the Board voted to amend the By-Laws of the organization to define the Board of Directors as composed of up to eleven individuals identified as: a President, up to three Vice Presidents, a Treasurer, a Secretary, and up to seven Directors. □

Dreidame and Garner Are New POA Directors

Elaine Dreidame and Bill Garner have joined the POA Board of Directors. Please join us in congratulating each of them.

Both were previously Board members a few years ago but left the Board to focus on the legal issues that finally culminated in the recent lawsuit settlement with the developer of The Villages. We are happy and proud to welcome them back to the POA Board.

Elaine has been a Villager for about nine years and lives in the village of Chatham. She was previously a university educator and athletic administrator.

Bill has been a Villager for over fourteen years and lives in the village of Rio Grande. Bill was previously the owner/manager of a financial planning and stock brokerage firm in Lady Lake.

Thanks to Elaine and Bill for volunteering to serve on the POA Board. □

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Lake County POA Auxiliary

On October 14 a meeting was held at the Paradise Recreation Center to discuss reviving attendance of Lake County members at POA meetings. Only sixteen people attended, and we were disappointed with the turn-out.

Many Lake County members have voiced concern in the past about driving to Laurel Manor for meetings because of the distance, especially in the dark during the winter.

We plan to have another meeting in January, at which we hope to discuss and make some decisions about how we can make attending the meetings easier for members living in this area. Please read the main alternatives listed below, think about them, discuss them with your neighbors, and be prepared to attend the next meeting in January (at Paradise Recreation Center, in the afternoon, the date and time to be determined and announced in the Bulletin).

Some alternative suggestions:

First, have a separate meeting for this area, apart from the meeting at Laurel Manor, that would meet earlier in the day.

Second, have one or more meetings per year at Paradise Center. At least one meeting could be in the summer for which it would still be daylight.

Third, have a “buddy system” whereby some members drive others to Laurel Manor.

Fourth, we might be able to have a bus or trolley from the Villages to transport members to Laurel Manor. There might be a cost to be shared by the residents using the bus.

Fifth, have an “auxiliary” committee of Lake County POA members who would meet periodically in a small group, discuss Lake County problems, address these to the POA in the monthly meetings, and write a column for the monthly Bulletin.

Sixth, videotape the POA meeting for later showing in the Paradise Center.

Summary: If you have any comments or questions regarding these ideas, please plan on attending the meeting in January. Watch the December Bulletin for date, time, and place.

On another matter, we are asking if anyone has any ideas regarding sprucing up Christmas decorations in the Lake County area of the Villages. Some members feel the decorations have been skimpy and would like to see a little more “cheer.” If you have any decorations available for use or want to volunteer to decorate, please contact Sadie Woollard at 753-0615. □

Remember Our Troops At Thanksgiving And Christmas

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Question for Snowbirds: What is worse than going through probate?

Answer: Going through **TWO** probates!

Did you know that if you own real estate in Florida, your estate may have to go through probate, even if you have a Will? Furthermore, if you own real estate up north as well, your estate may have to go through a *second* probate.

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Villages Resident

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Why Should We Have to Defend Ourselves Again?

The following comments are in response to Joe and Marlene Borda's Letter-to-the-Editor in the September Bulletin. They questioned whether the POA handled the Vinyl Siding issue properly.

Mr. Borda has been a developer and licensed Florida design professional for many years, and is a resident of The Villages. We commend his credentials and experience. Ours are likewise impressive, with the seven retired contractors/builders on the POA Siding Committee having over 125 years of combined experience.

Mr. Borda, we just want all homeowners here in The Villages to get what we paid for—a properly constructed home. This includes vinyl siding that is installed according to state and local codes which incorporate the manufacturer's instructions. We found that in the majority of homes our committee members observed, there was little concern as to correct installation techniques, or even correct use of manufacturer's parts in the original installations.

Given that the words "quality," "workmanship," "craftsmanship" and "inspections" are used in the developer's descriptions of his product, shouldn't homebuyers reasonably expect that manufacturer's instructions are being followed in construction, at a minimum?

Yet instead of the developer taking our observations seriously, and the problems reported being "expeditiously remedied," as you suggested they should, we were met with systematic denials and evasion of the problems through the many levels at which resolution was pursued even before we made these concerns public in the POA Bulletin.

We also found that siding problems were often not "expeditiously remedied" or even correctly remedied, and that most of the cooperation from Home Warranty and installers was only achieved after the POA Bulletin published information about the nature and widespread extent of the problems.

It is indeed unfortunate that some people perceive the POA as "negative" when we are simply trying to protect the interests of Villages homeowners and residents. We don't feel it is in the residents' interest to white-wash the truth. We are also concerned about

your remarks suggesting that no one counter the developer, whom "we depend upon."

We continue to question The Villages response when the siding problems are brought to light -- the denials and the evasion we have been met with all along. We think it is pretty negative on the part of those who branded us as "troublemakers." We also continue to question the reluctance of the developer to make good on all the existing vinyl-sided homes (there are many thousands) that have not yet had their original installations corrected.

Having observed well over 1200 homes, north and south of Hwy 466, our committee has found just one with what we consider a passable original installation.

The POA is not an outside, separate entity that serves as a "watchdog," rather, it is a volunteer organization of residents who care enough about their community to participate in making improvements.

To summarize, Mr. Borda, we tried using a positive approach with regard to the siding issues. We were ridiculed, and some homeowners felt intimidated when they attempted to get repairs done. In short, it didn't work. We are not out to undermine The Villages. This is our home, too. We want the developer to act honorably, and fix what's wrong.

The POA Vinyl Siding Committee □

All That is Necessary For the Triumph of Evil Is For Good Men to Do Nothing.
Edmund Burke

Letter to the Editor:

Daily Sun Bias

The POA Bulletin article about The Daily Sun's failure to mention a Villages Democrat selected to meet Senator Obama backstage in Denver certainly exposed a lack of fair and unbiased reporting.

