



Town of Harwich COUNCIL ON AGING BOARD MEETING

WEDNESDAY October 7, 2020, 11:00AM

Remote Participation Only

Council on Aging Board of Directors
Wednesday, October 7, 2020 11:00 AM

Please join my meeting from your computer, tablet or smartphone.

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I. Call to Order

Pursuant to Governor Baker's March 12, 2020 Order Suspending Certain Provisions of the Open Meeting Law, G.L. c. 30A, §18, and the Governor's March 15, 2020 Order imposing strict limitations on the number of people that may gather in one place, this meeting of the Harwich Council on Aging Board of Directors is being conducted via remote participation. No in-person attendance of members of the public will be permitted, but every effort will be made to ensure that the public can adequately access the proceedings as provided for in the Order.

II. Approval of Minutes

- A. Approval of Minutes from the September 2, 2020 COA Board of Directors Meetings **
(VOTE REQUIRED)

III. Public Comment

IV. Chair's Comments (*R. Waystack*)

- A. Check in with Members

V. Director's Report (*E. Mitchell*)**

- A. Overview of current COA COVID-19 Operations
B. Anticipated future COA operations
C. Updates re COA Staffing
D. COA Volunteer needs, recruitment, and training
E. Updates re FY 21 COA Newsletter procurement process and contract
F. FY 21 COA Budget Update following Annual Town Meeting on 9/26/2020
G. New Title IIIB Project Grant

VI. Old Business

- A. Volunteer Recognition Event – Options to recognize planned Volunteers of the Year

VII. New Business

- A. Update from Elder Services Board Liaison (*J. Lepore*)

VIII. Member Comments

IX. Adjournment

***Supporting information available at the Harwich Council on Aging*

REMINDER: Next HCOA Board Meeting – November 4, 2020 at 10 AM

Authorized Posting Officer:

Posted by: _____
Town Clerk

Emily Mitchell _____

Signature

Date: September 25, 2020

Meeting Minutes - DRAFT
Harwich Council on Aging Board of Directors Meeting
Wednesday, September 2, 2020, 10 AM
Remote Participation Only

Meeting Attendance:

Board Members: Chair Richard Waystack, Carol Thayer, Joanne Lepore, Ralph Smith, and Angelina Raneo Chilaka

COA Staff Member: Director Emily Mitchell

I. Call to Order

The Meeting was called to order by Chair Richard Waystack at 10 AM

II. Approval of Minutes

Carol Thayer made the motion to approve the minutes from the September 2, 2020 COA Board of Directors meeting. The motion was seconded by Joanne Lepore. Roll call vote – unanimous vote to approve by members in attendance.

III. Public Comments: None

IV. Chair's Comments (R. Waystack)

- Discussion of how dramatically things have changed since the last COA Board meeting in March 2020 when the COA and Town more broadly were operating normally. Things changed quickly, there were a lot of unknowns, and town operations altered dramatically. The COA had to continue to provide onsite and community-based services to meet essential needs.
- Amidst the pandemic operations, the COA lost its Social Services Coordinator. While there was a town-wide hiring freeze in place, Emily was able to articulate a need for an exemption to the hiring freeze to the Board of Selectmen and Interim Town Administrator to fill this essential position. She was able to gain that support and fill the position.
- Thank you to Emily and full COA staff for their exceptional work in support of the community.
- Opportunity for the Board to check in and to further discuss ways to support the COA and community.

V. Director's Report (E. Mitchell)

A. Overview of COA COVID-19 Operations – all operations have been overhauled to maintain safety and prioritize essential needs (meals, grocery/pharmacy support, transportation)

1. Community Lunch Distribution – switch within one day from daily onsite meals to a community distribution within one day – no lapse in service. Made possible with the efforts and creativity of Town Chef Linda St. Pierre. Meals must be cold, suitable for storage and transportation. Meals are delivered by

a combination of volunteers and COA staff. Initial capacity of 35-40 meals per day. Linda has expanded capacity to approximately 70 meals a day, over 350 per week. An eligibility policy was implemented to make sure the program could operate within its capacity and to prioritize the most at-risk folks in the community. Emily stated a concern regarding funding for this program. The program has been FEMA reimbursable to date, with reimbursement expected to end on September 30, 2020. Meals are budgeted for in the COA budget, but not at the quantity the COA is currently serving. Emily has requested supplemental funds to support the increased capacity which will be subject to Town Meeting approval of the full Town operating budget.

2. Transportation – has been continued throughout the full course of the pandemic. The COA has two vans – an 8-passenger and a 12-passenger. COVID has impacted van capacity. For the majority of the pandemic, the capacity has been 1 rider per trip. Beginning in July, the capacity has increased to 2 riders per trip on the 12-passenger van where 6 foot distancing can be maintained. The van is disinfected between each trip. Locations have expanded to include grocery stores, pharmacies, the bank, and to essential medical appointments. The volunteer medical transportation was put on hold immediately with the onset of COVID and remains on hold indefinitely, so as not to put volunteer drivers at risk and because it is impossible to maintain recommended distance in passenger vehicles.
3. Grocery/Pharmacy support – includes transportation to stores, partnership with the Family Pantry to place orders and deliver them to residents, and occasional COA staff grocery shopping or medication pick-up and delivery
4. Social Support calls – social support phone calls with older adults partnered to call each other. Meant to build relationships and minimize isolation. Supplemented by a partnership with the Academic Public Health Volunteer Corps, a group of Masters and Doctoral level students in public health who provided wellness calls to seniors.
5. No onsite programming. Trying to find creative ways to bring programming to people at home (e.g. indoor vegetable gardening program, exercise equipment distribution, activity and wellness kits). Working towards implementing remote programming through either Zoom or Channel 18. Working to address technology barrier, both access to technology and knowledge of how to use it. Other factors: payment and liability. Mask distribution to seniors and families and caregivers of seniors. Slowly resuming 1:1 appointments with COA staff and professionals like podiatry care, elder law attorneys, and mobile dental hygiene clinic.

