

# De Anza Santa Cruz Arroyo Bulletin

## Administrative Staff

Property Manager Jennifer McClellan  
Admin. Assistant Iris Floodman  
Maintenance Enrique Rios

## General Office Information

Hours M-F 8am-5pm  
Phone (831) 423-8660  
Email [deanzasantacruz@equitylifestyle.com](mailto:deanzasantacruz@equitylifestyle.com)

## Facility Hours: 7 days/week

Clubhouse 8am-10pm  
Pool Area/Spa/Sauna 8am-10pm  
Fitness Center 5am-11pm  
Game Room/Laundry Room 8am-10pm

## Rent Collection

Rents are due on the 1<sup>st</sup> of the month with a grace period until the 6<sup>th</sup>. Rents received on the 7<sup>th</sup> are considered LATE and will incur a \$25.00 late fee. Payments may be made in the office during business hours, in the mail slot if the office is closed, or mailed in.

## Garbage Collections

Garbage: Pick-up for the park is on Mondays & Thursdays.

Recycling: Pick-up is on Fridays.

Yard Waste: Large and loose yard waste must be taken to the large dumpster located in the maintenance area. Residents may bag up 2 bags of yard waste and place at their driveways for pick up on Mondays only. Loose yard waste will not be picked up.

*Please dispose of items appropriately. No dumping allowed.*

## Clubhouse Reservations

The Clubhouse is available for resident's private events. Check with the office for date availability and to sign reservations forms. Only one event scheduled per weekend. Events where alcohol is being consumed or served will require a \$100.00 alcohol liability insurance fee payable to the Arroyo Association.



Arroyo Bulletin Editors: *Lorraine Smith/Ann Bodine*  
Resident's website: [www.deanza-park.org](http://www.deanza-park.org)  
Webmaster: *Lorraine Smith*

## De Anza Arroyo Association

The Arroyo Association plans and organizes Park social events. Membership is open to all Park residents. Dues are \$5/person/year. Board meetings are open to all members the first Monday of every month at 4pm at the Clubhouse.

President Sandy Brunett  
Vice President Susy Spano  
Secretary Debbie Cameron  
Treasurer Sandi Dutra

### Advisory Board:

Barbara Cordes, Joy Caraliano, Betty Loveland, Linda Raffel, Melisa Mulcahy, Cory Engleking, Aggie Malberg, Jean-Marie Mott

## De Anza Homeowner's Association

The HOA meets every other month to discuss issues of concern to park residents. Meetings are held the second Thursday of the month at 7 pm. Membership is open to ALL park residents. Dues are \$10/unit/year.

President Candi Walker  
Vice President Tom Louden  
Secretary Amalie Sinclair  
Treasurer Eugene Markowitz

### Board of Directors:

Emergency Response Merit Herman  
Policy and Procedures Don Payne  
Communications Gene Rosenthal  
Charlene Metzler  
Park Concerns Carol/Tom Smith  
GSMOL Karen Blagmon

