



**THE GREAT NORTHWEST**  
**PASSAGES**  
 THE OFFICIAL PUBLICATION OF THE GREAT NORTHWEST COMMUNITY IMPROVEMENT ASSOCIATION, INC.  
 2020  
 SEPTEMBER/OCTOBER  
 VOLUME 42 No. 4

**Board and CM's Corner** p. 2-3  
 Board Briefs  
 Overcoming Challenges  
 We Miss You!  
 Budget Preparation Timeline

**Sep & Oct Calendar** p. 4

**Recreation** p. 5  
 Looking Forward  
 Labor Day Event Sponsor

**Community** p. 6-7  
 Updated Social Media Policy; pg.1  
 Updated Social Media Policy; pg.2

**Business Directory** p. 8-9

**Reports** p. 10

**Security** p. 11  
 Delivering "Effective" Customer Service  
 Neighborhood Watch

**DRACO** p. 12  
 This is a Challenging Time For All of Us  
 Article VI: Easement

**Property Tips** p. 13  
 Oak Wilt  
 Succulents

**Community** p. 14  
 A Take Away: Covid-19; continued  
 Earn Cash For College!

**Classifieds** p. 15

**Covid-19 Testing** p. 16

**A Take Away: Covid 19**

*Where did this come from?*

*San Antonio*  
 San Antonio reported its first positive Covid-19 case on March 13. Since then, there has been 44,456 total cases with 38,724 of those recovering. 4,520 are currently active, 546 are hospitalized, 162 are on ventilators, 247 are in ICUs and 656 are confirmed dead.

In correlation with state's data, there are 582,000 total confirmed cases with a confirmed death count of 11,017 in the Lone Star State. In retrospect, attacks on the World Trade Center on 9/11 delivered a death report of 2,977. In Texas alone, that would only be 27.02% but shrinks down to incremental levels in comparison to the national count.

ience of San Antonio's residents is what we should be applauding for the effective progress and flattening of the curve.

The pipedream of not having to backtrack to the car because of a forgotten mask, having more than the few regretless hugs or not turning the house into



**It really has become incalculable.**

There is uplifting news, though. San Antonio has had a series of declining daily confirmed cases with 60% of those cases recovering and the rolling seven-day average sits at 143 which is lower than the staggering amount of 802 two weeks ago.

State and local official's Covid-19 mandates were helpful in flipping the numbers around, but the resil-



an at-home hand sanitizer production company still seems far off, but the probability slightly increased.

Phase 3 clinical trials have already begun for a couple of Covid-19 vaccine candidates in the United States, and scientists are conducting research into herd immunity. These vital ingredients, along with social distancing, is what will help dismantle Covid-19 just like they did with past pandemics. Let's hope we keep it up.

Understandably, this doesn't change the challenging frustrations that residents have had in the past few months. For the Association, each week has been a review session to adjust policy changes after policy changes due to the man- *Continued on page 14...*

**Updated Social Media Policy**

In this technological age, social media for mass communications is a no-brainer. The idea that you can have a reach of over 1000 people viewing your one-sentence statement that was put out ten seconds ago is largely intriguing and intimidating at the same time - it's hard enough to have that same influence over a cat let alone any one person.

*LOL comments don't count*

The lists can go on when it comes to describing the benefits of social media especially for homeowners' associations; ultimately, it's a value generator for residents.

With those positive characteristics, however, are equally negative risks involved and that going

at it without a plan to handle those risks could be counterintuitive - a devaluing mechanism for residents.

Here at the Great Northwest, we have been piecing together a social media policy that weighs those benefits and risks together with a balanced response in a form of a policy that can be viewed on pages 6 and 7 of this issue. This policy has been adopted by the Board and registered in Bexar County records.

Because while social media is here to stay and the posts can be never-ending, there is an end-all goal to it all and that is to generate the most value as we can for you while living here in the Great Northwest.

## Board of Directors

2020-2021



Established in 1976

Mission: To improve the quality of life of Association members, and preserve and increase the value of Association members' properties.

**Chair**

Brian Stives

**Directors**

Gabe Briones

Lori Calzoncit

Jo Ann Fernandez

Efrain Sosa

Mark Zoller

**Vice Chair**

Essy Lechon

## — Board Briefs —

Each Board meeting takes a couple of hours as the Board considers items of business on the agenda. While Board Briefs list decisions made by the Board, Members are encouraged to attend meetings to hear the Board as it discusses and debates matters upon which decisions must be made.

**DECISIONS MADE OR ACTIONS TAKEN BY THE BOARD OF DIRECTORS:****July 2 Executive Board Meeting  
Actions Taken**

- The Board asked CM Gates, to bring proposals for 2021 items when bids can be obtained: resurfacing wader pools for SC and EV, coolcreet the EV deck surface and tile for SC and EV

**July 16 Regular Board Meeting  
Actions Taken**

- The Board officially made the decision to cancel the remainder of the pool season as the previous decision was made in an unofficial medium. The decision was not unanimous

**August 6 Executive Board Meeting  
Actions Taken**

- CM Gates reviewed the draft Social Media Policy for consideration by the Board that establishes these platforms as primarily informational and not interactive. In discussion Directors felt it was overall better to establish this format to improve a constructive foundation.

## Overcoming Challenges

by Brian Stives  
Chairman of the Board



With current events, this has truly been a challenging year, and managing the budget has been one of the biggest challenges. I believe we are doing well, at least better than I expected, and we provide updates at every regular (3rd Thursday) meeting.

Since we use previous years execution as a guide/starting point for the future budget, creating next year's budget will certainly be interesting. The projected 2021 budget will be a topic at the next few meetings, so come on out, or join online, and give your input as far as priorities and things you'd like to see.

We're always open to input! Speaking of current events, the closure of the lodge facilities during the pandemic has created a unique opportunity to do some planned upgrades to the facilities. If you've been in the Lodge, you know the flooring was looking a bit tired and dated.

New flooring was projected for 2021, but since the facilities are currently closed, the Board decided to move that project up and get it done now. The timing is right and the funds are set aside in the Reserve fund, so look for some dust flying in the next few weeks and a much needed update to the main hall as well as EV lodge facilities.

Normally around this time I would be reminding you about safety in school zones, as the children head back to school. Looks like that may take a little different twist this year. I can't help but appreciate that our budget concerns pale in comparison to the school districts challenges with trying to figure out the whole on-line/in person learning challenges. Whatever happens, we hope our children have a safe and productive return to the classroom, be it in person or virtually!

In the meantime, lets go ahead and treat school zones as school zones regardless of the method of instruction. Better to be safe on this one!

I look forward to seeing you at a Board meeting, bring us your budget ideas! Until then, we'll see you around the neighborhood!

## Membership Satisfaction Surveys

Don't forget to rate our staff and departments with our Membership Satisfaction Survey!

Membership satisfaction surveys allows us to keep track on how we're doing - wrong or right - in determining better methods to improve the quality of life here in The Great Northwest. If you have some time, we would appreciate your time and feedback.