B. Anticipated COA Operations

1. Continuing to build on 1:1 appointments both with staff and professionals. Will continue to serve people by phone and email to the full extent possible.

Push to implement remote programming in the near term. Continuously reevaluating options to resume small and large group onsite programming based on guidance from aging agencies, the Harwich Health Director, and public health trends. Unlikely to bring back larger onsite programs until there is a COVID vaccine or treatment.

2. The COA is now looking to bring back more volunteers into the building to help with office tasks. Answering the phones is a major task, as the COA is receiving more calls than ever. She would love to be able to bring in 2 people a day – one in the morning and one in the afternoon for some relief. Volunteers are welcome – please call Emily or Julie.
3. Carol Thayer suggested setting up a training program for Volunteers. Set up a brief seminar so that our volunteers could see what is needed and how to be successful at the job. Richard also suggested that this video be made available on Channel 18 and YouTube so that it is more broadly available to anyone interested.

C. Updates re COA Staffing

1. Julie Witas was promoted from the COA Program Specialist 1 position to the Social Services Coordinator position. Filling this vacancy required a vote by the Board of Selectmen to exempt it from the town-wide hiring freeze. They voted unanimously to fill the position at their July 6, 2020 meeting. August 24, 2020 was Julie's first official day in the new position.
2. The Program Specialist I position is now vacant. On September 16th, Emily will meet with the Interim Town Administrator to discuss options for filling this vacancy. Richard reiterated that the need to fill this position and have a fully staffed department is critically important.
3. One COA van driver position is still vacant. It has been filled by a temporary hire since October 2020. The vacancy predates the hiring freeze and was allowed to proceed beginning in January 2020. The process was almost complete when the onset of COVID-19 delayed finalization. Emily will also discuss permanently filling this vacancy during her meeting with the Interim Administrator.

D. COA Budget Discussion

1. Revisions to FY 21 COA Town-appropriated budget request – costs associated with the COA lunch distribution program have been FEMA reimbursable since the start of the pandemic. This reimbursement is expected to end on September 30, 2020. The COA budget does include funding for lunches. However, when Emily first submitted the FY 21 budget request, the pandemic had not yet hit and the COA was serving a lower quantity of lunches. In advance of Town Meeting, Emily has requested supplemental funds to support the increased food costs for the remainder of FY 21 following the FEMA reimbursement period. She has also requested

supplemental funds for additional van driver hours to accommodate new locations and to meet essential transportation needs in light of van capacity restrictions. Other supplemental requests include staff cell phone coverage needed to support remote work and additional funding for the copier lease, as the COA received a significant overage bill due to multiple departments sharing this equipment. Emily identified budget reductions, made possible with altered operations under COVID, to help offset the supplemental requests.

2. Richard also reminded us that the Annual Town Meeting is on September 26, 2020 at 10am at the Monomoy High School Stadium Field. The FY 21 Town budget, including the COA budget, will be voted on at Town Meeting.
3. The FY 21 Formula Grant, awarded to all Massachusetts COAs by the Executive Office of Elder Affairs is expected to be reduced during the state's budget cycle. An exact figure has not yet been shared with COAs, but they have been told to prepare for up to a 25% reduction. For FY 19 and 20, the funding level was \$12/senior (person age 60+) living in the Town of Harwich at the time of the 2010 US Census. The Formula Grant is used to fund the majority of the Program Specialist 1 salary (27 hours/week), to pay for newsletter printing costs, and for other important projects and services.

VI. Old Business

- A. Volunteer Recognition Event Planning Update – this event has been canceled due to COVID-19.

VII. New Business

- A. Richard would like to resume a regular meeting schedule. Consensus of the Board is to resume meetings on the first Wednesday of every month at 10 AM. Meetings will be remote, using the GoToMeeting platform, for the foreseeable future.
- B. Discussion of COA Board Role during COVID-19
 - Advocacy in filling staff vacancies – ongoing shortages are leaving the department in a responsive position and focuses on day-to-day management, rather than being able to plan for the future and look at bigger picture ideas.
 - Office volunteer support – next big volunteer push. Looking to have two volunteers at a time helping Julie with the front office. Joanne and Angie offered to assist with office support.
 - Remote programming – has been a goal of Emily and COA since early on in the pandemic, but it takes a lot of staff time and work to put it together. Board members with comfort with this technology who help provide training and practice for seniors who are not familiar

with it yet. Richard offered to help with training, putting written/visual directions together to facilitate access.

- C. Elder Services: Joanne Lepore – There was a remote meeting in June that did not work out well in terms of access and technological difficulties. There were not meetings in July and August. There is a September meeting that Joanne plans to attend and which she will report back on at the next COA Board meeting.

