

Reflections and Celebrations!



In spite of the colder and unpredictable weather, it is a very good time in the Village of Highland Hills. This is further evidenced by the growth in our community. Without saying too much, I can tell you this is only the beginning. The growth we are experiencing now is part of the "Vision" I had for our community back in 1990, when the residents had the faith to trust in me and vote, electing me as your Mayor!

With your continued support, we will keep moving forward, fulfilling the "Vision" for the Village of Highland Hills. Our community is relatively small, but very family and friendly oriented. I hear from my staff how you check on your neighbor if you haven't

seen them in a while; how you pay attention to your neighbor's routine; and notice changes that could signify a concern. I believe this has been what separates Highland Hills from other communities. "Family" and "Friendly" attitudes are our strength.

As we embark on these new horizons, which are ever changing, and look at our landscape for future growth, let's not forget to give honor to those whom we encounter on a daily basis. It's easy to get caught up in "hero worship", but it's the everyday people who make the most impact in our lives. Take time to say thank you to those who help make your life better, no matter how big or small.

On December 16th we will honor staff members who deserve such accolades, so please, take time out of your busy schedule and join us to hear the State of the Village and to celebrate with us. An invitation will be sent soon. Happy Holidays!

Mayor Robert L. Nash 216.283.3000, Ext. 229

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A newsworthy publication featuring community news, events and information.

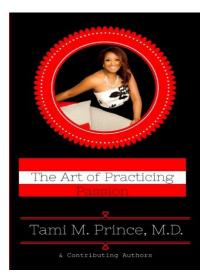


Community Spotlight

Michael L. Booker, Council President / 216.926.7938

Where are they now? TAMI M. PRINCE, M.D.

Growing up in the tri-city community was nothing short of amazing. The care and concern of your neighbors was the driving force of our success. Even now, as I witness all the positive impact and the willingness to give back to a community that has given us so much, it is heartwarming. The Mayor of Warrensville Heights and several of his staff, to include his Fire Chief and three current school board members just to mention a few, all attended school right here in our district and all trying to make a difference in a community that made them successful.



Last month, several of our neighbors and I had the opportunity to attend the book signing of our very own Dr. Tami M. Prince. The Prince family resided on Alameda Parkway for almost 40 years. Their daughter Tami, who is now a surgeon and an author, came home recently and wanted to share this day with some of the Village residents who had impacted her life.

Tami is a proud graduate of Warrensville Heights Senior High School and was very active in school and the community. She served as a summer intern at Mount Sinai Hospital in the Surgical Intensive Care Unit with the help of her high school Principal, Mr. Jackson. This experience peaked her interests with the medical field. After graduation from Warrensville Heights Senior High School, Tami entered Spelman College where she earned her Bachelor of Science degree. While at Spelman College, she was an active member of the Glee Club, Delta Sigma Theta Sorority, Incorporated, and Health Careers. Upon graduating from Spelman College, she began actively pursuing her life-long

dream and passion of becoming a physician by attending Wright State University School of Medicine in Dayton, Ohio. Dr. Prince became the first medical student to be a certified counselor in the Weekend Intervention Program (WIP) for substance abuse. In preparation for her career in medicine, she also participated in Case Western Reserve University School of Medicine Health Careers Enrichment Program for Minorities (H.C.E.M.) founded by former Surgeon General David Satcher, M.D., who played an active role in the program. This opportunity at Case Western solidified her decision to become a physician. Dr. Prince completed her internship in the dual Obstetrics and Gynecology/Family Practice program at Riverside Regional Medical Center in Newport News, VA. She then completed her Obstetrics and Residency training at The Ohio State University in Columbus, Ohio. After residency, Dr. Prince went into private practice as an Obstetrician and Gynecologist as well as an independent contractor for the United States Army.

Dr. Prince currently serves as Center Medical Director for U.S. HealthWorks Marietta, Georgia. She is also a medical correspondent on Focus Atlanta CW69 and Fox 5 News Atlanta. She is a current executive board member of Covenant Community, Incorporated as well as serving as the medical coordinator. Her list of community service and willingness to give back is just too much to name. From Big Brothers Big Sisters to support of missions in Haiti with her Church family, she is always trying to make this world a better place.