The link can be accessed on our main website or you can access the link directly at:

<https://www.surveymonkey.com/r/ZW7BFV2>

Please get word out for this over & over!!

## PASSAGES

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# We Miss You!

by Cindy Gates, CMCA®, PCMA®  
Community Manager



The Board of Directors and staff have been forced to fundamentally change how we do business during the COVID-19 pandemic. Just like a vast majority of small businesses, we've had internal upgrades and purchases of computers, updated 1980 AV lines and equipment to enable virtual meetings, plus.

We've made changes and are working hard to add to or enhance ways we can answer your questions or help you take care of your business with the Association,

because helping Members is what our staff is all about. An accounting position was recently eliminated due to the significant improvements in software, integration with banking systems and, attorney collections and a partner vendor for our AP function. But toward helping you find answers my space in this issue highlights some avenues you can go to for help.

But first:

**THE 2021 BUDGET IS IN DEVELOPMENT.** I'm in the process of taking input from residents and staff in developing the operating budget for 2021. When I deliver a balanced budget draft to the Board of Directors we will work through it line by line. So if you have any suggestions you would like to be considered, this is the time to share them with me. Email the Community Manager at CM@greatnorthwest.org.

**FACEBOOK POLICY.** The Board recently approved a Social Media Policy that establishes the Great Northwest Facebook page as an informational media on which staff will provide information and updates about events, sports, facilities, meetings, benefits of membership and probably some responsibilities too. Staff will always point you to the location where you can get answers.

**THANK YOU GNW FRONTLINE: BOARD OF DIRECTORS. DEPARTMENT MANAGERS. STAFF.**

These are the folks leading during these challenging times. They're out in front as essential workers doing their best to lead and balance interests of residents who don't want the pool open with those who think the pool should be open. Leadership matters. It counts. And that's what these people are doing now.

Department Managers and staff are either teleworking or here working. Teleworkers are adapting to new equipment, and sometimes lack of equipment at home, then change up and readjust when they're back in the office. Maintenance folks are distancing themselves by working on their own and sanitizing everything over and over.

Thanks for your patience as we work through these times together.

Best regards always - stay safe

*Cindy*

*Important change*

**MAKE AN APPOINTMENT**

www.greatnorthwest.org We're available Monday-Friday  
Notary Services | Faxes | Membership IDs | Copies | Payment Plans | Advertising | Accounting?s  
Deed Restriction Violation?s | Hall Rentals

**ASK ANY ?**

210.681.2983 Monday - Friday 10 a.m. - 7 p.m.  
Appointments | Hall Rentals | Assessments | Payment Plans | Security | Home Sale Docs  
Exterior Home Improvements | Deed Restriction Violations

**FIND FORMS**

www.greatnorthwest.org | At The Drop Box Outside the Office  
8809 Timberwilde Drive, across the street from Timberwilde Elementary School.

**OUT OF THE LOOP? WANT TO KNOW WHAT'S GOING ON? STAY CONNECTED!**

Email: communicate@greatnorthwest.org.  
Make sure your email address is in our system and up to date to receive important news, dates and updates.

**SPORTS or EVENTS?**

recreation@greatnorthwest.org

**TALK WITH THE BOARD OF DIRECTORS**

Attend a meeting the first and third Thursdays of the month. Executive starts at about 6:30 p.m. right after an executive session to review final notices for deed restriction violations on the first Thursday. Regular meeting starts at 6:30 p.m. on third Thursday: <https://us02web.zoom.us/j/6946393878?pwd=YjJLc1dMNzB0UmRyZFZHSk2VFhrZz09>

**ASK THE DIRECTORS**

www.greatnorthwest.org  
Click on that tab and your email will go directly to the Chairman of the Board and the Community Manager.

**REGISTER TO GET INSIDE THE WEBSITE**

communicate@greatnorthwest.org (Homeowners only)  
distancing themselves by working on their own and sanitizing everything over and over.

BUDGET PREPARATION TIMELINE	
A general timeline for budget preparation, review and approval	
<b>JUNE</b>	Budget Planning on BOD agenda
	Committees and teams asked for Ops & MR&R budgets input for ensuing year
	Managers asked for Ops & MR&R budgets input for ensuing year
	Residents asked for budget input for ensuing year
	CM begins work on ensuing year budget
	CM updates MR&R Schedule
<b>JULY</b>	CM prepares Ops budget
	CM works on MR&R reserve budget
<b>AUGUST</b>	CM reviews salaries with BOD (Exec BOD)
	CM presents draft Ops budget to BOD (Reg BOD)
	BOD reviews, edits, amends Ops budget (Reg BOD)
<b>SEPTEMBER</b>	BOD reviews, edits, amends Ops budget (Exec BOD)
	BOD reviews, edits amends Ops & MR&R budgets (Reg BOD)
<b>OCTOBER</b>	BOD reviews, edits, amends Ops & MR&R budgets (Exec BOD)
	BOD approves Ops & MR&R budgets and establishes assessment rate

## IMPORTANT RECREATION DATES

AUG 31	TO	SEP 12	Soccer Practices <i>Silvercreek</i>
SEP 12	TO	NOV 6	Soccer Games <i>Silvercreek</i>
NOV	TO	DEC	Basketball Registration <i>Register before rosters fill up!</i>

### COMING SOON

#### ~~SEP 5 • COMMUNITY FALL YARD SALE~~

~~8 am - 2 pm Silver Creek Soccer Fields.~~

~~Registration starts August 1~~

~~Prices: \$10 for 1 spot~~

~~With more than 60 booths, the GNW Yard Sale has everything you're looking for: antiques, furniture, toys, clothes, accessories...~~

~~You name it!~~

#### SEP 7 • Virtual Labor Day Event

*Great Northwest Facebook*

As we continue social distancing to help stop the spread of Covid-19, Labor Day 2020 will look different for all of us this year.

Show us how your household celebrates Labor Day and join us in celebrating together by posting your Labor Day BBQ picture on our Facebook page [facebook.com/GNWCIA](https://www.facebook.com/GNWCIA)

We will be giving the top winning picture prizes sponsored by Woodforest Bank. More details to follow.

#### OCT 10 • 10TH ANNUAL CAR SHOW

*5 pm - 9 pm, Silver Creek Soccer Fields*

*Registration starts September 1*

Enjoy viewing classics, muscle cars, hot rods and more with plenty of other vendors. This is our annual car show!

#### OCT 24-25 • HAUNTED HOUSE & HAYRIDE

*7 pm - 9 pm, Silver Creek Lodge*

Get spooked at our Haunted House & Hayride!