VIII. Member Comments – Unanimous thank you to Emily and full COA staff

IX. Adjourn:

Carol Thayer moved to adjourn the meeting at 11 AM. The motion was seconded by Joanne Lepore. Roll call vote – unanimous vote to adjourn by members in attendance.

Overview of COA COVID Operations September 2020 Update

Since the onset of COVID-19, the COA has developed or modified the following programs to respond to the needs and interests of Harwich seniors, family, and caregivers. We have prioritized this set of core services which are designed to meet essential needs. These services have evolved and expanded since they were first implemented in March. We will continue to expand upon these services - and continue to work towards introducing new services and programs - in the weeks and months to come.

Community Lunch Distribution

- All meals are cold, nutritionally balanced, and safe to be packed and transported
- Delivered by a combination of staff and volunteers
- Capacity: 70 meals/day. We are at capacity and currently have a short waiting list for this service.
- Currently serving 85 unique individuals (possible because many recipients do not receive meals all 5 days/week)

Transportation

- Strict safety, sanitation, and capacity protocols remain in place
- Current capacity: 2 riders/trip on 12-passenger van, 1 rider/trip on 8-passenger van
- Locations: grocery stores, pharmacies, bank, Post Office, essential medical appointments, **Town Hall for early voting/absentee ballot drop off**
- Volunteer Medical Driver program remains suspended

Grocery/Pharmacy Support

- Transportation to grocery stores/pharmacies
- Arranging for volunteers to pick up groceries and/or medications (under certain circumstances) and delivering them, contact free, to seniors
- Placing, picking up, and delivering orders from the Family Pantry
- Brown Bag program has continued unabated (with a transition to increased staff, rather than volunteer, support in packing and distributing groceries)

Social Support Phone Calls

- Coordinated a social support phone tree where seniors place calls to each other several times per week to check in, build relationships, and reduce isolation

Academic Public Health Volunteer Corps. (APHVC) Partnership

- Volunteers continue to provide both wellness and social calls to local senior who opt into the program

- COA staff follow up for identified needs

Programming

- At home programming – still distributing Activity Kits and Home Exercise Kits
- Gearing up to offer remote programming opportunities via Zoom
- **New:** Planning holiday programming, looking to fill holiday programming gaps created by other elimination/reduction of other community-supported holiday programming.'
- **New:** Received grant from Elder Services of Cape Cod and the Islands for COVID-19 outreach project (Full project/grant details later in packet)

Mask Distribution

- Free washable masks (1/person) available for Harwich seniors (60+), caregivers to seniors, or family members living with seniors

Onsite Services

- Continued 1:1 appointments with COA staff, for DME donation/distribution
- **Expanded 1:1 professional services in September: Elder Law Attorney appointments, podiatry care, Wellness/Blood Pressure Clinic with Town Nurse, Mobile Dental Hygiene Clinic, Census Mobile Questionnaire Assistance pop up**

Outreach Services

- **Start of Fuel Assistance application season**
- **Expanded Caleb Chase Fund program**
- **Planned resumption of *very limited* community outreach services to homebound seniors, as needed**

Anticipated COA COVID Operations September 2020 Update

All decisions about COA operations are made consistent with direction from the Health Director, Board of Health, and Interim Town Administrator, and with guidance from local, state, and federal aging agencies. We continue to prioritize core services that meet essential needs, and we are looking to expand opportunities for education, socialization, health and wellness, and other programming.

Departmental operations will continue to evolve and will remain responsive both to public health trends and to the needs and interests of older adults in our community. The following is a broad overview of anticipated operations in the months to come.

Short Term

- Continued prioritization of core services (lunch distribution, essential transportation, grocery/pharmacy support, professional staff support – by phone, email, and in person by appointment)
- Continued 1:1 staff and professional services. Currently actively recruiting additional podiatry nurses to meet significant community need/demand.
- Implementation of remote programming
 - Continuing to collect community feedback on types of programs people are most interested in, access to technology, interest/ability to pay for remote programming
 - Have created a mechanism for collecting payment/paying instructors as applicable
 - Still working through liability concern – will likely involve conversations with MIIA and Town Counsel
 - Still working on training/accessibility for participants

Long Term – through end of FY 21

- Resumption of small group onsite programming (groups of fewer than 10 people where appropriate spacing can be maintained)
 - **Currently facing some conflicts with COA program vendors due to different COA and Community Center program resumption practices.**
- Hybrid remote/onsite programming to allow more than 10 people to participate in a given program.
- *It is unlikely that we will resume larger group onsite programming until there is a reliable treatment/vaccine or until the risk of transmission is otherwise drastically reduced.*

At the COA, we recognize that our operations are likely to be significantly impacted for longer than other municipal departments by virtue of who we are designed to serve. We continue to seek creative ways to modify our services to effectively reach the greatest number of people.

COA Volunteer Needs – September 2020 Update

Office/Reception Support

- Answering phones
- Greeting visitors
- Program Sign Ups/Check ins
- General office, filing, data entry, etc. work

Lunch Delivery Drivers

- Deliver meals along a given route, following a no-contact drop off protocol
- Reporting back to COA staff re concerns about recipients, when recipients are not home, etc.
- Time commitment: 60-90 minutes per shift

Technology Support

- Put together written training materials on how to use Zoom, other remote platforms
- 1:1 or group training actually using Zoom with participants

Special Projects

- E.g. assisting putting materials together for at home programming (activity kits, gardening kits, exercise kits)
- “Adopting a Room” – come in a few times per month to keep shared/public areas tidy, decorated, and welcoming
- Office organization, Durable Medical Equipment storage room inventory/organization
- Assistance with recurring programs (e.g. Brown Bag – packing, reminder calls, etc.)