Although, the Prince Family has relocated down south, the Village will always be home to them. Her book "The Art of Practicing Passion" is simply a great read about following your dreams. Dr. Prince and many like her, make us proud to call Highland Hills home.

Policing Our Community

Antonio Stitt, Police Chief / 216.283.3000, Ext. 248

Hello All,



The fall season is upon us. Your police agency is gearing up for harsher weather. Fortunately, we have hired more police personnel in preparation for things to come. All of the new recruits are undergoing intense training, and we anticipate them being ready for patrol very soon.

Remember, during the colder months be careful leaving your vehicles running and unattended. Car thieves look for opportunities such as that, to take your vehicle and/or property in the vehicle. For the past couple months I have assigned a patrol unit to specifically patrol the Town House/Apartment parking lots on a systematically unsystematic bases. If you see something of concern, or have a question, please feel free to communicate with the officer in the cruiser. I can't emphasize enough the importance of you being our eyes and ears. Thus far, your assistance has proven to be extremely effective in curtailing crime in our community.

More good news—I was asked to give a motivational talk to a group of fine gentlemen, whom are battling drug addiction, at the Stella Maris Rehabilitation Center. It was an absolute pleasure and honor to meet them, and share encouraging and supportive concepts to give them strength in their recovery.



Please know that your Highland Hills Police Department takes tremendous pride in "Protecting" and "Serving" our residents, and the patrons who travel through and about our community.

As Always, One Team, One Family!

HEALTHY SOIL What is it and how do I get it?

Flowers and plants are beautiful, but the real story is below the surface. Soil takes a long time to form and a short time to destory. Healthy soil doesn't happen overnight. Find out what is going on below the surface of your gardens, lawns and farms. Unlock the secrets of your soil. For information about this process, please contact Amy Roskilly, Cuyahoga Soil & Water Conservation District, at 216.524.6580, ext. 1005 or aroskilly@cuyahogaswcd.org.

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Winter Will Soon Be Upon Us!

Robert Rodic, Assistant Chief Building Official / 216.283.3000, Ext. 240

While the weather is relatively decent you should take the time to get your house in shape for the colder months ahead. Right now is the best time to take advantage of the moderate weather to repair any damages before the first frost sets in. Keep in mind that heating and cooling amount to nearly 50% of the energy costs in a home. Proper sealing and insulation can save on heating and cooling costs.

Here are some home maintenance ideas that will keep your home running in peak condition all winter long.

Exterior

- ✓ Check foundation for cracks and caulk around the areas where masonry meets siding; where pipes or wires enter the house, and around the windows and door frames to prevent heat from escaping. Caulking and sealing openings is one of the least expensive maintenance jobs (as well as one requiring the least amount of skill). Openings in the structure can cause water to get in and freeze, resulting in cracks and potential mold build up. Winter can bring very harsh conditions resulting in water or ice damage. A careful check of the outside structure combined with inexpensive maintenance can save money in the long run.
- ✓ Install storm windows and doors and remove screens. Before storing, clean and repair screens and place in a dry area.
- ✓ Inspect exterior walls to see if any paint is peeling or blistering on the house or outbuildings. Peeling paint is a sign that the existing paint film is failing and can no longer protect the siding of the building. Left uncorrected, the siding itself will deteriorate, leading to expensive repairs in the future.
- ✓ Make sure the roof is in good shape. Inspect for missing and loose shingles. Ice, rain, snow and wind combined with rapidly changing temperatures and humidity can wreak havoc on roofs. The roof is the first defense in protecting your home. Without it functioning properly, water damage can occur. This causes deterioration to insulation, wood and drywall, making electrical, plumbing and HVAC systems vulnerable. It's better to proactively deal with repairs in the fall than to discover a leaky roof during a snowstorm. Have a roofing professional check the condition of your roof.
- ✓ After leaves have fallen, clean out the gutter and downspout system by flushing them with water. Inspect joints and seams and tighten brackets if necessary. Clogged gutters are one of the major causes of ice dams. Replace old or damaged gutters with new ones that have built-in leaf guards.
- ✓ Check the weather-stripping on your garage door. Make sure the seal between your garage door and the ground is tight to prevent drafts and keep out small animals.