As the POA rightly points out, we are a diverse community with differing political opinions and values. These differences are who we are and, where they differ, we try to avoid offending those who hold other opinions. Clearly the editors of The Daily Sun do not hold to these lofty goals. We see far too much of this sort of thing.

We've had enough! We hope others will join with us in canceling our subscription to this less than worthy piece of hubris pretending to be something that it is not. We find the Orlando Sentinel more to our liking.

Keith & Janet Christie □

State Wind Inspection Program Has Ended

The AmeriPro ad shown below is out-of-date because the Florida Wind Inspection program has ended. Your insurance company may still offer a discount for having this inspection, so residents should consider paying for this inspection themselves. Your insurance agent can provide a list of local inspectors. The AmeriPro ad is still valid for its full home inspection services. □

Reduce your homeowners' insurance premiums today with a

FREE INSPECTION!



REGISTER TODAY!



Did you know?

Time is running out! Free wind inspections may not last much longer!
The average savings in The Villages is almost \$500 PER YEAR!

Call to schedule your free wind inspection today!

(866) 449-5109

- Your report will be issued by the state of Florida and will outline various insurance discounts you may be eligible to receive. You can lower your homeowner's insurance premium up to 30%!

*Maximum reported savings by past clients after receiving their report.

The My Safe Florida Home program was created by the Florida Legislature in 2006 to help Floridians strengthen their homes against hurricanes. You may register for a free wind inspection by calling the number above or by visiting our website www.windcertification.com and completing the form.

Cheers and Jeers

Jeers - To drivers who cross the double yellow lines when passing golf carts or walkers on our streets. This is illegal and dangerous. If a policeman or sheriff sees you do this, you will get an expensive ticket. There is usually sufficient space to pass carts or people without going over the double yellow lines. If you feel there is not enough room, wait for oncoming cars or carts to come by and then carefully pass whatever is in your lane without going over the double yellow line.

Cheers - To the VHA for printing a listing of Urgent Care Centers in our community. It's good to see the VHA supporting the hospital review work of the POA in this important area. Thanks for coming on board.

Cheers - To the VHA for printing comprehensive information on the issues, candidates, and voting procedures for the AAC election. This is the VHA doing what a homeowners' association should do. Thanks. The Daily Sun also did a good job in this regard.

Cheers - To all the candidates for the AAC who came to the Candidates' Nights in the VHA and the POA meetings to introduce themselves to members and explain their positions and priorities.

Jeers - To the Chicago Cubs. Well, what can you say? Wait until next Year? We heard that before ... one hundred times before. We're starting the second century without winning the World Series!

Jeers - To the developer for selling the furnished Spanish Springs Villas with unsanitary and stained bed mattresses. For all those hundreds of thousands of dollars you charge, couldn't you have put in new mattresses rather than trying to pawn off those

old, dirty mattresses "as is"? Cheap, cheap, cheap....

Cheers - To Publix for keeping the old Albertson's as a supermarket (under the Publix name) rather than turning it into a recreation center.

Cheers - To the Paramount Urgent Care Center in the Santa Fe Crossing shopping center on Hwy 466 for staying open to 11:00 p.m.

Cheers - To Monica Andersen for arranging links through the district web site to the county record offices for listings of the Declarations of Restrictions for all units in The Villages. This has been long needed and an excellent use of the district web site and the internet. □

From the POA Website Forum:

Recycling - Don't Pay?

Sep 12: Recycling in The Villages is voluntary. How many people pay the recycling fee even though they do not recycle? I don't recycle and I don't pay the fee. Before moving to The Villages I recycled, but it did not cost extra nor did I have to buy special containers. After one year, since the start of the recycling venture in The Villages, my utility bill will have a 'prior balance' of \$17.64. In ten years I'll owe \$176.40, provided the fee does not increase. The developer can sue my estate to collect whatever it ends up to be after I'm gone.

Sep 14: I and others are trying our best to leave a greener, nicer countryside to our grandkids and others. Mountains of trash can be reduced to a great extent by leaving recyclables out of the landfills that resemble mountains (called "mount trashmore") in parts of our country. I don't have a lot of extra resources but a few dollars more in monthly fees seems worth it to me. □

The Vinyl Siding Committee Needs Your Help

The POA Vinyl Siding Committee needs to have a full-scale inspection, evaluation, and report done of the vinyl siding problems in The Villages by a qualified building inspector. This person could serve as an objective expert witness.

The cost for all of this could be in the range of several thousand dollars. For this expense, we are asking any homeowners who have benefited through the efforts of our Vinyl Siding Committee to consider donating to a special fund which would pay this expense.

We are asking that homeowners who can afford to do so to please contribute either \$10, \$50, or \$100, or more if you can, to this fund. The POA will match donations up to \$1,250 on a dollar for dollar basis. Just send your donations to The POA Legal Action Fund, Vinyl Siding, at POBox 1657, Lady Lake, FL 32158.

Please rest assured that we need your help to pay for this inspection, and anything you can contribute to this cause will be greatly appreciated. Remember that our Vinyl Siding Committee members gave generously of their time and effort to help residents identify their vinyl siding problems. Now, we need you to help us pay for this expert witness and the inspection report. Thank you.

The POA Vinyl Siding Committee □

Vinyl Siding Repair Firms

We have found that the following companies have done acceptable if not good work for residents in the repair of their vinyl siding problems, etc. We cannot guarantee their work, but we have heard from residents that they are pleased with the results.