**\*Please Notify Editors of Calendar Changes/Additions**

**raingar94@gmail.com or abodine999@yahoo.com**

<h1>April</h1>							
	<p>1</p> <ul style="list-style-type: none"> <li>• Water Aerobics 9-10 am</li> <li>• Tai Chi 9-10 am</li> <li>• Yoga 10-12pm</li> <li>• Bridge 1-4:30 pm</li> <li>• <b>Arroyo Meeting 4pm</b></li> </ul>	<p>2</p> <ul style="list-style-type: none"> <li>• Morning Mingle 10-11 am</li> <li>• Mahjong 1-5 pm</li> <li>• Game Club 1-4 pm</li> </ul>	<p>3</p> <ul style="list-style-type: none"> <li>• Qigong 8-9 am</li> <li>• Water Aerobics 9-10 am</li> <li>• Yoga 10-12 pm</li> <li>• Private Event 5-9 pm</li> </ul>	<p>4</p> <ul style="list-style-type: none"> <li>• Mahjong 1-5 pm</li> </ul>	<p>5</p> <ul style="list-style-type: none"> <li>• Coffee &amp; Donuts 8-10 am</li> <li>• Water Aerobics 9-10 am</li> <li>• Bridge 1-3:30 pm</li> </ul>	<p>6</p> <ul style="list-style-type: none"> <li>• Private Event All Day</li> </ul>	
7	<p>8</p> <ul style="list-style-type: none"> <li>• Water Aerobics 9-10 am</li> <li>• Tai Chi 9-10 am</li> <li>• Yoga 10-12 pm</li> <li>• Bridge 1-4:30 pm</li> <li>• Private Event 5-10 pm</li> </ul>	<p>9</p> <ul style="list-style-type: none"> <li>• Morning Mingle 10-11 am</li> <li>• Mahjong 1-5 pm</li> <li>• Game Club 1-4 pm</li> </ul>	<p>10</p> <ul style="list-style-type: none"> <li>• Qigong 8-9 am</li> <li>• Water Aerobics 9-10 am</li> <li>• Yoga 10-12 pm</li> </ul>	<p>11</p> <ul style="list-style-type: none"> <li>• Mahjong 1-5 pm</li> </ul>	<p>12</p> <ul style="list-style-type: none"> <li>• Coffee &amp; Donuts 8-10 am</li> <li>• TGIF Art &amp; Bar 5:30 pm</li> </ul>	<p>13</p> <ul style="list-style-type: none"> <li>• Arroyo Clean up</li> </ul>	
14	<ul style="list-style-type: none"> <li>• Private Event</li> </ul>	<p>15</p> <ul style="list-style-type: none"> <li>• Water Aerobics 9-10 am</li> <li>• Tai Chi 9-10 am</li> <li>• Yoga 10-12 pm</li> <li>• Bridge 1-4:30 pm</li> </ul>	<p>16</p> <ul style="list-style-type: none"> <li>• Morning Mingle 10-11 am</li> <li>• Mahjong 1-5 pm</li> <li>• Game Club 1-4 pm</li> <li>• <b>HOA Candidates Q&amp;A 7 pm</b></li> </ul>	<p>17</p> <ul style="list-style-type: none"> <li>• Qigong 8-9 am</li> <li>• Water Aerobics 9-10 am</li> <li>• Yoga 10-12 pm</li> </ul>	<p>18</p> <ul style="list-style-type: none"> <li>• Mahjong 1-5 pm</li> </ul>	<p>19</p> <ul style="list-style-type: none"> <li>• 8-10 am</li> <li>• Water Aerobics 9-10 am</li> <li>• Bridge 1-3:30 pm</li> <li>• Private Event 4 pm</li> </ul>	<p>20</p> <ul style="list-style-type: none"> <li>• Private Event</li> </ul>
21	<p>22</p> <ul style="list-style-type: none"> <li>• Water Aerobics 9-10 am</li> <li>• Tai Chi 9-10 am</li> <li>• Yoga 10-12 pm</li> <li>• Bridge 1-4:30 pm</li> </ul>	<p>23</p> <ul style="list-style-type: none"> <li>• Mingle 10-11 am</li> <li>• Mahjong 1-5 pm</li> <li>• Game Club 1-4 pm</li> </ul>	<p>24</p> <ul style="list-style-type: none"> <li>• Qigong 8-9 am</li> <li>• Water Aerobics 9-10 am</li> <li>• Yoga 10-12 pm</li> </ul>	<p>25</p> <ul style="list-style-type: none"> <li>• Mahjong 1-5 pm</li> </ul>	<p>26</p> <ul style="list-style-type: none"> <li>• Coffee &amp; Donuts 8-10 am</li> <li>• Water Aerobics 9-10 am</li> <li>• Bridge 1-3:30 pm</li> </ul>	<p>27</p> <ul style="list-style-type: none"> <li>• Private Event</li> </ul>	
28	<p>29</p> <ul style="list-style-type: none"> <li>• Water Aerobics 9-10 am</li> <li>• Tai Chi 9-10 am</li> <li>• Yoga 10-12 pm</li> <li>• Bridge 1-4:30 pm</li> </ul>	<p>30</p>					

# ACTIVITIES

BRIDGE is played in the Clubhouse on Fridays from 1 pm to 3:30 pm.

COFFEE AND DONUTS. Visit with your neighbors in the Clubhouse on Fridays, beginning at 8 am. Grey Bears grocery delivery arrives around 9 am, and the group tends to thin out afterwards, as people leave to take their groceries home.



GAME DAY meets in the Clubhouse from 1pm-4pm on Tuesdays. The group usually plays Rummy for the first half of the period and Mexican Trains (a dominos game) for the second half. Contact Daryl Butler with any questions.