Interior

- ✓ Air leaks from windows and doors are easy to find by moving your hand around the frame. Applying weather stripping and caulk to these areas will help cut down on drafts. Check basement windows for drafts, loose frames or cracked panes.
- ✓ Have your heating system checked by a licensed heating contractor. Optimally this should be part of annual maintenance of the heating (and in the spring, the cooling system). Heating systems will use fuel more efficiently, last longer and have fewer problems if properly serviced. It's a good idea to clean your humidifier regularly during the heating season. Bacteria and spores can develop in a dirty water tank resulting in unclean moisture misting out into your room.
- ✓ Wood-burning and gas-fired fireplaces should be checked that they are in proper operating condition. The chimney should be checked (and cleaned as necessary) by a licensed chimney sweep. A clogged chimney poses the risk of a chimney fire, which can be ignited by burning creosote which is a combination of wood tar, organic vapors and moisture buildup.

Guns in America

Michael L Goodwin, Councilman / 216.392.9482



Each new mass shooting in the U.S. reignites debate over the country's treatment of gun rights as virtually sacrosanct. Guns are also integral to the story of the nation's founding. Americans own more guns than anybody else on earth, adjusted for population. Firearms are involved in the deaths of more than 33,000 people in the U.S. annually, about two-thirds of which are suicides.

The National Rifle Association, the dominant pre-gun group, has been on a decades-long winning streak convincing courts and lawmakers to loosen gun restrictions and to prevent the passage of new ones. Las Vegas became home to the deadliest shooting spree in modern U.S. history this past October, after a gunman with unknown motives hid out on the 32nd floor of a hotel and killed more than 58 people, while wounding hundreds more at an outdoor concert below.

The pro-gun side got a big boost in 2017 when an ally, Donald Trump, became U.S. President and restriction-adverse Republicans maintained control of both chambers of Congress. In February, Trump signed a law to resend a rule adopted by his predecessor, former President Barack Obama, aimed at preventing people with serious mental health problems from buying guns. Obama issued the executive order in 2016 as part of a series aimed at reducing gun violence. One of the orders expanded the types of gun sellers who must conduct background checks on the potential purchaser.

A congressional measure to more thoroughly expand background checks was defeated in a momentous vote in 2013, after a massacre the year before at an elementary school in Newtown, Connecticut. Even after a U.S. representative, Republican Steve Scalise of Louisiana, was critically injured in June of 2017, Republicans said the shooting didn't show new gun laws were needed. Some even suggested lawmakers "arming themselves was a better solution. Gun rules are largely determined by the states. In recent years, states led by Democrats have expanded bans on assault weapons.

In closing I would like to thank all the constituents of the Village of Highland Hills for your support on being elected to Council.





HERE IT COMES!!!!

Arthur Timmons, Fire Chief / 216.591.1021

Yes WINTER is here and it's time to prepare and safeguard our homes. PLEASE, check your SMOKE DETECTORS and change the batteries, I **HIGHLY** recommend all homes have a **CO DETECTOR** for detecting carbon monoxide in your home which is an odorless, colorless, and tasteless gas that kills people daily, so please have one.

Have your **FIREPLACES** checked and cleaned before use.

Keep combustibles at least 3 feet away from your furnace, heaters and hot water tanks.

HIGHLAND HILLS FINEST HONORED IN WASHINGTON, D.C.



October 7, 2017 Diana Woolf, representing Highland Hills Fire Department, was honored in Washington, DC at the 25th Anniversary Dinner for the **NATIONAL FALLEN FIREFIGHTERS FOUNDATION**. Diana kicked off her campaign "RESCUE 4PTSD" which she will be raising \$25,000 for the "LIFE SAFE-TYINITIATIVE #13" to provide resources and training to Firefighters suffering with PTSD.

Fire Chief Arthur Timmons article continued from previous page

Diana will be raising awareness by being the **FIRST WOMAN IN THE WORLD** to run 26.2 miles in **FULL FIREFIGHTING TURNOUT GEAR**, **SWIM 2.4 MILES** and **BIKE 112 MILES** at the Iron Man contest in Boulder, Colorado.