New Look Exteriors, Steve Justice
9860 SE 145th Place, Summerfield, FL
352-288-3040

Brix & Stix, Terry Poortenga, VP
P.O. Box 384, Oxford, FL 34484
352-330-1817, 352-516-0505 cell
www.BrixandStixFraming.com

Scott Smith Roofing
2105 NE 19th Avenue
Ocala, FL 34470
352-867-0044, 877-296-0898 □

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The POA Joins with iGive.com Just in Time for the Holiday Season

The POA has established a relationship with the iGive.com group that makes donations to organizations like the POA whenever you shop on line. All you have to do is register for your account, purchase items on line from merchants who in turn will donate a percentage of the price of the items you buy, and name the POA as the recipient of your donated funds. The iGive.com organization does all the work. The POA will then receive a check for the donated proceeds periodically.

This will cost you nothing – the participating sellers make the donation in your name to the POA. This is a great way to donate to the POA. All you have to do is register and then buy items from the special retailers and stores.

Help support the POA this holiday season and throughout the entire new year by doing some or all of your on-line shopping through iGive.com. At the iGive.com Mall, there are over 700 named brand stores from which to shop including Eddie Bauer, Lands' End, Golfsmith, Home Depot, Barnes & Noble, PETsMART, J C Penny, Drugstore.Com to name just a few.

The iGive.com organization has been around since 1997 and has given away over

\$3.6 million in donations to organizations like the POA.

This is a WIN – WIN situation for the POA and its supporters as well as for the hundreds of on-line stores. With the holiday season just around the corner this is a wonderful opportunity to take advantage of tremendous saving and make a donation to a worthy organization like the POA. Moreover, this can be done right from your home.

It's easy to become a philanthropic shopper. Just go online to the website at: www.iGive.com/POATV and fill out your account information. It is easy.

Begin shopping at the over 700+ stores. You must place your first order through iGive.com within 45 day of your initial registration so that you can earn an extra \$5.00 BONUS for the POA.

Order your item and an e-mail notice will arrive stating that the POA has been credited for a donation check in your name.

See the ad immediately below this story for more information on how this all works. Thanks in advance for your consideration in setting this up for the benefit of your POA. The funds donated to the POA by the iGive.com organization will be a big help to the POA in paying our operating expenses.

For any organization located in The Villages which would like to receive more information about the iGive.com benefits for the POA, or would like a brief presentation at one of their meetings, please contact: Christine Courtwright, 352-753-6139. □

Letter to the Editor:

License Golf Carts?

[An article in the October Bulletin suggested] registering Golf Carts. Although I believe that some of his observations have merit, regarding the driving habits of some of the residents, it nevertheless does seem extreme to suggest that all of the residents need a "mandatory class." The Villages provides a monthly safety clinic for Golf Cart operation.

The author is suggesting that local law enforcement agencies should work together to make his suggestions a reality.

It's not enough that we have to pay amenities fees that continue to increase every year. It's not enough that gas has skyrocketed, now this person suggests that we pay \$5.00 a year and attend mandatory classes to operate our golf carts. All of us know that once the government gets involved in the collection of any amount of money, it will continue to increase. Once they have your \$5.00 do you really believe that it will end there? Of course not, they become a blood sucker and the fees will grow without end. Keep your suggestions to yourself – this one stinks!

Joseph Diaz, Jr. □

Letter to the Editor:

License Contractors!

We invite service providers into our homes, while knowing very little about them, and they could very well be "casing the joint." It would be a wonderful amenity, if all service providers were licensed, and their employees had background checks. Probably such an amenity would cause some kind of expense, which would be offset by peace of mind.

William Stilwell □

Free Donations for Property Owners Association Guilt-Free Shopping for You, Join for free at: www.iGive.com/POATV

Most of us feel guilty when we shop. We buy a trendy new golf club and then it goes out of style. We spend too much money on handbags, shoes or a super-fast computer, and end up feeling bad. At iGive.com®, you can buy the items you've always wanted – like that gigantic flat-panel TV you've had your eyes on, only without the guilt.



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Who hasn't uttered the word, "wish there was something I could do to help." Now you can.

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Recycle For Latte?

Newsweek Magazine in its October 6 issue published an article entitled: "Saving the World for a Latte."

The basic fact of the story was that some East Coast cities are experimenting with a reward system for homeowners who recycle their trash. The reward "points" can be used to purchase a variety of items, including Lattes at Starbucks.

The article points out: "... investors are seeing gold in garbage." The reason for this is the "prices for scrap material like aluminum and paper have soared, which makes the economies of recycling more compelling than ever."

The trash companies pay "... points redeemable into cash or awards to the homeowners for recycling ... It's a pocketbook play: Households get ... a monthly maximum of \$45.00 ... redeemable for a Chai Latte at Starbucks or to cut your grocery bill."

So, if these people are getting up to \$45.00 per month for recycling their valuable trash, how is it that we have to pay up to \$5.00 per month for special bags and to the developer's designated trash company for the privilege of recycling our valuable trash?

Something is wrong here.

The trash companies should be paying us for the trash, not the other way around.

Wouldn't you like to have an extra \$45.00 per month for paying your grocery bill?

We have asked the developer for a full accounting of the extra fees we pay for recycling and any revenues or expenses incurred by the trash companies for our trash. If there is profit in the recycling or our trash, we should share in it.

So far, the developer is stonewalling. This is not the high road of integrity that the

developer should take.

Guess their typical response is probably operative: "If you don't like it, you can just move somewhere else."

Thanks, Mr. Developer, for your responsiveness to the concerns of residents. You should be more forthcoming on pocketbook issues of high interest to residents. □

Bulletin Delivery

We need your help on delivery of the Bulletin.

During some times of the year the Bulletin is sometimes delivered to unoccupied houses. The homeowner may be away for vacation, or may be a snowbird. And, the Bulletin may lie on the driveway for some time. We ask if neighbors could pick up the Bulletin when these situations occur, or at other times during inclement weather, and either discard the Bulletin or hold it for return of the homeowner. This will be a big help to us. We greatly appreciate your help. Thank you in advance.