MAHJONG is played in the Clubhouse on Tuesday and Thursdays from 1 pm to 5 pm. All levels welcome, including beginners interested in learning to play. Contact Marge Shaw with any questions.

MORNING MINGLE. Meet and greet your neighbors on Tuesdays from 10 to 11 am in the Clubhouse.

QIGONG meets in the Clubhouse on Wednesday mornings from 8am-9am. Suitable for beginners and advanced. Teacher Nick Loffree leads simple Qigong warm ups, stretches, flowing movements, and meditations to get the day off to a relaxed but energized start.

READING GROUP meets in the Library at 1pm on the 3<sup>rd</sup> Wednesday of each month. Both fiction and non-fiction are included. Contact Sandra Walker with any questions.

TAI CHI meets on Mondays at 9 am in the Clubhouse. Relax, stretch, and improve your balance. Suitable for beginners and advanced. Teacher Marge Shaw leads the class through a series of Tai Chi relaxing-but energizing movements and routines. Contact Marge Shaw with any questions.



WATER AEROBICS meets Monday-Wednesday-Friday from 9am-10am. This is a low impact activity and is suitable for both swimmers and non-swimmers. Contact Alyce Amor [amorp139@aol.com](mailto:amorp139@aol.com) with any questions.

YOGA meets on Mondays and Wednesdays at 10 am in the Clubhouse. Teacher Mitra Treadwell leads a 2 hour class of invigorating yoga. Mitra has been practicing yoga for 50 years and teaching yoga for 43 years. Contact Mitra Treadwell [mitrayoga@yahoo.com](mailto:mitrayoga@yahoo.com) with any questions.





## MASTER RECYCLER VISITS DE ANZA

(Spoiler Alert: We can do a lot better, primarily by not bagging recyclables.)

On Feb. 14, City of Santa Cruz Master Recycler Glenn Smith met with De Anza residents who are interested in learning more about recycling. Glenn brought many items and invited us to judge which are recyclable and which (sigh) can't be recycled and must go into the dumpster to be taken to the landfill.

We did fairly well at this task, but there was confusion over some items, and Glenn helped us sort out our confusion. Interested residents also brought items from home that we were uncertain about explained the distinctions between recyclable and non-recyclable, with the final criterion being "When in doubt, throw it out." Most of us had previously turned this principle on its head, thinking "When in doubt, put it in the blue bin and maybe, just maybe, pretty-please, hopefully it can be recycled."

Glenn referred to this upside-down principle as "wish-cycling" rather than valid re-cycling. He also pointed out that non-recyclables in the recycle bin are classed as "contamination". Since it's impossible for the recycling center to sort through everything, when contamination is found it often results in an entire bin, or even an entire load, being rejected. This causes many valuable recyclables to be sent to the landfill.

After Glenn's talk and hands-on demonstration in the Clubhouse, we led Glenn to the nearest dumpster area, where Glenn painstakingly sorted through each of the three recycle bins, discussing which items should and shouldn't be there. Unfortunately, none of the three bins earned a passing grade! But fortunately, the errors were not that complicated, falling mostly into two easily correctable categories.

**ERROR #1:** Recyclables should NOT be bagged. All items should be placed loosely into the recycle bin. Aside from preventing bagged recyclables from being sent to the landfill or costing us taxpayers to pay extra workers at the recycling center to un-bag and dump out all the bagged recyclables, correcting this error will also save money for us. We don't need to buy all those single-use plastic bags. Recyclables can be carried to the blue bin in a wastebasket or box or in a cloth or plastic bag that gets emptied into the blue bin and then re-used indefinitely. Try it, you'll like it.

**ERROR #2.** Nothing should be put in the blue bin with food on or in it. Cheesy, tomato-y pizza boxes were the most common offender. We may be reluctant to throw away a big pizza box just because of a bit of grease or cheese or tomato, but as Glenn pointed out, food on or in recyclables will cause an entire bin, or even an entire load, to be rejected and sent to the landfill. If only the top or only the bottom of a pizza box has food on it, we can rip it in half and put the clean half into the recycle bin and the food-y half into the garbage.