Let's Support Diana and help her campaign by going to website: firehero.org/event/woolf-Rescue4ptsd-ironman2017

Help support our heroes with PTSD.

BREAST CANCER MONTH

Throughout the month of October, Highland Hills Firefighters wore "SUPPORT BREAST CANCER MONTH" t-shirts, helping to support the effort and in the hope of finding a cure for Cancer.



WINNERS OF COLORING CONTEST

November 7, 2017 Highland Hills Fire Education and Prevention Officer Lieutenant Vanesa Sherriff presented gifts, pizza and games to the winners of the coloring contest. Hundreds of kids participated in the contest and seven winners from three schools in Highland Hills came to the Fire Department to eat and take pictures with the firemen and sit in the fire trucks.

Thanks to our sponsors Chipotle and Teresa's Pizza for their generous donations.





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Financially Speaking

Duane Morris, Finance Director / 216.283.3000, Ext. 265

TAX REFORM

No one knows if tax reform will become fact or fiction, however the latest information regarding Tax Reform is below from a report provided by the Accounting Firm KPMG (information as of 10-2017).

As you can see first year Presidents want to make a splash and according to their perspective want something significant to happen under their watch that will hopefully establish progress. President Trump is no different and attacking the tax code is something that he is inspired to do.

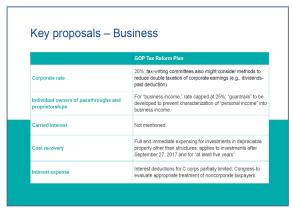
The key proposed changes are

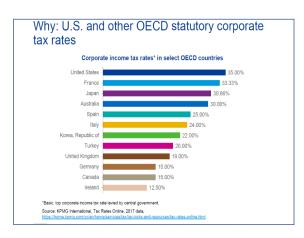
Changing the individual and business tax brackets

- For Individuals the tax brackets would be reduced from 7 to 4 brackets
- Potential for reducing or eliminating the mortgage interest deduction on the Tax Form
- Increasing the Standard Deduction

For Businesses the highest tax rate would be drastically reduced from 35% to 20% thus theoretically spurning job growth by companies having increased cashflow to reinvest in the creation of additional jobs. The opposing thought to this type of plan is that companies who have had records amount of cash on their balance sheet may not reinvest but just "Fatten Up" by just increasing profits. Stay tuned on what will surely be a slugfest on Tax Reform!







	GOP Tax Reform Plan
Ordinary income rate	12%-25%-35%-??%
Standard deduction/personal exemption	Consolidate personal exemption/standard deduction into double standard deduction (\$24,000/\$12,000)
Itemized deductions	Eliminate most itemized deductions other than home mortgaginterest and charitable deductions
Child tax credit	"Significantly" increase the credit and make the first \$1,000 refundable; \$500 credit for nonchild dependents
Individual alternative minimum tax (AMT)	Repeal
Net investment income tax	Not mentioned
Investment income rate	Not mentioned
Estate tax/generation-skipping transfer (GST)	Repeal; silent as to basis consequences

Hello, Highland Hills!

David Mills, Councilman / 216.738.6263

I hope everyone had a blessed summer. This summer, I had the pleasure of attending the NBC-LEO (National Black Caucus of Local Elected Officials) conference, which ran July 19 – 22, 2017. At this conference in the various meetings, we memorialized the past, realized the present and shaped the future.

The conference was hosted by the National League of Cities in Bessemer and Birmingham, Alabama. The meeting that stood out to me most was Community Policing. The moderator of this meeting was Kandie Smith, Mayor of Greenville, North Carolina. Community Policing is utilized to nurture the relationship between law enforcement and communities. By identifying the barriers dividing law enforcement agents and communities, local officials can take steps in determining how to bridge the gap and strengthen these relationships.

We all saw on the national news how a Minnesota police officer shot and killed a school cafeteria manager during a traffic stop for a broken tail light. Philando Castile (32) was in his vehicle with his girlfriend, Diamond Reynolds, who broadcast the aftermath on Facebook. She said her boyfriend was reaching for his I.D., having already declared that he was legally carrying a firearm.