All of us at the COA are thankful for the incredible work and support provided by our volunteers. Our ability to onboard new volunteers is currently limited by both safety and capacity restrictions and by available staff time to provide appropriate training and oversight. We are working hard to find the best balance of allocating time for those functions - in recognition of their incredible short and long term value - without sacrificing needed time to maintain core ongoing functions.



Town of Harwich COUNCIL ON AGING

Harwich Community Center □ 100 Oak Street □ Harwich, MA 02645
Tel: 508-430-7550 Fax: 508-430-7530

m e m o

TO: Joseph Powers, Interim Town Administrator
Robert Lawton, Interim Assistant Town Administrator
Griffin Ryder, Town Engineer

FROM: Emily Mitchell, COA Director

DATE: July 21, 2020

RE: Procurement of FY 21 Council on Aging Newsletter

In support of its mission, the Council on Aging publishes a bimonthly newsletter to inform older adults, their families, and caregivers about departmental services and programs, to promote healthy aging and wellness, and to share other community resources. The newsletter is mailed to local seniors and families, as well as to organizations that provide aging services and to other public-facing and senior-serving locations, at no cost to the recipients.

This bimonthly newsletter is the department's most effective tool for communicating information about programs, events, and resources to our community. The nature of our work at the COA is such that our patrons rely on printed materials to inform them about opportunities and services available to them. We continue to expand our use of alternative methods for sharing updates and information on departmental resources including call notifications, email list distributions, program flyers, and website announcements. Consistently, we find that the newsletter has the broadest reach and is the most accessible format for older adults in the community. Without a newsletter, we cannot reach or serve the residents most in need of our support.

To provide this newsletter, the COA contracts with a vendor to perform both the printing and mailing of each edition (six editions per year). The full FY 21 printing specifications including the scope and timeline for work performed are included here.

The FY 20 contract expired on June 30, 2020 and included the printing and distribution of the July/August 2020 edition of the COA newsletter. The September/October edition will be the first of the FY 21 contract and is scheduled to go to print on August 21, 2020.

The printing of the COA newsletter is paid for using funds from the annual Executive Office of Elder Affairs Formula Grant and is therefore not contingent on an appropriation of funds at the upcoming Annual Town Meeting. The contract price for FY 20 was \$1,786.20 per edition for a total of \$8,931.00 (NB: this was for five editions rather than the full six due to delays in the procurement process; the same vendor printed the sixth edition as a one-time service at the same per-edition cost, but that was not included in the contract; total FY 20 cost: \$10,717.20).

I appreciate your help in securing a contract for FY 21 for the provision of this core COA service.



Town of Harwich COUNCIL ON AGING

Harwich Community Center □ 100 Oak Street □ Harwich, MA 02645
Tel: 508-430-7550 Fax: 508-430-7530

Harwich Council on Aging NEWSLETTER PRINTING SPECIFICATIONS 2020 – 2021

- Staff of the Harwich Council on Aging will provide newsletter copy to printer electronically as a copy-ready PDF file.
- Newsletter copy will be provided to printer and copies will be printed, mailed, and delivered according to the following schedule:

Newsletter	Printer will receive copy by:	Printer will mail newsletter by:	Printer will deliver copies to COA by:
Sep/Oct 2020 Issue	Friday, August 21, 2020, 2pm	Friday, August 28, 2020, 4pm	Monday, August 31, 2020, 4pm
Nov/Dec 2020 Issue	Friday, October 16, 2020, 2pm	Friday, October 23, 2020, 4pm	Monday, October 26, 2020, 4pm
Jan/Feb 2021 Issue	Friday, December 11, 2020, 2pm	Friday, December 18, 2020, 4pm	Monday, December 21, 2020, 4pm
Mar/Apr 2021 Issue	Friday, February 12, 2021, 2pm	Friday, February 19, 2021, 4pm	Monday, February 22, 2021, 4pm
May/June 2021 Issue	Friday, April 16, 2021, 2pm	Friday, April 23, 2021, 4pm	Monday, April 26, 2021, 4pm
Jul/Aug 2021 Issue	Friday, June 18, 2021, 2pm	Friday, June 25, 2021, 4pm	Monday, June 28, 2021, 4pm

We recognize this is a short one week "turn-around" time, but we require as much time as possible for preparation of the newsletter copy since we schedule programs so far in advance, and need to be sure our information is as accurate as possible when it goes to print.

