

# The Bay Laker

EDITOR: JANICE VAN DYKE

Issue 87

## Dates to Remember:

- Oct. 03 BLEA
- Oct. 12 Woman's Club Luncheon
- Oct. 19 Juliet's Lunch Bunch
- Oct. 23 Juliet's Breakfast Club
- Oct. 26 Board Meeting
- Oct. 29 Halloween Party

## Home Owners Association Officers

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Carla Hannay 484-1371

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Steve Rollison 375-8110

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Jane Ann Miller 483-3247

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Joyce Martin 412-9663

### Director

Sylvia Richardson 480-0208

### Director

Carol Turk 317-626-3821

Park TV channel 196

Lift Assist Line 941-316-1201

## LABOR DAY LUNCH

As you can see from the pictures below, the Labor Day lunch was a success. Thank you Sally Fitzgerald for chairing the lunch. Also a big thank you to all her helpers. We also had salad and a variety of desserts.



## **FROM THE PRESIDENT**

As of now we have weathered Hurricane Irma. Many of our residents came back to the Park with their homes intact. Unfortunately some did not fare well, while some of us had minor damage. Let's hope we never have to face something of this magnitude again. Never let your guard down during Hurricane season in Florida.

Many of us that didn't have any damages or minor damages pitched in and automatically helped their neighbors in whatever way they could. I am particularly proud of you. We came together as a family no matter what are differences. That's what Bay Lakers are all about.

For those that had not returned to the Park at this time, photos were taken of their damages and sent to them on face book so they too were aware of what their properties sustained.

We were especially lucky to have not lost power or water. Only a small section did lose power because of being on a different electrical trunk line, the office, pool, laundry and homes along that area were affected. Being that Comcast is the provider of TV, phones, internet, etc, left many people in the park without this service. As to when our area was scheduled to be up and running was anyone's guess; hopefully this did not take to long.

Again I just want to say how proud I am of the residents of our Community for pitching in to help their neighbors.

## **JULIETS LUNCH BUNCH**

*Carol Gilchrist & Joan Goering*

All women in the park are invited to share lunch together at 1 pm on Thursday, October 19.

Place: Left Coast Seafood Restaurant

Please sign up on the sheet in the clubhouse.

Any questions call Joan Goering or Carol Gilchrist.

## **FLU SHOTS**

*Joan Goering*

Flu shots will be given in the clubhouse on Friday, November 8, 2017 from 9-10 AM. They will be giving only flu shots this year. Be sure to sign up in the clubhouse. Any questions call Joan 485-7154.



## **WOMAN'S CLUB LUNCHEON**

### **BELLY DANCE PROGRAM**

*Judy Gerarge*

On Thursday, October 12, 2017 the Woman's Club is having a luncheon at 12:00 pm. Following lunch Bimin's in Motion will entertain us with a beautiful Belly Dance Program.

Tickets are on sale now, either at bingo on Wednesday evenings or Saturday morning coffee. Residents are \$4.00 and guests are \$5.00.

There will be a drawing for the 50/50 and door prizes. Don't miss this experience! You too can learn some of the moves. All the women in the part are welcome. I hope to see you there.

The deadline to purchase your tickets is Saturday, October 7, 2017.

## JULIETS BREAKFAST CLUB

Join the Juliets for breakfast at Max's Table on Monday, October 23rd at 9:30. Max's is located at 115 Tamiami Trail in Ospry, just past Wal-Mart. Sign up sheet in club house.

## COMPUTER CLINIC

by Steve Rollison

### IN-SEASON SCHEDULE RESUMES

Wasn't it just a few weeks ago that we were announcing the Computer Clinic was switching over to the summer schedule of once-per-month meetings?

"As surely as autumn follows summer," or something like that. Beginning October 4th we will be back on our regular weekly schedule. If you are a new Bay Lake resident you may not know what that means...