This may have been prevented if he had the LRI Safety Wallet. This is a small wallet that you stick on your sun visor which carries your license, registration and insurance cards. With this in site, the officer's stress level stays down, the driver keeps his or her hands on the steering wheel, and follows the officer's instructions. This will give both officer and driver some peace of mind.



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Dealing With Negative Attitudes in the Workplace

Danita Love, Village Administrator / 216.283.3000, Ext. 239

They're here, there, everywhere. They upset managers and fellow employees—even themselves. Who are they? If you haven't already guessed, "they" are the negative employees most people encounter in the workforce at some point. If not carefully managed, they can suck the energy out of both your business and your personal life.

What is a negative employee? They are people with poisonous attitudes and behavior patterns who negatively influence the people around them. Negative workers come in various shapes and sizes. Sometimes they spread rumors, gossip about coworkers, or bad mouth their superiors to their faces and behind their backs. Basically, they are unhappy people who resist the positive efforts of others.

Managers often hesitate to terminate them if they are productive or have special skills/experience. Sometimes managers do not understand the amount of stress a negative employee creates. It may be hard to accept a negative employee who did a good job at the expense of the productivity of others. Yet, ignoring or tolerating the problems and atmosphere they create can easily and quickly result in dissatisfaction among other employees.

What can a supervisor/manager do when faced with this unpleasant dilemma? First, analyze the situation. How much does the person contribute to the overall success of the office/department/business? How much do they contribute to creating personality conflicts with other employees? How does that unhappiness translate into reduced productivity and enthusiasm? How much of your time as a manager are you using to control the situation? What are the legal ramifications (if any) of discharging the employee? Second, plan a course of action. If you decide to try to salvage the employee, consider these tips:

- *Discuss the situation with the employee.* They will probably profess ignorance of any problems, acknowledge the situation but blame the problems on others, or become defiant and try to play mind games with you. The employee may also voice his or her own complaints.
- *Evaluate the employee's position.* Even a person with a negative attitude can have a legitimate complaint. Evaluate not only the employee's response to your remarks but whether the employee has legitimate concerns you need to consider. If the complaint is the basis of the person's negative attitude/behavior, resolving it should result in a more positive situation. Often, however, the complaint is either a smoke screen for the employee's behavior or has resulted from the person's own negativity.
- Focus on a behavior you want changed, not an attitude. Accept the reality you may not be able to remake the person into an ideal employee, even if you are a great manager. However, you can specify an action or goal for the employee, and then follow through on the employee's progress. Once you see improvement, focus on another area. Always, of course, acknowledge the employee's efforts.
- Conduct a team building workshop. Many times, personality conflicts are the result of misunderstandings that build up over time. Each individual has a different personality style and frequently, different

Issues and Concerns...

Cassandra Pride, Councilwoman / 216.752.0112

First, I would like to thank everyone for their support during this election season. It is been an honor and privilege to serve as a Councilwoman for our great Village.



While campaigning, several concerns were brought to my attention, and I believe it's important to outline the issues and share our plan of action on these safety issues:

- Safety at the turn-about between the Highland Hills Village offices and Volunteers of America Shaker Place apartments:
 - The Ohio Department of Transportation (ODOT) controls Northfield Road. Council is in the process of composing a letter to ODOT and our state representatives. We will make it available for residents to view and sign to support our safety efforts. More information coming soon!
- Speeding violations (specifically in Town Home area):
 We have hired four new patrol officers. More patrols are in place throughout the Village.

Village Administrator Danita Love article continued from previous page

personality styles clash with others. A team building session can help co-workers understand and appreciate each other in a new way. Packaged along with a personality profile or an individual behavior assessment, it can be a powerful tool in reducing conflict and improving communication between workers. Use personality profiles and assessments.

- Consider assignments that will isolate the person from other employees and limit contact. Most work situations require cooperation and teamwork that make this technique unworkable, but it may be feasible in some cases. You may even encounter an employee who prefers isolation and is less negative when working alone. Unfortunately, negative employees often seek out fellow workers—either to complain about their job/boss/life in general, or to blame other employees as the source of their unhappiness.
- Set a limit and stick with it. Managers have adopted the "three strikes and you're out" rule. Make the employee aware of the limits, tell them when they "strike" and remind them when they have only one "strike" left.