- If the COA provides the newsletter copy late to the printer, the schedule for printing will be adjusted to provide the printer with seven (7) calendar days from receipt to mail the newsletters and an additional three (3) calendar days to deliver copies to the COA.
- Printer must print and coordinate pre-sorted mailing of the newsletters utilizing the updated mailing list supplied by the Harwich COA for each issue.
- Printer will prepay postage costs and submit a separate postage invoice for reimbursement.
- Printer will use their own non-profit imprint indicia for mailing.
- Total Monthly Copies: 2,420

2,400 Regular Print Copies

- Printed front and back on 4 pages of natural color 11 x 17" paper with black ink (*see attached sample*)
- Collated and folded to equal 16 finished pages size 8 ½ x 11"
- Stapled twice on the fold
- Copies prepped and mailed using mailing list supplied by COA when newsletter copy is provided for each issue
- All un-mailed copies will be delivered to the COA

20 Large Print Copies

- Printed front and back on 8 pages of natural color 11 x 17" paper with black ink
- Collated and cut to size to equal 16 finished pages approximate size 11 x 14"
- Stapled twice on left edge
- All large-print copies will be delivered to the COA

Town of Harwich COUNCIL ON AGING NEWS



Harwich Community Center ~ 100 Oak Street ~ Harwich, MA 02645

Tel: 508-430-7550 ~ Fax: 508-430-7530

September / October 2020

*The mission of the Harwich Council on Aging is
to support and advocate for older adults, their families, and caregivers.*

2020 U.S. CENSUS

There is still time to complete the 2020 U.S. Census!

As with so many things, COVID-19 has impacted the 2020 Census timeline. The good news for anyone who has not yet completed their census is that you now have until September 30th to submit your response! There are a number of ways to submit your response – online (<https://my2020census.gov/>), by phone, by mail, or in person.

To respond by phone, call 844-330-2020 for English or 844-468-2020 for Spanish (for more info on how to respond in another language or using TDD, call us at the COA and we'll point you in the right direction). Calls are answered by a census worker – you will not be put through to an automated menu – and there is typically no wait time! Census workers staff the phone line seven days/week from 7 AM to 2 PM.

To respond in person, you have two options. Census workers have begun door-to-door in person follow up to households that have not yet submitted their census response. Second, you can come by a local Mobile Questionnaire Assistance (MQA) site! The COA and Brooks Free Library have both partnered with the census team to host MQAs in Harwich in September. There will be two at Brooks Free Library – Wednesdays September 2 and 9 – and one at the COA on Wednesday, September 16. All three Harwich MQAs will run from 1 PM to 4 PM. At both locations, the MQAs will be set up outside and will be staffed by census workers who can submit your census response right then and there. At the Library, this will be a walk-in service. **At the COA, we will be scheduling people by appointment – call us at 508-430-7550 to schedule yours! Masks/face coverings are required at both locations and social distancing will be maintained.**

The Census is a critically important tool that will inform the distribution of more than \$675 billion in funding each year. At the COA, census response most directly impacts of annual Executive Office of Elder Affairs Formula Grant. This grant is awarded to the COA at a certain dollar amount per senior (person age 60+) residing in the Town and is based on federal census data. **The 2020 census count of Harwich seniors will determine our Formula Grant funding for the next 10 years. We use these funds to pay a significant portion of our Program Specialist salary, to cover newsletter printing costs, and for other critically important projects and resources.**

Right now, Barnstable County has the lowest self-response rate in the state (under 50% to date). It is on all of us to fix this – take 10 minutes to respond and help our community get the funding we need!

DIRECTOR'S DIALOGUE



Hello! It is hard to believe we are six months into the “new normal” that defines our experiences under COVID-19. Here at the COA, we are continuing to proceed cautiously, prioritizing safety and essential services, while also seeking ways to modify and expand our opportunities for fun, education, health/wellness, and socialization. We are still not in a position to safely bring group programming back onsite, but we are beginning to reintroduce expanded 1:1 services including legal appointments, podiatry care, Mobile Dental Hygiene Clinic, Wellness Clinic with the Town Nurse, and appointments with census workers to submit your 2020 response. We continue to hold 1:1 meetings with staff and can schedule times for Durable Medical Equipment loans or donation drop offs. Our remote lunch distribution, grocery/pharmacy support, essential transportation, and phone and email-based services are continuing in full force!

As a bright spot amidst the disruption of the last months, I am thrilled to announce that our own Julie Witas has been promoted to the position of Social Services Coordinator! Julie joined us about a year ago as the Program Specialist. She has overseen transportation services, coordinated the efforts of our huge base of dedicated volunteers, developed new programs, and built lasting relationships with so many in our community. With the onset of COVID, she has managed the day-to-day operations of our lunch, grocery/pharmacy, and transportation programs. Since the departure of Susanna from the Social Services Coordinator role, Julie has stepped in to assist with many of the core functions of that position as well. As any of you who have worked with Julie know, there is no better person for this position. I hope you'll join me in sending her congratulations and good wishes as she takes on this new role!

The next few months are filled with important events – the Annual Town Meeting, the 2020 U.S. Census deadline, the start of Medicare Open Enrollment, the State Primary and Presidential Elections, and more. Read on to learn more, including ways in which the COA can help you access and participate in these important events.

As always, we love to hear from you. Call or email any time get connected to services and resources, or just to check in and say hello!

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CURRENT PROGRAMS & SERVICES

The programs described on pages 2 & 3 are available as of this writing in mid-August.

LUNCH DISTRIBUTION

Monday—Friday **NO COST**

We are offering a daily lunch distribution to support seniors who are self-isolating at home. See page 4 for details!



PHARMACY ASSISTANCE

Monday—Friday **NO COST**

COA staff or volunteer will pick up your prescription medication and bring it to your home if the following conditions are met: (1) Rx is filled at CVS, Shaws, or Stop & Shop in Harwich, and (2) No copay is due (we cannot pay for medication on your behalf, even if you are willing to reimburse). To make a request, call Julie at 508-430-7550.