Every Wednesday from 1:00 to 3:00 o'clock you can get free support for your laptop computer, electronic tablet, or smartphone. Just bring your device to the clubhouse and Susan Rollison, Herb Van Dyke, Steve Limkemann or I will try to diagnose whatever problems you may be experiencing, fix them, and answer any questions you have. If you're having problems with a desktop computer, or your schedule prevents you from meeting on Wednesday afternoons, we are also available for house calls.

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**15**



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American Conference of Audioprosthology

## *Solutions Not a Sales Pitch*

I have worn hearing aids for a number of years, on and off. I say on and off because it has been off more with my most recent pair purchased from another provider in Venice. I had an annoying problem with feedback, which neither they nor another local provider were able to correct or alleviate. Both told me I should consider newer, more advanced models, which they would be happy to sell me. Since mine were similar, I felt they were more interested in making a sale than helping me. As a result, they wound up in my dresser drawer (not an uncommon situation.) I decided to give it one more go. A friend referred me to Blair Post at Contemporary Hearing.

What they said couldn't be done, was done by Blair.

No sales pitch on newer models; just a willingness to listen to and work with me.

After testing my hearing, he patiently worked with me to make adjustments to the programming. He also refitted the aids with new leads and cones. The ones I had were not sized or fitted properly and caused much of the feedback.

I was given a follow up appointment the next week at which time Blair fine tuned the programming and changed out one of the cones for another size. These were simple, inexpensive solutions to a fixable problem. Although I was advised of charges ahead of time, no payment was collected until I was satisfied.

Although I found Blair to have an abundance of knowledge, patience and humor, his greatest attribute is INTEGRITY. He honestly wants to help. I would recommend Blair Post and Contemporary Hearing to any person desiring to improve their hearing.

~ M.J. Bridle, Venice

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## BAY LAKE ESTATES

### MONTHLY ASSOCIATION & BOARD MEETING DATES

Coffee & donuts served 30 minutes before the start of Association meetings

Association Tue 9:30 AM October, 3, 2017

BOD Thur 9:00 AM October 26, 2017

Association Tue 7:00 PM November 7, 2017

BOD Thur. 9:00 AM November 30, 2017

Association Tue 9:30 AM December 5, 2017

BOD Thur 9:00 AM December 28, 2017

Association Tue 7:00 PM January 2, 2018

BOD Thur 9:00 AM January 25, 2018

Association Tue 9:30 AM February 6, 2018

BOD Thur 9:00 AM February 22, 2018

Association 7:00 PM March 13, 2018

BOD Thur 9:00 AM March 29, 2018

Association Tue 9:30 AM April 3, 2018

BOD Thur 9:00 AM April 26, 2018

Association 7:00 PM May 1, 2018

### SAVE THIS DATE

- Woman's Club Fall Luncheon – Thursday, October 12, 2017-noon
- Halloween Party – Sunday, October 29, 2017 – 7:00 to 10:00 pm
- Flu Shots- November 8, 2017 9-10 AM
- Rummage Sale-February 17, 2018
- Valentine Dinner-5PM & Dance-7-10:00 PM-February 24, 2018

If you have an event scheduled for the remainder of 2017 or season 2018, please send Janice Van Dyke at [jm.vandyke@comcast.net](mailto:jm.vandyke@comcast.net) with your information so I can put it in the newsletter so people can save the date.



# HALLOWEEN PARTY

**SUNDAY, OCTOBER 29**  
**7:00-10:00**



**“TWICE AS NICE” Entertainment**

**COSTUME PARADE WITH  
PRIZES**

**SLOPPY JOES, DESSERTS, SNACKS,  
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**\$6.00 Members of Association**  
**\$7.00 Residents**  
**\$8.00 Guests**



## BOBBALU

Why do Northerners flock to Florida for the winter? We all want to escape the cold weather, the snow, the possibility of falling on ice. For some the allure is the golfing and the tall tales at the 19th hole; some for the sunsets, sitting on the beach. Our brother-in-law enjoys tennis in Venice. Bob and I have simpler tastes: restaurants like Yoders, Sweet Tomatoes, Rosebuds; Friday garage sales followed by \$0.50 dog races in Sarasota; the companionship of Saturday coffee at the clubhouse with the hopes of sharing an apple fritter; Romeos & Juliets, Book Club, Line Dancing classes, Friday night Euchre, Wednesday night Bingo, time in the lovely warm pool sharing info about restaurants.