**For those who missed this informative talk and demonstration, Master Recycler Glenn Smith has agreed to a repeat performance in the spring, when the rains have stopped. The notice will appear in a future issue of the Arroyo Bulletin, so stay tuned.**

## OLD-TIMER FACES 'N FUR: SPACE #139

**GERRIE COLBY** was born in San Francisco, the eighth of nine children in a traditional Mexican immigrant family. Her mother was married at the age of 12, in an arranged marriage to a 46 year old man who died about 10 years later. Gerrie's two oldest sisters were born to this marriage. Gerrie's mother and father, both in their early 20's, then married and had 5 children. A month before Gerrie's birth, her father and their 15 month old son died of TB. Two years later her mother remarried and Gerrie's last sibling was born.

When Gerrie was 12, her step-dad's work took the family to Palo Alto. Her mom wanted Gerrie to think of herself as totally American, so she never spoke Spanish to her, and Gerrie learned only English. Yet she always felt like an outsider in Palo Alto, both socially and economically. When Gerrie graduated from Palo Alto HS in 1960, her mother arranged for her to marry the son of a friend. The two teen-agers reluctantly but obediently married, though Gerrie remembers she could not say the words "I do" and her maid of honor had to break the silence by saying "She does". The marriage only lasted about five months. Then in the late 1960's Gerrie met a Palo Alto police officer named Roy Colby, and she remembers it as love at first sight.

**ROY COLBY** was born in Fork of Salmon, CA, in the Siskiyou Mountains, in a cabin located 14 miles down a dirt road passable only by horse. During WWII, the war effort drew his family to San Francisco, where his mother worked in a Schlage lock factory converted to producing 5" gun shells, and his father installed gun turrets on destroyers at the Hunters Point Shipyard. The rest of Roy's youth was spent on a ranch outside Eureka, CA. After graduation from Eureka HS, Roy enlisted in the navy, with basic training in San Diego and Florida. He was assigned to Admiral Russel's staff, which oversaw court martials around the world, leading Roy to travel to Hawaii, Germany, England, France, New Zealand, and Australia. He left the navy in 1960 and studied for one year at Humbolt State Univ., then left to join the Palo Alto police department.



**ROY AND GERRIE COLBY** were married in 1968, forming a blended family with four children, and enjoying over 50 years together. They first lived in Palo Alto, where Roy worked as a night shift police officer and owned an auto repair and towing service as a day job. After Roy retired from the police dept., they moved to Mountainview, where Roy operated a Chevron station. In 1975 they moved to Ben Lomond, where Roy owned an auto repair shop until he retired in 2001. Since 2001 Roy has worked in construction/remodeling/repair, both at De Anza and around town.

While living in Ben Lomond, Gerrie and Roy had the horrifying experience of the disappearance of their 14 year old daughter, Rebecca. On the 6<sup>th</sup> days after Rebecca's disappearance, Gerrie was

helped through the ordeal by an evangelical Christian minister. The next day, Rebecca phoned home. (She and a girlfriend had decided to see the world. Their adventure took them as far as a bus trip to Sacramento, when Rebecca wanted to come home.) Gerrie had been a nominal Catholic her whole life, but religion had meant very little to her. After this experience, Gerrie became a Baptist, as Roy is, and their relationship with Jesus has been an important part of their lives. Both Gerrie and Roy attend weekly bible study and weekly worship service.

Gerrie was diagnosed with MS when she was 38 years old. She gradually began having difficulty walking around hilly Ben Lomond. So in 1999 Gerrie and Roy moved to De Anza, where the flat land made it easier for Gerrie to walk around. They enjoy the quiet atmosphere and friendly people at De Anza, and have participated in a variety of activities during their almost 20 years here.

Roy once served on the Arroyo Assn. board, and has continued golfing and fishing, though he gave up hunting, skiing, and scuba diving some years ago. He loves watching sports on TV, except for hockey and soccer. He's a voracious reader, averaging over 400 books a year. Gerrie is also an avid reader, and reads a book every couple of days. For years Gerrie was a member of a now defunct De Anza women's club with about 50 members who took turns presenting their work/projects/hobbies at their meetings. Gerrie once made a show-and-tell presentation to the group on her extensive doll collection. This club took many sightseeing trips together, and Gerrie vividly and fondly remembers their boat trip through Elkhorn Slough. Gerrie also has fond memories of the Red Hats, a De Anza women's club that ate at various restaurants, wearing (you guessed it) red hats. Both Roy and Gerrie have always been dog people, and they've had many dogs through their 50+ years together.