Visiting the COA

Like most town offices, the COA is open by appointment only for the foreseeable future. Unfortunately, we cannot provide walk-in service at this time. We have learned that a lot can be accomplished from a distance! When a visit to the COA is needed, we ask that you follow these procedures:



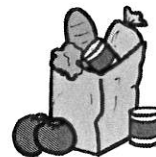
- ◆ Please wait outside or in your car until your appointment time. If the person you are meeting with is able to see you early, they will call your cell phone (we will ask for that number when you schedule the appointment).
- ◆ Please wear a mask/face covering inside the building and on the pathways outside, especially if you cannot maintain 6 feet of distance between yourself and others.
- ◆ If you come into the COA offices, please sign in for the purpose of contact tracing.

GROCERY ASSISTANCE

Call to schedule

NO COST

If you are trying to avoid the grocery store, we can help! Read this section for details, then contact the COA: **508-430-7550** or jwitas@town.harwich.ma.us.



The COA can pick up and deliver groceries from the Family Pantry at no cost. The Family Pantry offers a full range of groceries, including perishables such as milk, eggs, meats, bread, and produce. The Pantry provides a "Shopping List" of their available items, and your selections are made from this list.

How to Order:

1. Call or email the COA to request a copy of the current Family Pantry Shopping List.
2. When you have your selections ready, call the COA to give your order over the phone. (We accept orders every day of the week, and hold them to be filled on the next scheduled delivery day.)
3. We submit orders to the Family Pantry, where a volunteer will gather and bag up the groceries for each order.
4. COA staff or volunteer picks up the groceries from the Pantry and delivers them to your home. We will leave the bags right outside your front door. (You must be home at the time of delivery.)

More details:

- ⇒ Currently, all deliveries are made on Tuesdays, approximately 1pm-3pm.
- ⇒ You must place your order no later than Monday 3pm for Tuesday delivery (Friday if Monday is a holiday).
- ⇒ The Family Pantry allows you to shop every two weeks.
- ⇒ There is no charge for the groceries or the delivery. Donations to The Family Pantry are gratefully accepted to offset food costs, but there is no obligation to donate.
- ⇒ Service availability is dependent on Pantry capacity and COA volunteer or staff availability. Please give as much notice as possible when placing your order.



The COA also keeps a small supply of non-perishable basics on site for urgent needs. If you know someone who needs help *today*, please call us! 508-430-7550.



WELLNESS & BLOOD PRESSURE CLINIC

Town Nurse Susan Jusell, RN **NO COST**

Wednesdays 9:30am—12:00, by appointment

Meet with the nurse to have your blood pressure taken, ask health related questions, or discuss your health needs. If weather permits, visits can be conducted outside on a covered bench. During inclement weather, visits will move to the COA's "Glass Room". All visitors to the Community Center are asked to wait outside or in their cars until their appointment time. To schedule an appointment, call the COA at 508-430-7550.

LEGAL ASSISTANCE—In Person

Attorney Michael Lavender **NO COST**

Wednesdays September 23 & October 28

Do you have a legal question? Schedule a free half-hour consultation with attorney Michael Lavender, who specializes in elder law. In-person appointments are now being scheduled. Call the COA at 508-430-7550.

LEGAL ASSISTANCE—Remote

Attorney Katie Wibby **NO COST**

Mondays September 14 & November 2

Schedule a free half-hour consultation with attorney Katie Wibby, who specializes in elder law. Katie's appointments will be fully remote. You will schedule your appointment with the COA, and then at your appointment time, Katie will call for a telephonic consultation. Call the COA at 508-430-7550.

MOBILE DENTAL CLINIC

Fridays September 25 & October 23

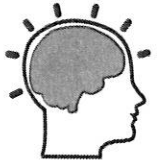
Preventative dental services are available again at the Community Center! Mobile Dental Hygiene Services offers dental cleanings, exams, fluoride treatments, denture care, and education. Services are free to anyone with MassHealth Standard/Medicaid. They offer affordable rates for individuals without dental insurance.

To schedule an appointment, contact Mobile Dental Hygiene Services directly at 508-827-6725 or smiles@mobiledentalhygiene.com



ACTIVITY KITS

Our activity kits are finally ready to distribute! We have put together gift bags full of fun things to help you occupy your time: puzzles, art supplies, stress relievers, and more! These kits are **FREE!** (Supplies are limited—first come, first serve.) We will schedule a time for you to pick up at the COA, or deliver if you don't drive. For more information or to sign up, call 508-430-7550.



FOOTCARE CLINIC

Betty Brady's "Feet First" **\$40**

Wednesdays September 23 & October 7

Trained nurse Betty Brady will provide a general assessment of your feet and will trim, file, clean, and reduce thickening of nails, smooth corns & calluses, and massage your feet. Appointments are available 9:00-3:00 at the COA are \$40. Please call the COA at 508-430-7550 to schedule your appointment.



MEDICAL EQUIPMENT LOANS

Durable medical equipment is available for loan to Harwich residents (canes, walkers, commodes, shower seats, wheelchairs, etc.). Loans to non-Harwich residents are limited to items that we have in abundance.

We "quarantine" all returned equipment for 24 hours before giving it out to a new recipient and spray it with disinfecting spray. However, we are not able to guarantee that it is fully sanitized.



Call to see if we have the equipment you need. We will place it outside the building's South entrance at a designated time for you to pick up at your convenience.

Equipment can also be *returned* to this same location, without notice, Monday-Friday 1-3pm.

For more info or to request equipment, call 508-430-7550.