### WEEKLY ACTIVITIES

DAY	TIME	ACTIVITY	Loc.	
Mon	10 A	<del>Shake it up! Line Dancing</del>	SC	
Tue	10 A	<del>HomeSchool</del>	EV	
	6 P	<del>Mahjong</del>	SC	
Wed	11 A	<del>Dominocs</del>	EV	
	5:30 P	<del>SA Tumble Tots</del>	SC	\$10; Age 3-5
Thu	10 A	<del>Line Dancing</del>	SC	\$2
	10 A	<del>HomeSchool</del>	EV	
	1 P	<del>Poker</del>	SC	

## SEPTEMBER

■ Silver Creek | ♦ Emerald Valley

SUN	MON	TUE	WED	THU	FRI	SAT
		1	2	3 Exec. Board MTG. ■ 6:15 PM SC	4	5
6	7 ACC Mtg ■ 4 PM OTR	8	9	10 GNWatch MTG ♦ 6:30 PM EV	11	12
13	14	15	16	17 Reg. Board MTG. ■ 6:30 PM SC	18	19
20	21 ■ ACC MTG ■ 4 PM OTR	22	23	24	25	26
27	28	29	30			

## OCTOBER

■ Silver Creek | ♦ Emerald Valley

SUN	MON	TUE	WED	THU	FRI	SAT
				1 Exec. Board MTG. ■ 6:15 PM SC	2	3
4	5 ACC Meeting ■ 4 PM OTR	6	7	8 GNWatch EV ♦ 6:30 PM	9	10
11	12	13	14	15 Reg. Board MTG. ■ 6:30 PM	16	17
18	19 ACC Meeting ■ 4 PM OTR	20	21	22	23	24
25	26	27	28	29	30	31

# Looking Forward

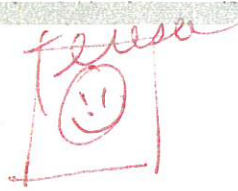
by Teresa Johnson  
Recreation Programs Manager

COVID-19 has made this summer unforgettable for all of us here at Great Northwest. We have all had to do things differently and learn of new ways to stay connected.

GNW recreation department has been heavily impacted by COVID-19. We have had to make adjustments to keep residents and staff safe during this pandemic. It has been difficult for many of us as we have planned and prepared for different sports and events.

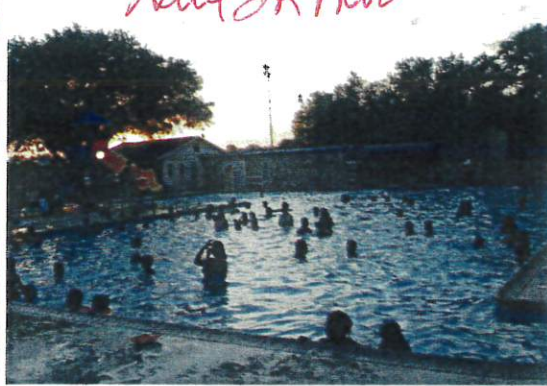
This virus has changed and canceled so many of our events. We have missed those things that have become GNW traditions. We have missed seeing our friends and fellow residents at the pools, dive-in movies and our anticipated July 4th parade.

We are looking forward to the time when we can be together again enjoying time with each other in the in this Great Northwest community.



*July 4th*

*Dive In Movie*



*Thanks Volunteers!*

*Christmas Market*

## Labor Day Picture Event Sponsor: Wood Forest Bank

A humongous shoutout to Woodforest Bank for providing their donations for our online Labor Day Picture Contest. This franchise, located on Bandera inside the Walmart, has been providing the Great Northwest with donations for various events for the past several years with no mentioning of accolades and they are, once again, doing it again. Thank you, Wood Forest Bank!

PICTURE

PICTURE

*Is this supposed to be connected?*

### IMPORTANT RECREATION DATES

MAR 23 TO MAY 30	Soccer Practices Silvercreek
APR 4 TO MAY 30	Soccer Games Silvercreek
MAR 2 TO MAY 8	Swim Team Registration Register before rosters fill up!

### EVENT NEWS

#### VIRTUAL LABOR DAY EVENT SEPTEMBER 7 • ALL DAY

Woodforest bank will be donating gift baskets that will be unveiled on our Facebook page soon so go follow and like our page to get constant updates!

Facebook.com/GNWCIA

#### 10TH ANNUAL CAR SHOW

OCTOBER 10 • 5 PM - 9 PM

We're not sure if we'll be holding this event, but it's in the planning stages. It will be our first physical event in a while, but it will still be managed with social distancing involved. You don't have to be up close to admire these beauties, though!

#### HAUNTED HOUSE AND HAYRIDE

OCTOBER 24 & 25 • 6 PM - 9 PM

The Haunted House and Hayride will be very different than in the past, but that doesn't mean that it doesn't have to be fun! We're currently planning the best way we can have the Haunted House and social distancing at the same time.

## Master Policy Manual Update: Social Media Policy

C2

GREAT NORTHWEST MASTER POLICY MANUAL (MPM)

### MASTER POLICY MANUAL

<b>Operations Category</b>	<b>Communications</b>
<b>Operations Subcategory</b>	<b>Social Media</b>
<b>Approved By</b>	<b>Board of Directors</b>
<b>Approval Authority</b>	<b>Articles of Incorporation</b> -Article Four – Purposes and Powers -Article Seven – Board of Directors <b>Bylaws</b> -Section VII, Powers and Duties of the Board of Directors Texas Residential Property Owners Protection Act Texas Administrative Code, TAC 3, 70.3
<b>Date of Approval</b>	<b>August 5, 2020</b>

WHEREAS the mission of the Association is to act to preserve and increase the value of Association members' property and offer an improved quality of life to residents;

WHEREAS the Board of Directors desires to maintain an informational presence on Facebook where the organization can provide information to homeowners and residents about use of facilities, events, sports, and organization business that is of interest or needed by owners' of property in the community;

WHEREAS it is desired that the Association maintain an informational presence on social media platforms including Facebook;

WHEREAS it is the goal of the Association to promote visibility, transparency and accuracy in Association communication with its Members;

WHEREAS it is considered that communication on social media be used as a platform to provide direction to website, locations and staff sources where homeowners can get answers to personal questions and clarification about how generally to handle Association matters; and,

WHEREAS all communication must be conducted in a non-confrontational and respectful manner, and as such is vital to the successful realization of our mission and goals.

NOW THEREFORE the following will followed to develop and maintain a neighborly, informative presence on social media platforms to be managed and used by staff.

1. Post informative who, what, when, where, and why information about events, sports, meetings, etc. that are planned and organized by the Association
2. Provide a link on each post that links back to GNW's website in the description:  
[www.greatnorthwest.org](http://www.greatnorthwest.org)
3. Provide additional independent authority links when appropriate and possible
4. Do not engage in personal requests but direct residents to sources where there are answers to questions, i.e., website, staff, appointments, etc.