Third, terminate the employee. If all else fails and the negative employee ignores your warnings and refuses to cooperate, it is time to consider termination. Once you decide this is the proper course, take action. Otherwise, you risk losing the respect and confidence from your employees. Before termination, discuss the situation with a human resource professional and seek legal counsel accordingly.

This article was written by Greg Smith, a nationally recognized speaker, author, and business performance consultant. He has written numerous books and is the President and "Captain of the Ship" of a management-consulting firm, Chart Your Course International, located in Atlanta, Georgia.



Public Works "Service" Department

Steve Clymer, Public Works Director / 216.662.5012



Well I guess it's that time of year where warm days and sunshine are getting ready to "leave" us. I would like to take a moment to refresh our minds on some Fall and Winter issues to help your Service Department. We have been picking up leaves since October 10th and will continue till the winter weather stops us. Please follow a few simple rules outlined below:

- Rake or blow your leaves onto the tree lawn. Never put them in the street as this could cause a slippery/dangerous situation, as well as clog storm sewers.
- Leaves must be free of debris such as sticks, grass clippings and trash

Following leaf pick-up I'm sure, as it does every year, the snow will begin to fall. The service department crews are busy preparing equipment and will be ready to tackle all of the winter wonderland that falls upon our streets. Most of you already know that we have a driveway plowing program that is dispatched if we get a heavy enough snowfall. As a reminder, or for the benefit of any new residents, the service department will NOT plow driveways that do not have clearly visible edge markers. Please install your markers before the weather gets too bad. We will still handle all of our regular duties; i.e. trash pickup, special pickups and all other daily functions of the service department. Please understand if we are slightly delayed with any services do to a snow storm. With such a limited crew, the same employee's who handle the everyday business are also the same people doing the plowing.

In the past couple of years we have had a few residents with problems concerning their sanitary sewer lines. I would like to inform all residents that the Village has an agreement with the County Sewer Department for these types of situations. Should you have a blockage that causes a backup, PLEASE call the County Emergency Sewer Services at 216.443.8201.

The year of 2017 has already been very successful for our Village with the addition of new businesses in town. Moving forward, we strive every day to continue doing the right work to keep all of our Residents and Businesses happy, as well as attract future Businesses to our Community.

In closing, all members of the service department would like to wish all of Highland Hills a short and easy winter season.

Senior Activities

Doris Nelson, Senior Director / 216.283.3000, Ext. 234

The Senior Department attended the Annual Senior Day Activities at Public Hall in Downtown Cleveland, went on a Nautica Luncheon Cruise and we also attended The Senior Safari at the ZOO. These are only a few of the things that we have done besides grocery/retail shopping. We recently added the BOCA Food Pantry to the calendar on a trial basis. We also have a new helper on the bus (Earl Wooten).

Now we are beginning our annual toiletry collection for Homeless Shelters, Halfway Houses and the City Mission. The most needed items are hygiene, socks, scarves and anything for women and babies. We will deliver the items in mid- December.

Finance Director Duane Morris article continued from page 8

OBAMACARE DEADLINES APPROACHING!

Please do not let the changes that President Trump has initiated regarding the 2018 Open Enrollment set you back, in the case that you have health insurance through the Affordable Care Act (ACA) or Obamacare.

In a calculated move the deadline for open enrollment since the ACA has been in effect was January 31st each year. However, the 2018 Open Enrollment Marketplace insurance deadline has been shifted to December 15th, 2017 for Coverage on January 1, 2018.

What does this mean? If your healthcare is provided by your employer, this means nothing. However, if you are a contractor, working only part-time and not a full-time student under a parent's healthcare plan, then this affects you if you have Marketplace health insurance and if your effective status for subsidized premiums has changed from 2017 to 2018 (Gold, Silver and Bronze classes).

If your income status will change upward in 2018 from 2017, then the potential to be demoted to a lower class (i.e. from Silver to Bronze) is real, and at the end of the process during the 2018 tax filing season in April of 2019 you may pay with a recapture of the subsidy.