UPDATE ON SOCIAL SECURITY APPTS

The Hyannis Social Security office remains closed to the public, and their staff continues to work remotely. Unfortunately, this means that they are cannot currently offer their Community Social Security Video Service (where you can video conference with a live person from our COA office). To speak to the SSA, call 866-467-0440.

LUNCH PROGRAM DETAILS

LUNCH DISTRIBUTION

Monday—Friday, 11am-1pm, NO COST

We are offering a daily lunch distribution to support seniors who are self-isolating at home. Our talented chef, Linda St. Pierre, prepares hearty sandwiches and salads fresh every day, and our friendly volunteers deliver to your home! To sign up or learn more, call the COA at 508-430-7550.

Program details:

- ◆ Schedule: Sandwiches on M, Tu, & Th / Salads on W & F. Each meal also includes a side and/or dessert.
- ◆ Unfortunately, we cannot accommodate most dietary restrictions at this time (call for details).
- ◆ Eligibility criteria applies—call the COA to discuss.
- ◆ We have capacity to serve 60 meals per day. At the time of this printing, you can sign up to receive lunch up to 4 days per week. Talk to Julie to set up a schedule.



FUNDING UPDATE

Many of the recipients of our lunch program have inquired about the costs and funding source, as well as long-term sustainability. We aim to be completely transparent and do want to share this information to anyone interested; at the same time, the answer is actually a bit complicated! If you are curious to learn the details, read on. If this isn't of interest to you, just skip the numbered portion below & jump to the bottom.

1. For FY 21 (July 1, 2020-June 30, 2021), the COA initially requested funding for approximately 30 meals per day for our normal *onsite* daily meal program. (Budgets are submitted well in advance, before a pandemic could be predicted!)
2. The FY 21 town budget (including the COA budget with the above mentioned request) was scheduled to be approved at the Annual Town Meeting in May 2020. Town Meeting has been delayed to September 26, 2020 due to COVID so the town's FY 21 operating budget has not yet been approved.
3. In preparation for the September 26 Town Meeting, the COA recently submitted a *revised* FY 21 budget request to cover the cost of 60 meals/day to support the revised community-based lunch distribution program that evolved in response to COVID.
4. Since the onset of COVID in March, COA lunch distribution costs have been fully reimbursable through FEMA funds. It is anticipated that *FEMA reimbursement* for this program will end as of September 30, 2020.
5. If the revised COA budget request (#3) is supported by the Town Administrator, Board of Selectmen, and Finance Committee, it will be part of the full town operating budget presented at Town Meeting for approval. If approved at Town Meeting, the COA will continue to operate at a 60 meal/day capacity.
6. If revised budget is not supported at any step along the way (Administration, Board of Selectmen or Finance Committee, or at Town Meeting), we will have to return to a maximum of 30 meals/day when FEMA funding ends.

The takeaway is this:

We are very optimistic about being able to continue operating the lunch program at our current capacity (60 meals/day), but there is a possibility that we will have to reduce capacity to 30 meals per day later this fall. Unfortunately, we just can't say with certainty until after the Town Meeting on September 26. As of this writing, we expect to continue serving everyone who currently receives lunch. If our ability to do so changes, we will contact everyone individually.

Don't forget! Elder Services of Cape Cod & The Islands offers a Meals on Wheels program. See pg 12 for details.

Delivery Procedures

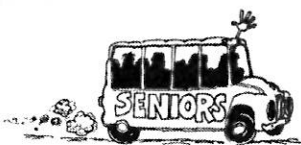
To protect everyone's health, all deliveries are now "contactless."

- ◆ COA staff & volunteers are not permitted to enter anyone's home, nor the common areas of congregate housing such as condo buildings.
- ◆ Delivery drivers will wear a face covering/mask and apply hand sanitizer between houses.
- ◆ Driver will set the items down near the door, and step back at least 6 feet after they knock. Place a small table or chair outside your door if you do not want items touching the ground or cannot bend over. *Keep in mind we are not supposed to hand you things directly!*
- ◆ If you wish to speak to the driver, please wear a mask. Don't forget to maintain distance.
- ◆ For food deliveries, **YOU MUST BE HOME**. Board of Health Regulations prohibit us from leaving food outside an empty home.
- ◆ Help us decrease waste! Please call us to cancel as soon as possible if you will not be home.

TRANSPORTATION INFORMATION

CRANBERRY COACH

Transportation on our handi-capped accessible van is still available for essential trips to grocery stores and pharmacies. **To schedule, call 508-430-7550.**



- ◆ Passengers are limited to maintain social distancing: At the time of printing, we are taking two passengers at a time on the van.
- ◆ You must make a reservation **at least one day ahead**. The more notice, the better!
- ◆ Most trips are scheduled for 9:00 am or 1:00 pm. Your flexibility is appreciated.
- ◆ Passengers must wear a face covering/mask on the COA van and be free of COVID-19 symptoms.

Cranberry Coach Weekly Schedule

Mondays	Market Basket or Hyannis shopping
Tuesdays	AM—Local shopping PM—Family Pantry deliveries
Wednesdays	AM—Local shopping PM—Local shopping
Thursdays	AM—Local shopping PM—Harwich Farmer's Market
Fridays:	AM—Local shopping PM—Local shopping

**Local shopping = Shaw's or Stop & Shop. Call the COA for the current schedule. Stops at CVS allowed, only until the Friends' bus resumes service.*

Monday Trip Schedule

Market Basket: Sept 14, Sept 28, Oct 12, Oct 26
Hyannis shopping: Sept 21, Oct 5, Oct 19

Please call by FRIDAY at NOON to book a Monday trip!