*This does not need a full page link about*

C2

GREAT NORTHWEST MASTER POLICY MANUAL (MPM)

5. Use a balanced tone that strikes professionalism and personality, but is also fun to attract relax-read adults
6. Keep things professional not personal, informative and accurate: staff represents the Great Northwest
7. Keep things constructive
8. Include the Association’s logo in every post
9. Maintain a professional, close and objective tone
10. Respond promptly
11. Maintain a schedule of identified days of the week for posts
12. DO NOT POST
  - o On other people’s FB pages
  - o Personal opinion’s
  - o GNW or national politics or religion
  - o Mass message
13. Post upcoming events at prime readership days/times to engage the audience and for maximum exposure
14. Stay neutral and give residents other avenues to take their issues, complaints, or praise:
  - o Responsible staff
  - o Community Manager
  - o Ask the Directors tab on the website
  - o Attend Board meetings
15. Prohibited and will automatically be deleted
  - o Harassing, discriminatory or threatening comments or material
  - o Defamatory comments
  - o Personal views represented as those of the Association
  - o Unrelated "junk" messages, advertisements or other solicitations
  - o Unlawful, obscene, or hateful comments and material

The Association reserves the right to remove offending posts without prior notice and reserves the right to terminate access to any person who doe

Approved

August 6, 2020

Date

\_\_\_\_\_  
Brian Stives

Chairman – Board of Directors

\_\_\_\_\_  
Cynthia C. E. Gates

Secretary to the Board of Directors

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- GNW Resident



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THE GREAT NORTHWEST PRESENTS

# Labor Day

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FUN?

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### Picture Uploading Event



# SEPTEMBER 7 ALL DAY

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### DEED RESTRICTION Activity from July - August, 2020

Below is the list of calls/complaints to the **Deed Restriction Department** made during **July - August**. **Calls per day: 8-15. Correction Rate: 92%** Abbreviations of sub-divisions are as follows: Silver Creek (SC); Timberwilde (TW); Ridge Creek (RC); Sage Coach Crossing (SCC); Commons (C); Village Northwest (VNW); and Emerald Valley (EV).

Complaint	SC	TW	RC	SCC	C	VNW	EV	TOTAL
Nuisance	79	29	53	41	46	45	71	364
Inoperable Vehicle	4	1	2	0	0	2	5	15
Basketball Hoop	6	0	5	0	1	0	9	21
Fence/Garage Door	12	5	13	7	4	8	10	59
Overgrown Grass	78	46	69	43	37	42	89	404
Boats/Trailers	11	0	8	2	0	2	15	38
<b>TOTALS</b>	<b>190</b>	<b>81</b>	<b>150</b>	<b>93</b>	<b>89</b>	<b>99</b>	<b>199</b>	<b>901</b>

### ACC STATS

All exterior construction, additions, changes or alterations must be approved by an **"Architectural Control Committee,"** as per section 5A.2-5A.9 of the deed restrictions.

#### July - August 2020

Street	Improvement	Value
Timber Bark	New Sidewalk	\$16,980
Timber Bridge	Sun Room	\$10,000
Valley Dale	New Roof	\$1,000
Ridgeland	Landscaping Wall	\$1,000
Valley Dale	Stone Columns	\$1,000
Timber Loche	Home and door paint	\$1,950
Timberhurst	Exterior paint of home	\$5,000
Timberhurst	Fence screen for trash cans	\$50
Timber Mill	Exterior paint of home	\$6,000
Timber Hawk	New Fence	\$1,750
Timber Laurel	Cover Patio	\$1,000
Ridge Oak	Solar Panels	\$26,888
Ridgebrook	Brick Mail Box	\$700
Encino Village	Exterior Paint of Home	\$800
Timber Bridge	Sun Room	\$10,000
Timber Hurst	Room Extension	\$22,000
	<b>TOTAL</b>	<b>\$106,118</b>

For more information you can find a copy of the GNW deed restriction and exterior guidelines on the Great Northwest website, [greatnorthwest.org](http://greatnorthwest.org).

### MONTHLY SECURITY ACTIVITY REPORT Activity from July - August, 2020

Below is the list of calls/responses the Security Department made during May - June. Abbreviations of sub-divisions are as follows: Silver Creek (S/C); Timberwilde (T/W); Ridge Creek (R/C); Village Northwest (VNW); Commons (C); and Emerald Valley (EV).

	SC	TW	RC	VNW	C	SCC	EV	TOTAL
Alarms	0	0	1	1	0	0	0	2
Animal Complaints	3	1	1	0	0	1	1	7
Assault	0	0	0	0	0	0	0	0
Assist Public	9	1	3	2	0	0	3	18
Burglary Res/ Bldg	0	0	0	0	0	0	0	0
Burglary Vehicle	0	0	0	0	0	0	1	1
Burglary Mailbox	10	0	0	0	0	0	0	10
Criminal Mischief	2	0	1	0	0	0	1	4
Criminal Trespass	0	0	0	0	0	0	0	0
Deed Restriction	3	0	1	0	0	0	1	5
Fires	0	0	0	0	0	0	1	1
Child - Missing	0	0	0	0	0	0	0	0
Disturbances	8	0	1	0	0	0	0	9
Lost/Found Property	0	0	0	1	0	0	2	3
Poss. Controlled Substance	0	0	0	0	0	0	0	0
Public Intoxication	0	0	0	0	0	0	0	0
Harassment - Threats	0	0	0	0	0	0	0	0
Salesman/ Soliciting	0	0	0	0	0	0	1	1
Sex Offenses	0	0	0	0	0	0	0	0
Suspicious Activity	1	0	1	1	0	0	2	5
Suspicious Pers./ Veh.	0	0	1	0	0	0	1	2
Thefts	0	0	0	0	0	0	0	0
Traffic Complaints	0	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>36</b>	<b>2</b>	<b>10</b>	<b>5</b>	<b>0</b>	<b>1</b>	<b>14</b>	<b>68</b>

### SECURITY RESIDENTIAL SERVICES REPORT Activity from August, 2020

Below is the list of responses the security department made when assisting the public during August 2020. Abbreviations of sub-divisions are as follows: Silver Creek (S/C); Timberwilde (T/W); Ridge Creek (R/C); Village Northwest (VNW); Commons (C); Stage Coach Crossing (SCC) and Emerald Valley (EV).

	SC	TW	RC	VNW	C	SCC	EV	TOTAL
Alarms	1	0	0	0	0	0	0	1
Facility Check	2520	0	0	0	0	0	1621	4141
Lost/Found Animals	1	0	0	0	0	0	0	1
Jump Start Battery	0	0	0	0	0	0	2	2
Home/Veh. Lockouts	1	0	0	0	0	0	0	1
Open Doors	1	0	0	1	0	0	2	4
Vehicle Lights Left On	0	0	0	0	0	0	0	0
Welfare Checks	2	0	2	0	0	0	1	3
Out-of-Town	132	0	94	12	0	12	22	272
Special Watch	5	0	0	0	0	0	0	5
<b>TOTALS</b>	<b>2663</b>	<b>0</b>	<b>94</b>	<b>13</b>	<b>0</b>	<b>12</b>	<b>1648</b>	<b>4430</b>

# Delivering "Effective" Customer Service

by Derrick Chandler  
Security Chief



The Great Northwest Security Department endeavors to provide superb customer service to our community. To ensure the most prompt and efficient level of service, especially during emergencies, we've

provided examples of Police versus Security roles. This should minimize the response times and deliver effective customer service in most situations.

may result in serious bodily injury, should be reported immediately to the 911 dispatch center. Police Officers are highly trained professionals, equipped to respond to these kinds of incidents.