However, if those potentially affected get the 2018 Open Enrollment update completed online or by phone call to a healthcare navigator completed with your updated financial outlook, then the premiums and the subsidy will be adjusted to reflect those changes and at tax time, there should be no recapture of subsidy for premiums.

If you have no changes in your financial outlook for 2018 you still need to renew because insurance providers may change from year to year and the Marketplace may re-enroll you in the most suitable plan in their estimation, not based on your needs. So please for your sake enroll or re-enroll by going to www.healthcare.gov or by calling 1-800-318-2596 (TTY: 1-855-889-4325). Available 24 hours a day, 7 days a week (except holidays).

https://www.healthcare.gov/keep-or-change-plan/

If you had Marketplace health insurance in 2017, you can renew, change, or update your plan for 2018 until December 15, 2017.

- Whether you plan to renew or change plans, we strongly encourage you to log in and update your information by December 15, 2017. This way your new coverage will start January 1, 2018.
- If you don't act by December 15, you'll probably be automatically re-enrolled for January 1—but you must update income and household information on your 2018 application to get the right amount of savings.



Lake Erie: Don't Wast It!

Susan Hamilton, Engineer / 216.216.283.3000, Ext. 240

Household Hazardous Waste

Local waterways and public health are impacted when household hazardous waste is disposed of incorrectly.

What is Household Hazardous Waste (HHW)?

Many products in our homes and garages are flammable, toxic, corrosive, or reactive and are called household hazardous waste. Products such as pesticides, paints, cleaners, oils, automotive fluids, thinners/strippers, acids/bases, and batteries require special care when disposing of them and can catch fire, react or explode under certain circumstances.



Why are these wastes a problem?

Household hazardous waste poses many dangers ranging from personal exposure to the substances during use, to contamination of water resources from improper disposal of chemicals down a storm drain or into a ditch where they are transported directly to aquatic ecosystems like Lake Erie. Or when incorrectly disposed of in the garbage, sanitation workers could get injured or chemical reactions can take place in the garbage truck or landfill.



What should I do with household hazardous waste?

- ➤ Handle HHW carefully to avoid injury to yourself or the environment
- > Store wastes in their original container with the labels intact
- Save HHW for a household hazardous waste collection program which in Cuyahoga County is specific to your community. Call your community Service Department for details or go to CuyahogaRecycles.org/hazardous_waste for more information.

How can I create a toxic free home?

- Use the least hazardous products available
- Attend a Green Cleaning workshop to learn how to replace toxic cleaning and landscaping products with safer, cheaper alternatives from everyday household ingredients (offered by Cuyahoga SWCD).

Toxic.Free.Home.







Participate In Your Local Household Hazardous Waste Roundups

Courtesy of LA County DPW website



FirstEnergy's Ohio Utilities Remind Customers That Assistance Programs are Available to Help With Utility Bills

The Illuminating Company and Toledo Edison, FirstEnergy's Ohio utilities, remind customers having difficulty paying their utility bills that they may be eligible for special financial assistance programs. In Ohio, customer assistance programs include:

- Percentage of Income Payment Plan Plus (PIPP Plus). The Percentage of Income Payment Plan Plus (PIPP Plus) is an extended payment arrangement that allows Ohio customers meeting program guidelines to pay a percentage of their income or \$10.00 per month, whichever is greater, instead of their usual electricity bill. Eligible customers must have a household income at or below 150 percent of the federal poverty level. For more information, call 800.282.0880.
- Home Energy Assistance Program (HEAP). HEAP is a federally funded grant program administered by the State of Ohio Department of Development through a network of local community action agencies. HEAP provides customers help with paying winter heating bills, and occasionally summer cooling bills. For more information, call 800.633.4766 (Ohio Edison and Toledo Edison customers); or 800.589.3101 (Illuminating Company customers).
- Salvation Army Emergency Hardship Programs. The Salvation Army organizations across the Ohio utility territories offer emergency assistance programs for those who have suffered a recent financial hardship and need temporary help to pay their electricity bill. Program funding is provided by FirstEnergy's Ohio employees and customers. The distribution of funds is administered by Salvation Army agencies located throughout Ohio. Contact your local Salvation Army agency to learn more.
- Emergency Assistance. Additional help in paying utility bills may also be available to low-income residents through local county departments of human services, community action agencies, soldier's relief commissions or veteran's services offices. Listings for these resources can be found in the blue pages at the front of your local telephone directory, or you can call your county government or visit them online to learn more.