Those who know they will be away for any length of time can contact us at the email address: delivery@poa4us.org and advise us to put you on our "No-Throw" list. Just include your name and address and village or villa and the time period for which you do not want the Bulletin delivered. We'll do our best to not throw the Bulletin on your driveway as you request.

Thanks to all for your help. □

Letter to the Editor:

Thanks To The POA

Admittedly, I have only scanned "The POA Bulletin" in past times, staying to read the most important articles pertaining to our household before moving on to a busy life.

Today, with your bold headline of "The POA is Seeking New Leadership," I was enticed to sit and read this issue cover to cover. The POA has now become an animate rather than inanimate entity to our household. I read with amazement and gratitude for the POA the "Highlights and Accomplishments" article. I had never read the enlightening "The Villages Residents' Bill of Rights," though I noted it is in every issue.

All of the articles were penetrating, and some, down-right shocking and appalling.

We are in complete harmony concerning the slanted publishing of the "Daily Sun" and make a trek out daily for "The New York Times." I continue to be baffled in being unable to get home delivery of this paper. We [knew] of another local newspaper which we enjoyed but which had stopped publication.

Your publication was a refreshing and comforting eye opener. It is good to know we have our own "Big Brother" watching over and caring for our needs and concerns.

This email is to thank you and to applaud all you are and continue to be. I will become a member today.

Dianne Gordon

Editor's Note: Thanks for your kind comments. □

Your Complete Guide to The Villages Lifestyle

We now have over 5000 pages of lifestyle information for you. New search capabilities find anything on our site in seconds. Thanks to Google's magic.

Are You Amongst The Missing

"The Villages" abounds with stories of people who have found childhood friends, sweethearts, military buddies, and others. We have a way for you to advertise that you are here in The Villages. Best of all, it is anonymous. You do not have to reveal your home or e-mail address.

Want To Give Something Back To Your Community

There is a section that lists places that are looking for Volunteers. Find something that you like to do and get involved with helping others. Villagers are known for their generosity, and helping others always makes you feel better.

www.The-Villages-Online.com

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One Sumter Realities

This is after the fact. But, we continue to be amazed how the media smear machine of the developer uses any means to scare people into believing baloney.

Case in point: a recent "Keep One Sumter" ad in the Daily Sun, paid for by a political action committee at 2710 Posada Dr., in The Villages.

The ad said in bold lettering that going back to the old Sumter County practice of electing commissioners out of single districts would "lead to higher property taxes!"

This is baloney.

In the four years since One Sumter has been in effect, individual property taxes have come down each year. But, this is due to the windfall of total property taxes coming into Sumter County coffers because of the construction of the many Sumter Landing residences in The Villages. Individual property taxes came down because of the windfall, not because of One Sumter.

Conversely, going back to the old method of electing commissioners does not mean that taxes will go up.

Also, returning to the old method of electing commissioners from single districts will provide a system of checks and balances on the expansive and self-serving demands of the developer. God help us if the developer is allowed to run amok with agreeable commissioners voting for every developer whim.

Remember, when commissioner candidates want to run for election now under the Keep One Sumter rules, they have to come to The Villages and genuflect before the developer – or else they are savagely beaten and crucified by the developer's media smear machine. Just ask Will Pruitt about all those personal attacks.

If you believe that your taxes will go up just because the commissioners are elected from single districts, you have swallowed the developer's propaganda ... hook, line, and sinker.... □

**Remember
Pat Tillman
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Village Greens

On October 25th the Village Greens Environmental Club had its second annual Expo at Lake Miona Recreation Center. The club expanded its vendor list by doubling the participants and adding quite a variety for the crowd, from solar water heaters, tankless hot water heaters, solar tubes, goat soap, LED light bulbs, electric scooters and cars, hybrid cars, waterless car wash, a number of plant and worm farm people, plus sponsors like Waste Management and Citizens Bank.

The Villages Greens Club distributed free green shopping bags to the first 2,000 visitors.

This year's effort was supported by the Villages Recreation Department which partnered with the Club and was a great help.

As a public service gesture the Village Greens arranged for a company to collect old electronics, everything other than TV sets. MARS, the company, was in the parking lot at Lake Miona the entire day of the Expo.

The Club also had been in negotiations with John Rohan from the Recreation Department for a number of months to bring recycling to the recreation centers. We came to an agreement to have a 60-day test period, starting at Lake Miona on the day of the Expo.

The agreement is that the Recreation Centers will provide the appropriate containers for recyclables. The staff will participate in recycling their paper generated at the center, and the clubs that come in will provide the 32 gallon and kitchen size clear plastic bags to be placed in the containers. At the close of each event, the clubs will tie up the bags and staff will then place them in the appropriate dumpster. This is a joint effort between the Villages Recreation Center and all of us Villagers who recognize the importance of the

recycling program. If this sixty-day trial is a success we can expect to see this program expanded and implemented in all the recreation centers in The Villages.

The next meeting of the Village Greens will be December 3 at Laurel Manor Recreation Center, Wed. at 6:30 pm. The subject will deal with Solar Energy for your home, which is a great follow-up from the Expo.

Sue Michalson

Chair Village Greens

(352) 259-1426 or (352) 461-9373 □

Letter to the Editor:

Segregation? Discrimination?

Why are they beginning to separate the north and south side of The Villages? They are doing this with "THE MIX" supplement to the Daily Sun.

There is only one "The Villages." North, South, East or West -- we are ALL "The Villages."

Although I live north of 466 most of my activities are held south of 466, I am in charge of a card club which meets in a recreation center (south of 466). But, hear this, the other evening the "Daily Sun" interviewed and took pictures of the card players for "THE MIX" but ONLY of those who live on the so-called "South" side.