GNW Security Department Officers are the most visible "Goodwill Ambassadors" of our great community. We provide a 24 hour security and customer service presence year-round to ensure our buildings and amenities remain safe for our residents to use. We travel the community using security vehicles, to provide strategic mobile patrols and to maintain high visibility to deter crime. For Security assistance, contact (210) 669-4049.

If you have questions regarding neighborhood crime prevention please contact our new S.A.F.F.E. Officer Tim Henry at 210-207-5828. If you have questions about our Security Department please contact Chief Chandler at 210-669-8984. We are working together with the SAPD and our residents to keep the community safe.

Property crimes that are not "in-progress" such as residential burglaries, vehicle burglaries, mailbox burglaries, delivered packages and automotive thefts, should be reported to the SAPD non-emergency dispatch center at (210) 207-7273.

In-progress and more serious crime, such as physical assaults, assault with a weapon, armed robberies, gunshots fired and any incident that

## Neighborhood Watch

Neighbors looking out for one another is a fundamental first step for increasing community security. Neighbors are a community's 'first line of defense.' Everyone in a community should be aware of who belongs on the property and who doesn't. Inform the security department and/or neighbors when you're going to be away for a period of time.

Immediately, report to security, law enforcement and neighbors any suspicious activity. Simply looking at what's going on outside our homes and considering its implications greatly help to detect and deter crime.

If you are interested in learning more about the Neighborhood Watch Programs, please contact Derrick Chandler, the Security Chief here at the Great Northwest at (210)669-8984 or secchief@greatnorthwest.org.



### IMPORTANT CONTACT INFORMATION

**EMERGENCIES**  
911

**SAPD NON-EMERGENCY**  
210.207.7273 or 210.207.7744

**SAPD SAFFE OFFICER EAST OF TEZEL**  
210.207.6087  
kimberly.kory@sanantonio.gov

**SAPD SAFFE OFFICER WEST OF TEZEL**  
210.207.5829  
michael.thornton@sanantonio.gov

**SAPD TRAFFIC**  
210.207.7765

**CITY ASSISTANCE**  
311 or 210.207.6000  
www.sanantonio.gov

**SAWS**  
210.704.7297  
www.saws.org

**BEXAR COUNTY DISPUTE RESOLUTION CENTER**  
210.335.2128  
www.bexar.org/drc

**CPS ENERGY**  
210.353.2222  
www.cpsenergy.com

**ANIMAL CARE SERVICES**  
210.207.4738

**NORTHSIDE POLICE**  
210.523.4706

**CONSTABLE PCT. 2**  
210.465.4408

**POISON CONTROL**  
1.800.764.7761

# ADVERTISE HERE

## Starting at \$35 bimonthly with 30% off for Residents

Truong Nguyen  
communicate@greatnorthwest.org  
210.681.2983



# This is a Challenging Time For All of Us - *Call for an appointment*

by Jose Morlett  
*Deed Restriction and Architectural Control Department  
Manager (DRACO)*

This is a challenging time for all of us, and our hearts go out to everyone

affected by the outbreak of COVID-19. We're monitoring this situation, and we strive to comply with guidance and regulations from government and public health authorities across our city and state.

Our number one priority is the safety of our staff and our residents. We are constantly working to help everyone stay safe while continuing to serve our residents. Some of our staff is successfully working from home and

we will continue to do it until further notice, depending on how the situation develops. We are grateful to have at hand all the tools needed to communicate virtually, internally, and externally. The DRACO can meet in-person with reservations from 2 - 5 pm Monday thru Friday at the front office with any issue one has. We are still excited to be in touch thru email or phone calls.

Our commitment to our residents is unshaken. We are in this together and we're fully dedicated to delivering the best service. We're confident that, as a staff, we will get through this unprecedented time with minimal inter-

**Contact Number**  
210-681-2983

**Jose Morlett**  
*DRACO Manager*  
draco1@greatnorthwest.org  
Ext: 102  
Cell: 210-485-9063

**Claudia Carbajal**  
*DRACO Officer*  
claudiac@greatnorthwest.org  
Ext: 118  
Cell: 210-889-1790

**Ashley Crawford**  
*DRACO Officer*  
ashleyc@greatnorthwest.org  
Ext: 117  
Cell: 210-485-8322

## GREAT NORTHWEST COVENANTS, CONDITIONS & RESTRICTIONS ARTICLE VI, USE RESTRICTIONS Property Use Standards and Guidelines

### Section 6.14: Easements

Easements for installation and maintenance of utilities and drainage facilities are reserved as shown on the recorded plat and over the rear five (5) feet of each lot.

Within these easements, no structure, planting, or other material shall be placed or permitted to remain which may damage or interfere with the installation and maintenance of utilities, or which may change the direction of flow of drainage channels in the easements, or which may obstruct or retard the flow of water through drainage channels in the easement.

The easement area of each lot and all improvements in it shall be maintained continuously by the owner of the lot, except for those improvements for which a public authority or utility company is responsible.

The owner of the property upon which a utility easement is located may use it for lawn purposes. Fencing across the easement shall be permitted, but gates along the side lot lines must be provided. The gates shall be at least as wide as the easement, and shall be capable of being

opened and closed at all times.

These gates, shall be secured in the center by a drop rod or some similar device which does not obstruct free passage over the easement. The drop rod may be lowered into a drop rod keeper installed so as to be flush with the ground level.

No permanent type center pole for the gates may be erected on the easement. The gates provided for herein shall remain unlocked at all times.

There is hereby created five (5) foot wide easements for drainage purposes on, over, and across rear lot lines and three (3) foot wide easements for drainage purposes on, over, and across the side lot lines of each and every lot in this subdivision.

No fence, wall or hedge shall be built or maintained forward of the front wall line of the respective house. No fences with a rural character (i.e., cedar post and barb wire, sheep wire, chicken wire, etc.) will be permitted on any lot.

In no case shall a yard fence be forward of the platted setback line. No existing dwelling shall be moved onto any lot in this subdivision.

### What To Do if *Need to borrow tools* You're Out of Tools

Did you know that you could borrow tools from the City of San Antonio Toolshed? Lawnmower broke and you get a notice from DRACO what to do? Check out the COSA Toolshed. 210.416.5963

#### WHAT IS THE COMMUNITY TOOLSHED?

The community tool shed contains a collection of hand and gas power tools that can be used at no cost by residents, businesses, and community groups of San Antonio to clean and improve their properties.

#### WHAT TOOLS ARE AVAILABLE?

Tools that are available to loan through our Community Tool Shed program include the following:

- Lawnmowers
- Leaf Blowers
- Loopers
- Rakes
- Shovels
- Tree Pruners
- Wheelbarrows

#### BORROWING TOOLS

A completed Application and Release Form are required to use the tools. Residents may borrow the tools free of charge with advance notice, completed forms, and proper identification. Tools are checked out on Friday mornings and returned on Monday mornings.