**BLOSSOM COLBY** is a 3 year old rescue Papillon, who was living in a shelter in Missouri when Gerrie and Roy found her on the Web, on a canine version of match.com. Blossom came to California in a van that drove rescue dogs to their new homes around the country. She's a committed mama's girl and is happiest when glued to Gerrie.

**KOLBY COLBY** is a Coca-poo who was living in Kansas when Roy and Gerrie found her online 16 years ago. They fell in love with her face, bought her from a breeder, flew her out, and they met at the San Francisco airport. Kolby has perfected the Pathetic Sad Eyes Act, which she performs whenever she feels the need for a cuddle. Unlike Blossom, Kolby is delighted to be petted by or cuddle with visiting interviewers and other visitors.



# HOA NEWS



Each year half of the HOA Board members complete their two year term. Each is welcome to run for another term.

At the January HOA General Meeting, a nominating committee was assembled, per the by-laws, from volunteers of the general membership and are tasked with finding qualified candidates for each of the open positions. Nominations were formally made at the March 14 general meeting. The committee send out a community email and posted notices in the clubhouse, on the website and in the DeAnza newsletter soliciting participation. A vote was passed that the nominations are now closed for additional candidates.

**\*\*There will be a special HOA meeting April 16 @ 7 pm for a Q & A session with all the candidates. If you have any topics/questions for the candidates, email Carol Smith @ [caroltomsmith@comcast.net](mailto:caroltomsmith@comcast.net)**

All community members who have paid their \$10/household annual HOA dues beginning January 1 through day of elections, May 9, are eligible to vote in this election.

Contact Eugene Markowitz, treasurer, to pay dues. His email is [eugene285@gmail.com](mailto:eugene285@gmail.com).

**Candidates:** (candidate information will be published on DeAnza website [www.deanza-park.org](http://www.deanza-park.org), when information is received)

HOA President:

Candi Walker  
Merit Herman

HOA Secretary:

Amalie Sinclair

Policies and Procedures:

Don Payne  
Dan Brickman

Emergency Procedures:

Gary Whitten

GSMOL:

Dave Allenbaugh



**Save the dates! These are the remaining HOA Meeting Dates. All meetings are at 7 pm**

May 9

July 11

September 12

November 14

*The Arroyo Association invites you to enjoy*

**An Evening of Music and Art**

*(and the famous \$3 bar)*

**Friday, April 12, 5:30pm**

Featuring  
music by

*Toby Gray*

with Jan Schwartz on flute

Acoustic music celebrating the joys and magical power of music.  
Cool, mellow and smooth with songs by the Eagles, Beatles,  
Bob Dylan and his own originals.

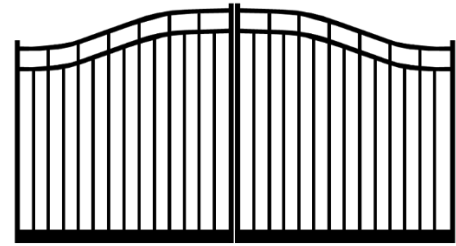


**Featuring Art by Former Resident *Pauline Schwartz***



# De Anza Gate Guide

Last Update: 3/7/2019



This guide was developed to provide guidance and answer questions residents may have regarding gate operations. If you have questions or there is a specific situation that is not covered in this document, please contact the Gate Committee.

## General Operations:

The gate was installed to provide secure access to our community so the number of **Gate Tags** and access codes given out is limited to De Anza residents and those services that may need access on a daily/weekly basis. **Non-Resident Access Codes** will be changed on an annual basis as they may be compromised over time.

## Definitions:

- **Gate Call Box:** The box residing on the left side of the entrance gate where residents can be looked up or the **Non-Resident Access Code** may be entered.
- **Non-Resident Access Code:** A 4-digit code entered on the **Gate Call Box** will open the gate immediately, used for non-residents (I.e. delivery services, maintenance, mail, etc.)
- **Resident Access Code:** A 3-digit code a visitor may type into the **Gate Call Box** that will call the resident so they may open the gate.
- **Gate Tag:** A physical tag affixed permanently to a car/motorcycle. They come in two different styles. See ELS management if you do not have one or it does not work.
- **Hanging Tag:** Plastic tag that can be hung from the mirror which is portable. Each space should have one. Contact ELS if you do not have a **Hanging Tag**.