We are ALL "The Villages" residents and I feel we should not be classified, as "North" or "South" with boundaries. We should be referred to and treated as ONE !!

Helen Roehm

Editor's Note: Let's stop this North/South or East/West discrimination before it gets out-of-hand. We don't need these often demeaning distinctions in our community. □

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Letter to the Editor:

Recycling Questions

I have NO problem with recycling per se. What I DO have problems with are:

1. Why was recycling shoved down our throats without giving us a choice in the matter?

2. Is recycling actually taking place?

3. Who benefits from this \$6 charge?

4. Why haven't my numerous letters to Janet Tutt and the powers-that-be even been acknowledged?

As to item "1," I have neither the space nor the ability to participate, not to mention the fact that it is a very costly undertaking when you consider everything else for which we are paying so much more these days. Makes one wonder where does it all end.

Item "2," I know Waste Management now has two trucks on one of their two pick-up days because you can't mistake the noise, which is another burden we must bear.

When the "decree" came down, the town of Lady Lake logo was used, I have learned, without authorization, and we were made to feel in that decree that The Villages was doing us a favor by implementing recycling. Then, to say we must pay whether we used the service or not... Something ain't right here! I must be missing something -- did I/we sign something giving up our rights in a situation such as this, either when I/we moved to The Villages [Mira Mesa] or since?
Paula MacGregor

Editor's Note: Thanks for your email. Responses are as follows:

1. Some residents requested recycling for some time and gave the effort legitimacy. Nobody opposed it during those discussions.

2. Yes.

3. We don't know. The developer, who controls this, has not responded to our call for a full accounting. There is little more we can do short of an expensive lawsuit. Too bad the developer is not more forthcoming on an important community issue like this.

4. We don't know. You will have to pursue an answer directly with them.

Did we sign something? Yes, when we originally bought our properties, or upon purchasing a re-sale, we accepted the deed, covenants, and restrictions from the developer, agreeing, without qualifications, to give the developer's corporation the right to provide our water and trash services. The debate pretty much ends right there.... □

Letter to the Editor:

Electrical Protection

The severe storm/lightning season is here.

The most probable damage that can occur from lightning is an unexpected electrical surge that can damage or destroy electrical/electronic products within our homes. Such surges in the electrical power, telephone lines, cable television lines, and/or any other service entering your home via metal piping/wiring or other electrically conductive material, can cause unexpected damage. The best actions every home owner can take to avoid damage from such occurrences are:

1. Install a whole-house surge suppressor or surge arrester. A licensed electrician or your electrical company can install this. This will provide effective protection for major appliances such as the AC/heating unit, microwave oven, refrigerator, stove. Ensure that the device is UL rated.

2. Install plug-in surge suppressors for protection of sensitive electronic or electrical appliances and equipment such as your com-

puters, televisions, telephones, garage door opening unit, lawn watering control unit, etc. These can be readily found at Home Depot, Lowe's or Radio Shack.

Ensure that these surge suppressors are UL rated, and buy units with the highest Joule (unit of electrical energy) rating since this indicates the highest level of protection from an unexpected surge.

For protection of your computer, telephones and televisions, ensure that the surge suppressor provides protection for electrical power in addition to TV and telephone lines.

The best protection for your home computer would be provided by an "uninterruptible power supply" such as made by APC or Belkin. These can be found at Best Buy, Circuit City, or Radio Shack.

These units can not only provide surge suppression protection for electrical power, TV coaxial cables, and telephone lines, but also may provide the ability for cleaning up the electrical power signal if spikes in the electrical signal occur. These units also will provide battery back-up so you can safely shut your computer down instead of experiencing a "hard-shutdown." This battery-backup allows you to safely save data or projects that you were working on at the time of the surge spikes or brown-out/black-out.

If you follow the above advice, you should not have any problems as a result of severe storm or lightning damage to valued electrical and electronic products within your home.

John L. Wright, Sr., P.E. □

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Our Monthly Column:

Gardening in The Villages

by Anne Lambrecht
Master Gardener

Time for a Little Snooze

I just returned from a four day UFL Master Gardener Conference in Coral Springs and brought the husband with me. I thought it would be nice for him to have a little R&R and quiet reading time by the pool while I was in class.

On the first day we went on a field trip with a busload of plant nerds. As we toured the gardens of Bonnet House in Ft. Lauderdale, botanical plant names by the dozens were being spewed about causing him to become totally disoriented and confused. He wandered off, muttering something about rather watching the grass grow. This caused our professor-tour guide to put us at the back of the bus. The next day Dazed and Confused took the first opportunity to bee line it home, leaving me to fend for a ride. Let's see if I ask him to come with me again.

It's time to prepare your garden for a little snooze. Gardens are like bears and like to "hibernate" or rest. It just makes sense--the shorter, cooler days--we go to bed early. So does our garden. But first there are things to do to prepare your garden for its little sleep.

Mid-month will be the last time for you to trim and prune your shrubs. You don't want to encourage new growth right before the cooler weather. After mid November do not fertilize until mid February. Again, you don't want to encourage growth. Just let things rest.

Move plants around. If a plant has not been doing well in the sun, move it to a shadier part of the garden. If you've got a plant in

the shade that needs more sun, move it. If you're lucky, you have one of each and may not have to dig holes, just trade places! It is never a good idea to transplant AND trim at the same time: too much trauma all at once.

November is a great time to plant trees and shrubs. Their root systems will get nice and strong before the entire garden takes its snooze. The UFL's new recommendations when planting trees and shrubs is that you do not amend your soil in any way. Of course, choose your location well. You don't want to put your shrub or tree in clay or total sand. I just learned something new about tree roots at the conference. Professor, author and tree guy, Ed Gilman, and his crew concluded that trees grown in pots for extended periods of time usually have roots that twirl around. We've all seen this. UFL recommends we trim off the roots at the edge of the pot before they make a turn down, up or around. The idea is to encourage the main roots to grow out straight to strengthen and stabilize the tree. The roots that are left to wind around will continue to wind around, girdling the trunk, leading to eventual demise of the tree.