We loved our seven years as owners of a unit on Orange Blossom; We miss so many things: Venice Theater; so helpful Wednesday Computer Clinics; North Getty shell picking; Pole-walking to Winn Dixie and back; 9:30 am movies at AMC followed by \$1.59 lunch at Costco; Fabulous Consignment/Resale Shops; Catching some rays; Can't forget Bealls and time spent with Bob's son Rudy.

Our health is stable and we would once again like to join the BLE gang for 2 – 3 months, preferably January and February 2018. If you can help us make this happen, please call us, Bob Levesque and Lu Gould, at 519 967-1957 or contact Carol Gilchrist at 941 485-7043. You can also communicate with us by email: lgould7@cogeco.ca or ellebobbalu@gmail.com.

## GAME NIGHT

Many Different types of games are played at the clubhouse on Saturday nights at 7:00 pm. Feel free to come and join in the fun.



## OCTOBER BIRTHDAYS

Kathie Morris 10-02  
Nancy Morgan 10-03  
Ann Cashell 10-07  
Sandra Lee 10-11  
John Stevens 10-12  
Donna Symonds 10-13  
David Baumgartner 10-17  
Herb Van Dyke 10-19  
Liz Breadstill 10-23  
Penny Bucsek 10-23  
Gerri Jackson 10-28



## OCTOBER ANNIVERSARIES

Fred & Mary Samples 10-7  
Ron & Patti Schinarl 10-11  
Bill & Raylene Baugh 10-18



We do not have everyone's birthday and/or anniversary month and date. If you had a birthday and/or anniversary in October and we missed listing you or Janice made a mistake in your listing, please contact Janice at 483-1043 or jm.vandyke@comcast.net. If you are a new resident or have a phone book change, please contact Janice.

## HELP HOSPITALIZED

### VETERANS USA

There are craft kits available for Veterans.

The free Craft and Art kits are: number painting, moccasins, model cars, leather kits, etc.

You must have a VA card as proof of veteran.

You are eligible to receive two kits.

• TIME: 9-12 • WHERE: Bay Lake Estates Mobile Home Park Club House WHEN: 2nd, and 4th Tuesday of every month.



**Happy  
Halloween  
From:**

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## October Word Search

P	U	N	D	I	T	S	T	R	I	V	E	T
I	H	T	G	N	E	L	F	L	U	F	F	T
L	D	E	S	T	S	E	A	R	C	H	W	E
L	R	O	Z	U	J	N	T	R	O	P	S	F
A	E	I	I	O	J	A	S	C	A	L	P	F
G	A	G	D	U	O	D	F	L	T	Y	E	O
E	M	D	N	G	M	N	A	A	F	T	C	R
N	A	I	I	A	E	U	S	I	E	N	T	T
O	O	D	T	P	G	M	T	M	S	E	A	C
R	D	C	A	H	I	N	E	V	U	D	T	R
O	H	T	R	A	E	S	N	B	B	I	O	O
M	C	A	N	D	I	D	N	R	A	V	R	W
H	N	O	I	T	A	N	G	I	S	E	D	D

- |             |           |
|-------------|-----------|
| designation | goat      |
| dream       | identify  |
| earth       | insipid   |
| effort      | junior    |
| evident     | laugh     |
| fasten      | length    |
| fluff       | match     |
| match       | ridge     |
| moron       | role      |
| mundane     | scalp     |
| patch       | search    |
| pillage     | snooze    |
| pundits     | spectator |
|             | sport     |
|             | strive    |



# **THE NEXT TIME I GET TERRIBLE CUSTOMER SERVICE**

*by Steve Rollison*

Many moons ago I bought an expensive Cross pen. Just days later I dropped it on a carpeted floor and it broke. I mailed it in, expecting Cross to repair it free of charge, but the customer service department demanded \$85 because “damage” wasn’t covered by their guarantee.