*Complete (method, photo #)*  
*Need to borrow tools*

## Oak Wilt In-Cycle

To safely protect your trees from becoming infected we still need to take steps to protect our trees. For additional information on the city's oak wilt program refer to the following web site for some helpful information: <https://www.sanantonio.gov/DSD/Constructing/Tree#182061934-oak-wilt> With that in mind, here's some helpful products to reach up high when you need to cover recent tree limb cuts



fill your done with all your cuts.

2. Not covering cut limbs invites insects transferring oak wilt from tree to tree. To prevent that, the City of San Antonio requires contractors and residents to cover the wounds shortly after making each cut. Here are few tools you'll want to consider using to cover the wounds making it safe and easier to cover those wounds.

a. You can cover the wounds with paint or spray products specifically designed to cover cuts. So left over spray paint works. If you don't have any leftover paint, consider using products like Spectracide Pruning Seal. (see photo DSC01199). It's available at large retailers and home improvement stores for around \$6.00 and up. I'd suggest painting over each cut as you go, as it's easy to forget where cut if you

b. If your cuts are up high in the tree, there are two products you can use to reach those high cuts – Attach a Spectracide Reach 'n Spray Long Range Aerosol Can Sprayer to a painters extension pole (See photos DSC01198, 1200 and 1203). these products are available also at home improvement stores. The Reach', and Spray is about \$20.00 at home improvement stores. You can also use it to slip in a spray can of wasp spray or a spray can of touch up paint should the need arise. You just screw the reach 'n Spray onto a an extending painters pole. I use a 12 foot extending Wooster Sherlock 6-12 foot pole sold at Home Depot. This one is about \$43.00. They come in many lengths.

3. Please remember to clean your pruning tools before using them. Ask your contractor or do it yourself using a bleach solution can kill any infectious residue from getting to your trees. It gets real expensive to remove trees that die from this infection and replace them. The loss of shade effects our comfort and pocket books.

## San Antonio Oak Wilt Ordinance

Sec. 21-170. – General requirements.

a. The provisions of this section apply to any person, firm, corporation, business entity, city department, public or private utility to the extent permitted by law.

b. All wounds to the trunk, limbs and root system of oak trees in the city that expose

sapwood shall be painted within thirty minutes of the wound with asphaltic or exterior oil or latex based paint.

c. Firewood from oak wilt infected trees shall not be brought into the city at anytime (Ord. No. 97332, § 18, 3-13-03)

## Succulents in the Garden

by Camille Fiorillo  
Horticulturalist

Plants seem to enjoy periods of popularity, and right now, I would say succulents seem to be in style. Did you know that certain succulents – with some being interesting house plants – can survive year round outside in our plant hardiness zone? (The USDA rezoned us to 9A from 8B due to climate change)

Remember, not all succulents are cold hardy; Aloe Vera, for instance, will turn to mush in a hard freeze. Succulents need at least six hours of direct sun. It is okay if they are shaded in the hottest part of the day. They generally don't need to be watered (except in extreme drought) and, in fact, do not like to have wet feet.

They should be planted in an area that drains well. Succulents store water in their leaves. For best results, while using our clay soil here in The Great Northwest, mix in a little perlite or decomposed granite to loosen the soil. As an option, you can buy cacti and succulent soil mix and incorporate that into your growing area.

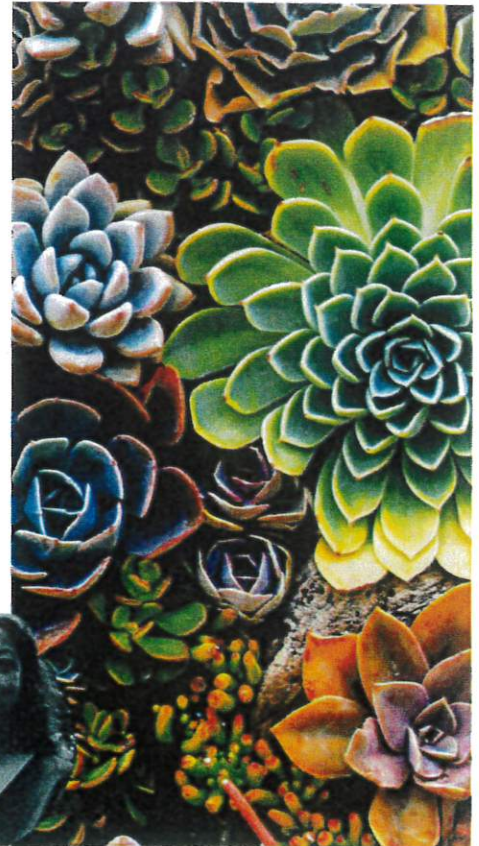
roof gardens, rock gardens, areas of lawn replacement, as well as being added to existing borders and beds. A popular outdoor succulent is Sempervivum tectorum, commonly called hen & chicks. These evergreen perennials come in a variety of colors and form in rosettes. The central rosette is the "hen" and the smaller off shoot rosettes are the 'chicks.'

Another consideration is Sedum (stonecrop). There are a variety of forms such as groundcover, upright and trailing. These come in a multitude of colors. Echeveria is another popular choice. There are dozens of species of Echevaria. They are easy to grow and are easily propagated by leaf.

Remember to hydrate and work in the shade or early morning to beat the heat.

Happy Gardening

Succulents can be used in wall gardens,



## Waste Collection Assistance Program

The City of San Antonio, Solid Waste Management Department offers customers who are unable to bring their solid waste container(s) to the curb as certified by a medical professional may qualify for collection assistance either temporarily or permanently.

For more information contact 3-1-1 or 210-207-6000 Mon- Fri 7:00 am - 7:00 pm or Sat and Sun 8:00 am - 5:00 pm and request the Collections Assistance Program Application.

Once the application has been filled out by you and a licensed medical professional submit the form back to Solid Waste Management by mail, email or fax, SWM will contact you to make the arrangements as far as container size and placement.

## Animal Complaints

While The Great Northwest's positioning is to accommodate all residents on issues related to property values and improving the experience as a resident in the community, The Great Northwest, unfortunately, is not specialized in handling animal-related situations. However, San Antonio's division in handling these situations, Animal Care Services, are specialized in fielding these inquiries and are the community's best weapon in accommodating situations in which animals are involved. This applies for animals that are owned by legal guardians or are not owned (strays).

Understandably, one of the first steps that would come to mind under duress is to contact the Great Northwest's security department or DRACO. However, the effectiveness of these calls would be better managed under Animal Care Services by calling: 210-207-6000 or 3-1-1. Hours for 3-1-1 are Monday - Friday, 7 am - 7 pm. Saturday and Sunday's hours, including holidays, are 8 am - 5 pm.