Ohio residential customers of FirstEnergy's utilities looking for a convenient way to manage their electric bills also can sign up for the FirstEnergy Installment Plan, which allows customers to make consistent monthly payments to avoid the impact of seasonal highs and lows in their electricity bills. To apply or learn more about programs to help keep electricity bills affordable, visit www.firstenergycorp.com or call Ohio Edison customer service at 800.633.4766; The Illuminating Company customer service at 800.589.3101; and Toledo Edison customer service at 800.447.3333.

Ohio Edison, a subsidiary of FirstEnergy Corp., serves more than 1 million customers across 32 Ohio counties. Connect with Ohio Edison at www.ohioedison.com, on Twitter @OhioEdison and on Facebook at www.facebook.com/OhioEdison.

The Illuminating Company serves more than 750,000 customers across Ashtabula, Cuyahoga, Geauga, Lake and Lorain counties. Follow The Illuminating Company on Twitter @IlluminatingCo and on Facebook at www.facebook.com/IlluminatingCo.

Toledo Edison serves more than 300,000 customers in northwest Ohio. Follow Toledo Edison on Twitter @ToledoEdison or on Facebook at www.facebook.com/ToledoEdison.

FirstEnergy is dedicated to safety, reliability and operational excellence. Its 10 electric distribution companies form one of the nation's largest investor-owned electric systems, serving customers in Ohio, Pennsylvania, New Jersey, West Virginia, Maryland and New York. The company's transmission subsidiaries operate more than 24,000 miles of transmission lines that connect the Midwest and Mid-Atlantic regions. Visit FirstEnergy online at www.firstenergycorp.com and follow on Twitter at @FirstEnergyCorp.

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WINTERFEST MAIN EVENTS @ PUBLIC SQUARE

Saturday, November 25, 2017 from 1:00pm - 8:00pm

FREE Horse Drawn Carriage Rides

Enjoy FREE Carriage rides for you and your family. Pick up timed ticket carriage ride passes starting at 12:30 p.m. in the tent across from Old Stone Church. Rides only run until 4:00pm.

FREE Ice Skating

Thanks to the generous support of the Cleveland Foundation, Ice skating returns to Public Square this holiday season. Skating will be FREE on Nov. 25th as part of the Winterfest Celebration.

Kids Village

Featuring activity tents with crafts, face painting; mask making; inflatables from the Cavs, Monsters and Gladiators; surprise visit by a Harlem Globetrotter player; holiday characters; sampling with Jack Frost Donuts and Adams Reserve New York Extra Sharp Cheddar, and more!

Live Musical Entertainment and Performances

1:00pm	DJ \$krilla
2:00pm	Ashley Fulton
3:00pm	The Ohio City Singers
3:30pm	Harlem Globetrotter Appearance
4:00pm	Angela Perley &The Howlin' Moons
4:30pm	The Year of Stoke Tribute, presented by Tri-C, featuring live performances by
	Peter Lawson Jones as Carl Stokes and Dominick Farinacci & the Stokes Legacy Jazz Orchestra
5:15pm	Interactive Stage Performance with Fusion Live

Gourmet Food Trucks

Gyro George; Manna Truck; Krav; Smokin rock n roll mac/cheese truck; Betty's Bomb A** Burgers; Fired Up Taco Truck; Sweet! Mobile Cupcakery

Winterfest Pop Up Shop (Inside Tower City)

Shop small and visit local retailers offering the perfect holiday gift items for the entire family. Pop Up Retailers curated by Cleveland Bazaar.

WINTERFEST TREE LIGHTING CEREMONY @ PUBLIC SQUARE

6:00pm - 7:15pm

Featuring:

Cleveland's elected officials and special guests light up Public Square

Santa Claus

Fireworks Show

Nashville recording artist, AC Jones Concert immediately following the ceremony