I patched up the pen myself as best I could with Super Glue and I’m still using it to this day, but I wish I knew back then about a simple complain-to-the-CEO method that is detailed on Inc. Magazine’s website at <https://GOO.GL/EGFf7N>. (Type in upper and lower case as shown.)

The method is:

1. Find the CEO’s e-mail address. It’s usually very easy to find.
2. Using the format provided, write a short (just two-paragraphs long) e-mail that (a) is cordial; (b) specifically states the problem; and (c) is 100% truthful and unexaggerated.

The key is creating a concise and truthful statement that alerts the CEO of a potential problem. Example: “Based on a comment your customer service agent made when I called, it seems your company might know that some of these products are defective, but continues to ship them anyway.”

Any CEO receiving such a to-the-point e-mail will likely be alarmed that employees “might” be hiding an ongoing problem. The most frequent response would be to forward the e-mail to an assistant, a vice president, or a department manager, with a brusque note like “Problem?” Amazon CEO Jeff Bezos often attaches an even shorter note: “?”

You can probably imagine how quickly a customer’s problem gets resolved when Jeff Bezos’s subordinate is going to have to report back on a “?” note from the boss. The boss doesn’t want to hear excuses or explanations – he wants to hear “we had a problem but now it’s fixed—fixed for this customer, and fixed so it won’t happen again.”

Lest you think the success of this complain-to-the-CEO method is a fluke, the website provides links to anecdotes at many organizations, including Apple, Bank of America, Toyota, Ford, Target, Dell, Travelers Insurance, J. Crew, Symantec, and others.

It seems perhaps this strategy may be most effective with very large companies where a note coming down from the executive office might carry a lot of weight. Cross Pen has just over 800 employees, which doesn’t make it a “big” company, but... The next time I receive bad customer service I intend to complain-to-the-CEO no matter how big or how small the company. There’s nothing to lose and potentially a lot to gain.





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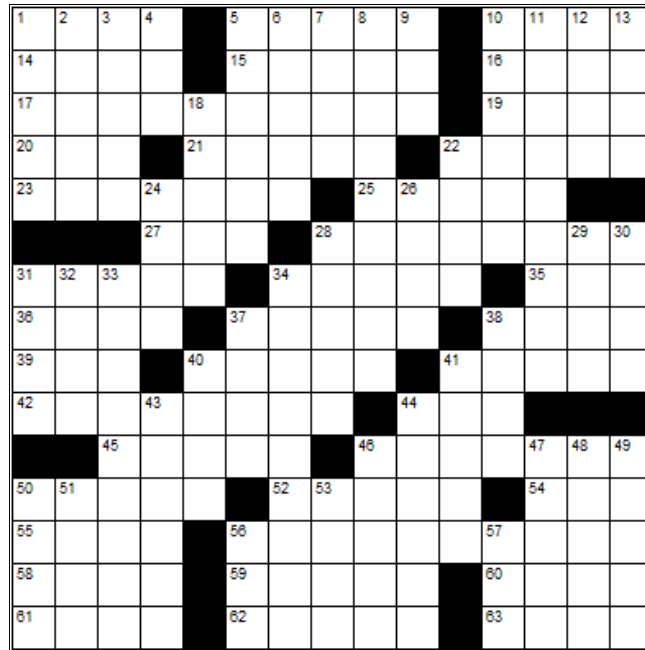