You can still plant bulbs now outside or in pots. By bulbs I mean true bulbs, corms, rhizomes and tubers. Agapanthus, Amaryllis, Crinum Lily, Canna, Caladium (order now, plant in spring), Day Lily, Gladiolus, Gingers, Louisiana Iris, Rain Lily, even Narcissi. The Florida Daffodil Society recommends planting Tazettas, a member of the narcissus family with clusters of small fragrant flowers. I've tried some; they're great. Now, where the heck does one get a bulb or a rhizome? How about a corm or tuber? Unless you live near a generous gardener and some are given to you, what's a gardener to do? You mail order! You just have to be sure the bulb will do well in our Zone 8B-9A and can

withstand our humidity. Note: tulips will only have one season here before they become weak. There's no amount of refrigeration that will make a weak bulb vibrant again. I've ordered many nice and unusual bulbs with great success. Ordering information is at the end of this article.

It's the beginning of Snow Bird Season and besides our returning human friends, we continue to see migrating birds and butterflies visiting us in November. To ensure they will linger and remember where to go for refreshment, plant something with red tubular flowers: cuphea, firecracker plant, penta for butterflies and something with seeds or berries for birds: beauty berry, golden dewdrop.

Refresh the mulch in the yard. Because I mulch twice a year, I find that pine straw mulch is just too expensive and it doesn't stay nice looking for long. So I like mini pine bark nuggets which I buy at the new Wal-Mart. I like them very much. Another good mulch to use is Melaleuca which is made from the Australian Melaleuca tree which has become a Category 1 invasive pest in South Florida. Originally its purpose was to soak up water but now it's taking over, replacing our native plant and animal habitats. You can buy it (it's about \$1 more per bag than pine bark) from the Marion County Extension Service 352-671-8400. Termites do not like this; it is recommended you put it right next to the foundation. It is a nice beige color.

Weed your garden. The weeds are taking over everything! You want to try to get 'em before they set seed, which is nearly impossible. I pull my weeds by hand which is messy and back breaking. My neighbor, Jim, likes to tease me with his Cadillac size spray bottle of Roundup. I don't like the stuff but if you put it just on the weeds and not on the plants, it works like a charm. He doesn't have to bend over and never gets his nails dirty.

Lucky for us our gardens can rest while we're busy with the upcoming holidays and visitors, family and friends. Perfect timing.

Sources for bulbs, corms, rhizomes and tubers:

Plant Delights Nursery:
www.plantdelights.com

McClure and Zimmerman:
www.mzbulb.com

Brent and Becky's Bulbs:
www.brentandbeckysbulbs.com

Florida Daffodil Society:
www.FlaDaff.com

Caladium Bulbs from Lake Placid, FL:
<http://www.happinessfarms.com/> □



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Bill Garner

Investment Representative

Where to File Hospital Complaints

Please continue to send to the POA your stories about your experiences with the Emergency Room at The Villages hospital. We have thus far received over 150 stories or complaints describing the experiences and/or issues of Villagers with the ER. Thanks to all those who have chosen to tell us their stories.

We are still accepting stories, so please send us yours. These stories, all 150 of them, are a worthwhile assessment of the services of TVRH's ER. Please, tell us your story and help us address this issue.

The more stories we gather, the more comprehensive will be the review that we will be able to make. And, we may just make a difference in the quality of services provided by the hospital. We will protect your identity. We will ask you specifically for permission, if later needed, to share your detailed story with any of these investigating and review committees.

Based on many of the comments received, we can see that most people are unclear on the best way to file a complaint. So, here is the listing of who, what, and where:

• **For comments about The Villages Regional Hospital, contact:**

Mr. Tim Menton
Administrator of TVRH
1451 El Camino Real
The Villages, FL 34748
Phone: 352-751-8000
tmenton@cfhalliance.org

• **For comments on LRMC or to Mr. Menton's boss, contact:**

Mr. Lee Huntley, CEO
Central Fla. Hospital Alliance
600 E. Dixie Highway
Leesburg, FL 34748
Phone: 352-323-5762
lhuntley@leesburgregional.com

• **For comments about procedures, policies, staff, and medical care in general,**

contact the state agency:

Holly Hunter, Secretary
Florida Agency For Healthcare Adm.
1717 Mahan Drive
Tallahassee, FL 32308
Phone: 1-888-419-3456
<http://ahca.myflorida.com>

• **For comments about procedures, policies, staff, and medical care in general, contact the federal agency:**

Mark Chassin, MD, President
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
Phone: 630-792-5000
www.jointcommission.org

• **For comments about the actions of specific doctors and/or nurses, go to:**

Dr. Ana M. Viamonte Ros, Secretary
The Florida Department of Health
2585 Merchants Row Blvd.
Tallahassee, FL 32399
Phone: 850-245-4444
<http://www.doh.state.fl.us>

Please copy the POA on correspondence to coordinate our activities on these matters. □

Complaints About Medical Personnel

The Florida Department of Health is the agency to which complaints about medical professionals (doctors, nurses, dentists, etc.) should be filed. Each person with a grievance needs to fill out the three-page form available at this internet website address: http://www.doh.state.fl.us/mqa/enforcement/frm_general-meducf.pdf

This form covers the following areas:

- Quality of care
- Inappropriate prescribing
- Excessive test or treatment
- Mis-diagnosis of condition
- Failure to release patient records
- Insurance fraud
- Impairment/medical condition
- Advertising violation
- Mis-filled prescription
- Patient abandonment/neglect

The POA urges residents with any complaint about service at TVRH to file a formal complaint. By doing so, the hospital's staff will be put on notice that substandard care is unacceptable. Please file a complaint if you have had any bad experiences with TVRH. Otherwise, problems may continue.