For more information on dangerous/aggressive animals, here is a link to check out: <https://www.sanantonio.gov/Animal-Care/What-We-Do-Services/Animal-Control/Investigations>

### from the cover

dated restrictions placed by state and local officials. The reliance of recreation events to keep together the traditional social aspects here in GNW has become more so.

We began <sup>begin</sup> planning virtual events in hopes of offering that same sense of tradition, but we understand it's not the same. Nothing is going to be quite the same for now, but we're constantly looking forward to the next opportunity to revitalize the community with resident's safety as the first priority.

There is one constant in all of this unpredictability, though - our commitment and service to you as a resident of the Great Northwest. Our hours have been 10 am - 7 pm, Monday - Friday since March 13 and will be the same throughout the rest of the year and years after. We'll be back to normal in due time, but if you need help with anything now, do not hesitate to call 210.681.2983 - we're always here to help and assist. [greatnorthwest.nabrnetwork.com](http://greatnorthwest.nabrnetwork.com).



## Earn Cash for College, Students - Volunteers!

As you may have many opportunities to volunteer your time, students of the Great Northwest, know that you can volunteer in your own back yard here at the Great Northwest and earn a scholarship.



There are two scholarships that are offered at the Great Northwest. An Athletic Scholarship which requires hours of volunteering in your community while maintaining your athleticism. The other scholarship we offer is an Academic Scholarship (Camille Forillo Perpetual Scholarship) which requires hours volunteering in your community as you excel in your academics.

Although it may seem difficult to find the time to

volunteer some time toward a cause that offers no monetary payment in return, the benefits you'll draw from the experience may end up being worth more than what you make working that part-time job.

Whether you're a freshman or senior, it's never too late to look into volunteer gigs. Although, if you'd like to use your community service experience as leverage on a college application, the sooner the better!

Volunteering will help you with the following:

- Gives you the opportunity to make a difference in your community.
- Help you with your development skills.
- Gives you the opportunity to meet more people - people that could be contacts even after high school.
- Volunteering also allows you to become a great leader and a coordinator.
- Volunteering allows you to explore other interests.

Visit the Great Northwest office at 8809 Timberwilde or call 210-681-2893 for volunteer opportunities.

Advertise in *Passages*

Prices start at \$50 bimonthly  
210.681.2983

**HOME REPAIR SERVICES**

**FOUR SEASONS PAINTING**

Serving GNW since 1977. Interior & exterior. We also pressure driveways & sidewalks. Visit us on Facebook for before & after pictures. 210.827.4848

**ENERGY ALTERNATIVE**

High electric bill? Call or text me for a free estimate on installing solar panels. I am a Great Northwest resident and would be more than happy to speak to you! Chad Brooks 210-782-3183

**ROOFING CONTRACTOR**

Repairs and Replacements. FBG Construction. Liscensed and Insured. BB A+ Rating. GNW Resident. GNW References. Call or Text Roger 210-861-7682

**AIR CONDITIONING REPAIR**

Service & Installation. "Amigos" same day service. Reasonable pricing. "Doing the job right the first time." 210-393-7421

**3 T PLUMBING**

Family Owned & Christian Based. Call Bryan, Master Plumber (LIC#M39336) at 210-323-6066. plumbermant@yahoo.com. www.3tplumbing.com

**\$9.50 SERVICE CALL**

Repairs for Refrigerators, Stoves, Washers, Dryers, and freezers. 1 year warranty. Quick service. Contact Marcus at 210-372-2790.

**CANTU PLUMBING**

Cantu Plumbing Residential Plumbing repairs water heaters, faucets commodes, water leaks Contact: Robert 210-256-1868. Lic: RMPM12400

**HANDYMAN SERVICES**

**GENERAL CARPENTRY & HANDYMAN**

Call Mike 210-608-2259

**LAWN CARE SERVICES**

**LAWN AND FENCE WORK**

Blowing and edging. Repair and replace wood fences. Junk removal. FREE ESTIMATES. Mike 210-857-4935.

**YARD SERVICE**

Over 20 years of experience. Teacher for NISD. I can cut, trim, and edge. Call for a free quote. Ken. 210-378-0369

**PRESSURE WASHING**

Pressure washing. Call Jamie 210-209-7036

**POWER WASH**

Driveways. Sidewalks. Free Estimates. Fair Prices. Courteous GNW Resident. 710-3049. Pls. leave msg. if no answer.

**MARTY'S LAWN SERVICES**

Lawn Services: \$25 to \$50. Pressure washing available. Call Tony at 210-552-3736 or Marty at

210-322-4619

**BLUE LANDSCAPING**

It's spring we'll give your lawn the care it deserves Tree trimming, hedges, renovation, irrigation. Gives us call today (210) 781-0455.

**LOCAL SERVICES**

**YOUR LOCAL REALTOR**

If you are looking to buy or sell a home, I will do my best to make it easy for you. Call Ed Garza with Phillips & Associates at 210-218-0845. I will also work with builders

**REAL ESTATE**

AE Guzman and Associates Trish De La Rosa Real Estate Agent (210)-667-5025

**AFTER HOURS NOTARY**

Now serving the GNW! Call 210-740-5079. Notario Publico – se habla espanol lla me 210-740-5079.

**MOVING?**

Let me help you find your next house or apt. No worries about high pressure. Joshua 210-705-3674.

**CREATE ART STUDIO**

Art parties, classes, homeschool, after school, fine art, murals, camps, painted furniture and more! Call 210-563-9047 today!

**CHILD / PET CARE**

**WHISKERS AND PAWS PETSITTING**

Robert Stallings – Pet sitting for cats & dogs, dog walking starting at \$25. Contact me at 805-294-3211.

**PET SITTER NIGHT & DAY**

20 yrs experience! Ask for Donna. Call 210-521-9111.

**HOME DAYCARE**

Spanish immersion home daycare. Children under 5. Affordable. 210-854-3499

**CNA SERVICES**

CNA with 12 years experience, compassionate, responsible, and reliable. P.O.C Margarita Fernandez 254-220-9334

**WANTED: BABY FEMALE RAT TERRIER**

I have a good home in the Timberwilde area and am looking for a baby female rat terrier for it. M. Safekos. 210-686-9031.

**COMPUTER/TECH**

**TV ANTENNAS INSTALLATION 523-5836**

**MAC / IPHONE / IPAD HELP**

Training, upgrades, networking, troubleshooting. 210-273-5927 [www.MacAnswers.com](http://www.MacAnswers.com)

**CASH FOR IPHONES, IPADS**

Have a damaged Apple device you don't use? I'll buy it for cash! Must be unlocked! Text 210-608-7023

**FOR SALE**

**CAT TREES FOR SALE**

I make and sell cat trees. Contact for availability or have me customize one. 210-719-3495.