<b><i>Item/Issues</i></b>	<b><i>Current Procedure</i></b>
Hours of Operation	24 hours/7 days a week
UPS Access	Have own limited (8AM-8PM) <b>Non-Resident Access Code</b>
FedEx Access	Have own limited (8AM-8PM) <b>Non-Resident Access Code</b>
US Mail Access	Have own limited (8AM-8PM) <b>Non-Resident Access Code</b>
OnTrack Access	Have own limited (8AM-8PM) <b>Non-Resident Access Code</b>
Newspaper Access	Has <b>Non-Resident Access Code</b> , no limit
Sanitation Access	Have own limited (8AM-8PM) <b>Non-Resident Access Code</b>
Emergency Police & Fire Access	Dispatch has <b>Non-Resident Access Code</b> . Fire Dept. has a Key
De Anza residents that live in the Park	All residents should have a <b>Gate Tag</b> on each car/motorcycle they own. Simply drive up to the gate slowly and the gate will open.
Shuttle Services Access	Type in or look up <b>Resident Access Code</b> on the <b>Gate Call Box</b> to call resident for access. Resident should provide <b>Resident Access Code</b> when ordering a shuttle.
Daily/weekly/twice a month health care/lawn service/cleaning/food delivery service.	Each company may have their own <b>Non-Resident Access Code</b> . Resident should contact ELS when they start a daily/weekly service to obtain a <b>Non-Resident Access Code</b> . If the resident terminates the service, ELS <u>must be notified</u> so the <b>Non-Resident Access Code</b> can be deleted.
Monthly Service	For monthly services, the service provide should contact the resident directly via <b>Resident Access Code</b> for access to the park. No <b>Non-Resident Access Codes</b> will be given out for a monthly service.
Resident wanting access in a different car and does not have the <b>Hanging Tag</b> with them	If the Resident has their cell phone with them, they can type in their 3-digit <b>Resident Access Code</b> on the call box and their cell phone will ring. Answer the call then press "9" on your cell phone to open the gate.
Want relatives/friends to enter park easily	Type in <b>Resident Access Code</b> number or lookup on the <b>Gate Call Box</b> to call resident for access or <u>temporarily</u> give out the <b>Hanging Tag</b> .

Want to provide temporary access to someone while the resident is away	Provide <b>Hanging Tag</b> for entry. As an option, ELS management may change the residents assigned phone number at the <b>Gate Call Box</b> to the person wanting access during the resident's absence therefore calling his/her own phone. Contact ELS management to temporarily change the <b>Gate Call Box</b> phone number.
Want relatives/friends to have access code or sticker	Provide the <b>Hanging Tag</b> or type in the resident's <b>Resident Access Code</b> number at the gate call box for entry. No additional <b>Non-Resident Access Codes</b> or <b>Hanging Tags</b> will be given out.
Who to call when gate fails or broken	Call office or answering service. They will contact Jennifer or whoever is on stand-by.
What do real estate agents do?	When a real estate agent obtains a listing in the park, that agent's telephone number will be added to the list on the <b>Gate Call Box</b> so when there is an open house, clients can be given the 3-digit <b>Resident Access Code</b> or can look up the agent's name on the call box. When the home is sold, the agent's name will be deleted.
How are resident sponsored party guests gain access	The hosting resident will be given a temporary <b>Non-Resident Access Code</b> for the party which will be cancelled after the party.
Clubhouse activity, non-party, recurring event.	The resident host will be responsible to grant access to participants.
Power Failure	Both entrance and exit gates will automatically open and remain open until power is restored or the gate is reset.

**IF THE GATE DOES NOT OPEN OR APPEARS TO BE BROKEN, CALL 831-423-8660**

## Appendix A – How to Gate Guide



### **Guidance to Provide Your Visitors**

- A. Inform your expected visitor in advance of your 3-digit **Residence Access Code**. Upon arrival, they will enter the 3-digit code on the keypad (1) and the resident's phone will be called.
- B. If they don't have the 3-digit **Residence Access Code** when they arrive, they can locate your name in the directory (2) by scrolling up or down by pressing the A or Z buttons (3) when found, press CALL (4). The resident may talk to you through the speaker (5)

### **What to do When A Visitor Arrives**

- A. When your phone caller ID says "De Anza Gate" accept the call. Then talk to the visitor through the speaker (5) to confirm if this is an expected visitor.
- B. If it is the expected visitor, press "9" on your phone to open the gate.
- C. If it is not an expected visitor, press "#", then hang up, **DO NOT JUST HANG UP.**