If you want copies of the complaint form please go online or call or email the POA and we will bring those forms to you. And we can help in the process of completing the forms. Just let us know ... we can help. □

Happy Thanksgiving



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Your CDD Meetings

The Villages CDDs meet at the Laurel Manor district offices:

Second Friday of the month:

SLCDD at 8:00 a.m.
CDD # 2 at 9:30 a.m.
CDD # 4 at 11:00 a.m.
CDD # 1 at 1:30 p.m.
CDD # 3 at 3:00 p.m.

Third Friday of the month:

VCCDD at 8:00 a.m.
CDD # 5 at 9:30 a.m.
CDD # 6 at 11:00 a.m.
CDD # 7 at 1:00 p.m.
CDD # 8 at 2:00 p.m. as needed
CDD # 9 at 2:30 p.m. as needed
CDD # 10 at 3:00 p.m. as needed

The AAC meets on the Wednesday before the second Friday of the month at 1:30 p.m., (new time) usually in the Savannah Center.

These meetings have been moving around various locations, so watch the Daily Sun, the district governments' websites, or the Our Place column on Thursdays, for notices of schedule changes. Holidays can alter the schedule, and special meetings may be held at other days and times.

All Villagers are welcome at any of these worthwhile meetings which show our local governments in action. Residents wanting to know what's going on with their governments should attend, watch the proceedings, listen, and ask questions.

Also, the District Administrator's office conducts a two-hour CDD Orientation once a week at 10:00 a.m. on Thursdays. Call 751-6700 for details.

CDD Orientation is informative and provides a good basic overview of how CDDs work and are organized. The POA recommends the program for all residents.

However, the POA also recommends that, after attending the orientation, you come to a POA general membership meeting for the rest of the story. You will not get the whole story at CDD Orientation. □

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The Hospital Screwed Up! Now What?

ASK WHAT HAPPENED. In an ideal world, you'd get a prompt explanation. The reality, though, is that open discussion of a medical mistake, along with an apology, remains uncommon. Still, some hospitals -- like Johns Hopkins University School of Medicine in Baltimore -- are working toward more openness.

GET A COPY OF YOUR MEDICAL RECORDS. It's your right to see your file -- but you may not get your complete records, says Bruce G. Fagel, MD, an ER physician turned medical-malpractice lawyer in Beverly Hills, California. In a birth-injury case, for instance, one of the most crucial documents is the fetal-monitoring strip, but it won't be in your file unless you ask for it.

START KEEPING YOUR OWN NOTES. Write down everything, including dates, procedures, medications, and the names of health-care staffers who cared for you. If you opt to sue, your own record may be an effective tool against the usually vague notations in most patient's charts. "Doctors are constantly told what kinds of things not to put in medical records," Fagel says.

SPEAK TO A HIGHER-UP. If you don't get a satisfactory answer from the physician, talk to someone at a higher level. Also, ask to speak with an ombudsman and a patient advocate.

FILE A COMPLAINT. If you're still not satisfied, complain to your state or local health department, as well as to the Federal Hospital Joint Commission at the internet address: (www.jointcommission.org/GeneralPublic/Complaint). Patients who've experienced an error usually want to make sure the same mistake never happens to anyone else; lodging a complaint is one of the best ways to do that.

CONSULT A LAWYER. If you don't get an acceptable answer from the hospital, you may want to consult a lawyer. If you decide to sue, a good medical-malpractice attorney can help you navigate the Byzantine world of state and local laws.

Editor's Note: This was reprinted from Health Magazine, July/Aug '08, written by Lorie Parch. □

**It's Unlucky
To Be Superstitious.**

Bulletin Pick-Up

If the Bulletin is not delivered to your driveway within the first ten days of the month, you can get copies at the locations listed below. Please take the time to thank the manager or customer service staff for stocking the Bulletin for pick-up. This would be a big help to us.

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Winn-Dixie Supermarket

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Southern Trace Shopping Center

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Seniors Vs. Crime

If you have a problem related to financial losses due to scams by dishonest vendors, salespeople, or contractors you should consider contacting the Senior Sleuths for help at these Villages locations:

Sumter and North Lake Counties

Sheriff's Annex -- Sumter County
8035 E. County Road 466
The Villages, FL 32162
352-753-2799, ext. 4253

Marion County

Sheriff's Annex
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The Villages, FL 32162
352-753-7775

The hours and open days vary by location. So call for details. Wednesdays are best, 10 a.m. to 2 p.m. Assistance is only available on a limited basis. □

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The POA Discount Partner Program

The POA Discount Partner Program has been updated for 2008. Many new Partners are listed here. We will be adding more in coming months. Our website also carries this information so check there often.

Just show your 2008 POA Membership card when ordering the product or service listed here. And, please say "thanks" to our Discount Partners for participating in this program.

All Things Fine - 1171 Main St., Spanish Springs, (352) 257-7384. 10% off all regularly priced merchandise. Excludes sale items. Not valid with any other offer.

Away From Home Pet Sitting Service in The Villages, (352) 454-2623. 25% off first day service of pet sitting while you are away.

Bonne Chimie Custom Skin Care - 990 Alvarez Ave., Spanish Springs, (352) 391-9600. 20% discount. Not valid with other promotions.

Bravo Pizza - 1080 Lake Sumter Landing, (352) 430-2394. 10% off dine in & take out (whole meal). Not valid with any other discount offer.

Caribongo - 1041 Canal St., Lake Sumter Landing, (352) 750-6147. Free color changing Tote Bag (retail value \$9.99) with the purchase of \$30.00 or more at the time of purchase. Offer not valid with any other offer or promotion. Sale items excluded. Limit one Tote per family.