**SCENTSY CONSULTANT JUAN LUIS**

<http://juanluis.scentsy.us> \$6 Car Bar Scents; \$8 Room Spray Scentsy Cleaning/Laundry products More info – 210-818-856-1061

**CRYSTAL FOR SALE**

Vintage Fostoria, Fenton, Rose Point, Candlewick, Lenox, Wedgewood, Waterford, Chantilly Lace and more 210-215-4872

**TWO ITEMS FOR SALE**

1. Black toolbos gently used: \$100
2. TV console; beautiful cherry wood with 2 glass doors; opening dimensions 45" W x 42" H x 27" D. \$100. Call: 210-279-8762

**2500 DODGE TRUCK PARTS**

New chrome bumper, new grill, four MAC wheels and tires. 300 for all. 210-273-0932

**BEDROOM SET**

Young girls bedroom set with drawers, headboard and shelves. Dresser in good condition. White Color. 210-639-6354

**HALL RENTALS at GREAT NORTHWEST**

**CALLANEN HALL |**

**8809 TIMBERWILDE DR.**

Rental Fee ..... \$468  
Damage Fee ..... \$200

**FLORES HALL |**

**9310 TIMBER PATH**

Rental Fee ..... \$188  
Damage Fee ..... \$200

## Self-Assessment Check

### Health protocols for individuals:

- Maintain at least 6 feet separation from other individuals not within the same household. If such distancing is not feasible, other measures such as face covering, hand hygiene, cough etiquette, cleanliness, and sanitation should be rigorously practiced.
- Self-screen before going into a business for any of the following new or worsening signs or symptoms of possible COVID-19:
  - Cough
  - Shortness of breath or difficulty breathing
  - Chills
  - Repeated shaking with chills
  - Muscle pain
  - Headache
  - Sore throat
  - Loss of taste or smell
  - Diarrhea
  - Feeling feverish or a measured temperature greater than or equal to 100.0 degrees Fahrenheit
  - Known close contact with a person who is lab confirmed to have COVID-19
- Wash or disinfect hands upon entering a business and after any interaction with employees, other customers, or items in the business.
- Consistent with the actions taken by many individuals across the state, consider wearing cloth face coverings (over the nose and mouth) when entering a business, or when within 6 feet of another person who is not a member of the individual's household. If available, individuals should consider wearing non-medical grade face masks.

<https://covid19.sanantonio.gov/What-You-Can-Do/Symptoms>

## Testing

Located on the right-hand side of this page is a list a testing sites around Bexar county, but to find more, free pop-up and walk-in sites, visit their web-site at [covid19.sanantonio.gov](https://covid19.sanantonio.gov).

From there, you can find "pop-up, walk-in sites" that will offer you free testing with no fees. However, some sites requires registration a few days in advance.

## While Awaiting Test Results

Avoid using public transportation, ride-sharing, or taxis when commuting. If you were tested because of an exposure to someone who is confirmed to have COVID-19: do not return to work until 14 days after the exposure. (You may have been negative on the day you were tested but could still be incubating)

If you were tested because of symptoms: wait to return to work until all of the following have been met: 10 days after onset of symptoms; Symptom improvement; and, 72 hours fever-free without the use of fever-reducing medicines.

If applicable, notify your supervisor and note the day of testing. If you are not experiencing symptoms: follow recommendations to protect yourself. If you are a healthcare facility worker or first responder, request guidance from your supervisor on any potential work and patient care restrictions until you know your test results.

## Contact Tracing

To keep our city safe during the coronavirus pandemic, a mobile health program offered through the City of San Antonio will remotely monitor and support residents who may have been exposed to Covid-19.

Use of the emocha Health app will allow the San Antonio Department of Health to support you in tracking any symptoms you may experience during this time, and ensure timely notification for consideration of medical evaluation and/or COVID-19 testing.

Below is a list of testing centers. For more information, call 311 or the city's COVID-19 hotline, 210-207-5779, or visit [covid19.sanantonio.gov](https://covid19.sanantonio.gov).

- **Freeman Coliseum:** Testing type: Drive-thru testing by appointment; Cost: free; 3201 E Houston St.; (210) 233-5970; 8 a.m - 4 p.m. Monday through Friday; 8 a.m.-2 p.m. Saturday through Sunday.
- **Texas MedClinic (SE Military and Roosevelt):** Testing type: in building testing (walk-up); Cost: Fees may apply; 1111 SE Military Dr.; (210) 927-5580; 8 a.m.-11 p.m. 7 days a week.
- **Quality Urgent Care-Palo Alto:** Testing type: in building testing (walk-up and appointment); Cost: Fees may apply; 8526 IH 35 S, Ste. 101; (210) 564-9972; 8 a.m.-8 p.m. 7 days a week.
- **CentroMed - Palo Alto Clinic:** Testing type: Drive-thru testing by appointment; Cost: free; 9011 Poteet Jourdanton Fwy; (210) 922-7000; 8:30 a.m.-4:30 p.m. Monday to Friday.
- **Texas MedClinic: SW Military + Zarcamora:** Testing type: Drive-thru testing by appointment; Cost: free; 2530 SW Military Dr.; (210) 233-5970; 9 a.m.-5 p.m. Monday to Saturday
- **MedPost Urgent Care:** West Hildebrand: Testing type: in building testing (walk-up and appointment); Cost: Fees may apply; 115 Angeles Dr Suite 103; (210) 361-5793; 8 a.m.-8 p.m., 7 days a week.
- **Alamo City Urgent Care:** Marbach: Testing type: in building testing (walk-up); Cost: Fees may apply; 8223 Marbach Rd, #102; (210) 210-941-2282; 9 a.m.-9 p.m. Monday to Friday.; 9 a.m. - 6 p.m. Saturdays
- **Innovative Urgent Care & Family Health Clinic:** General McMullen Clinic: Testing type: in building testing (walk-up and appointment); Cost: Fees may apply; 1302 S. General McMullen, Suite 102; (210) 455-6253; 9 a.m.-6 p.m., Monday to Friday
- **Walmart (8923 W Military Drive):** Testing type: Drive-thru testing by appointment; Cost: free; 8923 W Military Drive; (210) 675-5092; 7 a.m.-10 a.m. Monday to Friday
- **Texas MedClinic: Highway 151 and Loop 410:** Testing type: in building testing (walk-up); Cost: Fees may apply; 8519 State Hwy 151, Suite 102; (210) 682-5577; 8 a.m.-11 p.m. 7 days a week.
- **FastMed: Potranco:** Testing type: in building testing (walk-up and appointment); Cost: Fees may apply; 9230 Potranco Rd #108; (210) 481-4125; 9 a.m. - 4 p.m. Monday to Friday; 10 a.m.-4 p.m. Saturday and Sunday
- **Quality Urgent Care:** West San Antonio; Testing type: in building testing (walk-up and appointment); Cost: Fees may apply; 318 W Loop 1604 N.; (210) 523-CARE(2273); 8 a.m.-10 p.m. 7 days a week.
- **Texas MedClinic: IH 35 and Loop 1604:** in building testing (walk-up and appointment); 8341 Agora Pkwy; 210-659-5533; 24 hours, 7 days a week.

<https://covid19.sanantonio.gov/What-You-Can-Do/Testing/List-of-Testing-Locations-in-Bexar-County>