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# OCTOBER CROSSWORD

## ACROSS

- 1. Adjusts
- 5. A solitary person
- 10. Be compelled
- 14. Threesome
- 15. Black
- 16. Pearly-shelled mussel
- 17. Pampering
- 19. Novice
- 20. Away from the wind
- 21. Artist's workstand
- 22. A small mallet
- 23. Core
- 25. Give a speech
- 27. A pig's home
- 28. Abstruse
- 31. Keyboard instrument
- 34. The outer layer of the Earth
- 35. 180° from NNW
- 36. Doing nothing
- 37. Ancient
- 38. Lacking hair
- 39. Orange pekoe or Earl Grey
- 40. Detect
- 41. Donnybrook
- 42. A deliberate act of destruction
- 44. Deception
- 45. Diminish
- 46. A female host
- 50. A timid man
- 52. Unsophisticated
- 54. Animal doctor
- 55. Memo
- 56. Cutlery
- 58. Is indebted to
- 59. Cowboy movie
- 60. Border
- 61. Taverns
- 62. Sheen
- 63. Ale or lager



## DOWN

- 1. Anagram of "Tiles"
- 2. Gray sea eagle
- 3. The periodic rise and fall of the sea
- 4. Former French coin
- 5. Inheritance
- 6. Overweight
- 7. Not a single one
- 8. A pen or cage
- 9. Deli loaf
- 10. Change genetically
- 11. Worldwide
- 12. King
- 13. Hammer or saw
- 18. Slowly, in music
- 22. General Agreement on Tariffs and Trade
- 24. Feudal worker
- 26. Reflecting optimism
- 28. Delete
- 29. Part of an archipelago
- 30. Let go
- 31. Quarries
- 32. Brainstorm
- 33. Smooth and white
- 34. Friendly
- 37. Warmth
- 38. Red vegetable
- 40. Remain
- 41. Hoarder
- 43. Haunt
- 44. Paramours
- 46. Homes for bees
- 47. Avoid
- 48. Twilled fabric
- 49. Drive
- 50. Prig
- 51. Corn Belt state
- 53. Countertenor
- 56. Saturate, in dialect
- 57. What a spider makes





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Doris Frederick ..... \$10	George's Mobile Home Service
Laurie Safford..... \$10	Jones & Sons Plumbing Service
Diane Hanschy..... \$10	Boss Electric Corp
Ray Brissette..... \$10	Royal Enterprises
David Doran..... \$10	Haseney Electrical Services
Mickey Garbry ..... \$10	1st Class Handyman Service
Charmain Courtney..... \$10	Community Roofing of Florida
Richard DesJardin..... \$10	Bob's Appliance Service
Ron Krukewitt..... \$10	Doll Brothers Carpet Cleaners

Drawing Date - 9/13/17



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# OCTOBER 2017

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2 HAND & FOOT 1 PM	3 <b>BLEA MEETING</b> 9:30 AM	4 COMPUTER CLINIC 1-3PM <b>BINGO 7 PM</b>	5	6	7 COFFEE 9 AM HAND & FOOT 12:30 PM GAME NIGHT 7 PM
8	9 HAND & FOOT 1 PM	10	11 COMPUTER CLINIC 1-3PM <b>BINGO 7 PM</b>	12 <b>WOMAN'S CLUB LUNCH</b> NOON	13 <b>NEWSLETTER ARTICLES DUE</b>	14 COFFEE 9 AM HAND & FOOT 12:30 PM GAME NIGHT 7 PM
15	16 HAND & FOOT 1 PM	17	18 COMPUTER CLINIC 1-3PM <b>BINGO 7 PM</b>	19 <b>JULIETS LUNCH BUNCH</b> 1PM	20	21 COFFEE 9 AM HAND & FOOT 12:30 PM GAME NIGHT 7 PM
22	23 <b>JULIETS BREAKFAST CLUB</b> 9:30 HAND & FOOT 1 PM	24	25 COMPUTER CLINIC 1-3PM <b>BINGO 7 PM</b>	26 <b>COMCAST @ CLUBHOUSE</b> 2PM <b>BOARD MEETING</b> 9AM	27	28 COFFEE 9 AM HAND & FOOT 12:30 PM GAME NIGHT 7 PM
29 <b>HALLOWEEN PARTY</b> 7 - 10	30 HAND & FOOT 1 PM	31				

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