Carvel Ice Cream Store - 674 US Hwy. 441, Rolling Acres Plaza, (352) 430-2588. Buy one cone/cup - get one free. Also 30% off on all other items. One benefit offer per family membership.

Cingular (Spectrum Global Network) - 972 Del Mar Drive, Spanish Springs, (352) 205-7513. 10% off all phones with activation.

The Club Golf Cart Security System for Villagers, email at yunk38@comcast.net, (352) 391-5077. \$3.00 discount (apx. 10%) for the Club Golf Cart Security device.

Comfort Suites - 1202 Avenida Central, (352) 259-6578. Special Rates: \$79.99, May 1, 2008 to Oct. 31, 2008. 25% discount, November 2, 2008 through April 30, 2009. Not valid Leesburg Race Weekend. All reservations are based on availability. Must call hotel directly in advance for individual reservations.

Coral's Casual Patio and Fireplace Shoppe, U.S.Hwy 441/27, across from Wal-Mart, (352) 307-8522. Free bottle of "Dew Not" with the purchase of \$300.00 or more. One per customer.

Cozco Handcrafts - 1121 Main St., Spanish Springs, (352) 430-0386. 10% off - excludes sale items.

Domino's Pizza - 1558 Bella Cruz Dr., Spanish Plains Center, (352) 430-0800. Buy one large pizza at menu price -- get one medium one-topping pizza free.

Edible Arrangements - 11962 CR 101 - Palm Ridge Plaza, (352) 391-1334. \$4.00 off purchases over \$25.00.

Enterprise Rent-A-Car - In The Villages at 1076 Lake Sumter Landing. (352) 751-2417. Special rates for POA members. A pick-up service is available. One-way rentals to Orlando and Sanford airports are also available.

Flags & Flag Poles - 845 CR 25 across from Lady Lake Post Office. (352) 751-1876. \$4.00 off flag pole order of \$119 or more for POA. Discount on "check and cash orders" only.

Gourmet Go Go - A delivery service for dinner menus from local restaurants. POA members receive a \$1.00 discount off regular delivery fees. For details call (352) 205-0829.

Great Day on the Water Boat Tours - Discounts of \$5.00, \$7.00 or \$10.00 per person on various boat tours. Call toll free at (866) 269-6584 for details and reservations.

Haagen Dazs - 1001 Lake Shore Drive, Lake Sumter Landing, (352) 751-0261. 10% discount.

Hertz Local Edition - 900 Main Street, Spanish Springs, (352) 430-1039. 20% Discount.

Island Images - 1112 Main Street, Spanish Springs, (352) 259-7623. 10% Discount on Mondays. Excludes sales items.

Johnny Rockets - 976 Old Mill Run, Lake Sumter Landing, (352) 259-0051. 10% off meal.

Kilwin's Chocolate and Ice Cream - 1108 Main Street, Spanish Springs, (352) 430-3600. Buy one, get 50% off on any ice cream menu item. One offer per family membership.

MOE'S Southwest Grill - US Hwy. 441 North, Rolling Acres Plaza, (352) 430-3610. Buy 1 Get 1 Free Every Saturday! Not valid with any other offer. One benefit offer per family membership.

Odd's & Errands by Paula. Your affordable Personal Assistant. (352) 430-0764. 10% discount for POA members with current membership card.

Ollie's Frozen Custard - Next to Blockbuster in the Spanish Plains Shopping Center. Either use the Ollie's Coupon in the POA Bulletin, or get a 10% off discount by showing your current year POA membership card.

Panda Express - 869 North Hwy. 27/441, Home Depot Plaza, (352) 751-2507. 10% off, not valid with coupons or specials.

Pizza Hut at Spruce Creek - 17860 SE 109th Avenue, Summerfield, (352) 347-7019.

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Plaza Jewelers - 16770 S. Hwy. 441, Baylee Plaza, Summerfield, (352) 307-3846. 20 to 40% saving off the already low retail price, & all watch batteries \$3.00.

Quality Hearing Center - 16850 S. Hwy. 441, Suite 306, Baylee Plaza, Summerfield. Call (352) 307-7377 for an appointment. 10% discount for any product or service.

ScentSational Candles and Gifts - 994 Alvarez Avenue, Spanish Springs, (352) 753-1604. 20% off any one non-sale item.

SmartSafe Tornado Shelters - One day installation in garage floor or carport. Call Pat Tripp at (352) 702-6386. See actual installation. 5-10% off selected models for POA members.

Sonic Drive-In - 11211 SE 178 Pl., Wal-Mart Shopping Center, (352) 347-2860. Tuesday Nights: 5 single patty burgers for \$5 after 5 PM. Add-on at extra charge. Wednesday Nights: 1/2 price single patty burgers; 99¢ single topping sundaes. Valid at the Summerfield location only.

Southern Image Photography - 97 Del Mar Drive, Spanish Springs, (352) 430-2056. 10% off the Special of the Month.

Sunshine Hair & Nail Spa - The Terrace Shoppes of Spruce Creek, Summerfield, across from Wal-Mart, (352) 307-0099. 10% off on retail products or nail services.

Vic's Embers - 7940 US Hwy. 441, Leesburg, (352) 728-8989. Complimentary after-dinner cocktail or dessert for each person in the party. Not valid with other special offers.

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Wholesale Computer Components - The Terrace Shoppes of Spruce Creek, Summerfield, across from Wal-Mart, (352) 245-1500. \$15.00 off on any computer repair by showing your current year POA membership card. □

The POA Forum

The Forum is on the POA Website for your use. You can comment on anything going on in The Villages, respond to comments of others, and make your thoughts known. This is your Hometown now -- speak up!

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