RIDES TO MEDICAL APPOINTMENTS

Our ability to provide rides to medical appointments is *extremely* limited right now. We will do our best to accommodate your request, but **ride availability is not guaranteed.**

Requests must be made **AT LEAST 4 BUSINESS DAYS in advance**. The more notice, the better! Call 508-430-7550.

Guidelines:

- Travel between Wellfleet and Hyannis only.
- No extra riders are permitted unless required due to disability (must be your household member).
- We are unable to provide ongoing rides for medical therapies (e.g., physical therapy, chemotherapy).
- A stop to a pharmacy after your medical appt. is allowed; please request at the time of scheduling.
- NEW: Limit of 2 medical rides per month.
- NEW: We can no longer offer rides to dentists.

COMMUNITY TRANSPORTATION

CCRTA continues to run services on a reduced schedule. Call the numbers listed for details.



DART

Low cost public transportation is provided by the CCRTA DART bus, by reservation from curb to curb. You must register by calling 1-800-352-7155 weekdays, 8am-5pm.

H2O

Fixed route public transportation provided on CCRTA buses between Orleans and Hyannis, with stops in Harwich Port and at Shaws in Harwich. Call 1-800-352-7155 for information. Exact change needed.

Boston Hospital Transportation

Transportation is provided for medical appointments at Boston hospitals daily by the CCRTA. There is a pick-up in Harwich. Call 1-800-352-7155 to reserve by 11am the day before. Cost is \$30 round trip, \$15 one way.

Call the COA to schedule ALL rides!

508-430-7550

Please give us as much notice as possible—call at least 24 hours in advance for Cranberry Coach rides, and at least 4 business days for medical rides.

TOWN & COMMUNITY UPDATES

TOWN UPDATES

Town buildings and departments remain open to the public on a limited basis. At this time,

- The COA is open by appointment only. We are scheduling 1:1 appointments with staff and bringing a few 1:1 professional services back on site (read on to learn more). For DME services, please call in advance and we will arrange a pick up or drop off time.
- The Community Center is open for scheduled groups/ events and by appointment with staff members.
- Town Hall is open by appointment only.
- Brooks Free Library is open for curbside pickup and remote services only. Building modifications are in process to enable them to reopen safely to the public in the coming weeks.
- The Cultural Center remains open to renters only.

All departments continue to prioritize safety for staff and the public. If your needs can be addressed remotely, you are encouraged to do so. Please call or email us, or any other department you are seeking services from, to arrange an appointment time if you're looking to meet in person.

The rescheduled Annual Town Meeting (initially scheduled for May 2020) will take place on Saturday, September 26, 2020 at 10 AM at Monomoy Regional High School (75 Oak Street, Harwich, MA 02645) on Stadium Field. The change in venue to an outdoor location is intended to maximize safety during COVID-19. Seats will be in single and double clusters with at least 6 feet between clusters. Masks or face coverings are required. For folks unable to wear a mask for medical reasons, there will be a separate designated seating area.

The Town Meeting article most relevant to the Council on Aging is the appropriation of the Fiscal Year 2021 town operating budget. The COA has requested supplemental funds, while identifying all possible offsets in other areas of our proposed budget, to support our community lunch distribution program. In ordinary times, we budget for approximately 30 meals/day for our onsite lunch program. Our community lunch distribution is up to almost 70 meals/day. We are responding to a greatly increased need for consistent, nutritious (and tasty!) meals due to COVID restrictions and isolation. We are hopeful the supplemental funds will be supported by the Finance Committee and Board of Selectmen, and ultimately supported at Town Meeting as part of the total appropriation.

If you have any questions or concerns about the rescheduled and modified Annual Town Meeting, don't hesitate to reach out. If we don't have the answer to your question ourselves, we will follow up with the appropriate department(s) to get you the information you need!

VOTING

Voting will be held in person at the Community Center on November 3rd. If you have questions about voting, contact the Harwich Town Clerk's Office at 508-430-7516.

VOTER REGISTRATION

To register to vote, or check the status of your registration online, visit: <https://www.sec.state.ma.us/OVR/>
Or, you can register by mail to vote in Massachusetts by printing a voter registration form, filling it out, and mailing it to your local election office (Harwich Town Clerk). To register by mail, the form must be postmarked by October 24, 2020.

HOW TO VOTE BY MAIL

To request an absentee ballot, you must complete an "Absentee Ballot Application" and return it to the Town Clerk's office. You can download the form from the Town Clerk's website, or request that one be mailed to you. ***You should submit this form as far in advance as possible!*** The deadline to request a ballot by mail is (received by) 5:00pm on Wednesday, October 28, 2020.

An absentee ballot will be mailed to you. When your ballot arrives, read it carefully and follow the instructions to complete and return it. ***If you don't want to mail your ballot, you can place it in the BIG BLUE DROP BOX behind Town Hall.***

TRANSPORTATION

Unfortunately, the COA cannot provide transportation for in-person voting this year. However, the van *can* take you to Town Hall to drop off your absentee ballot.

COA BOARD OF DIRECTORS

The Council on Aging Board of Directors is holding their first meeting since the onset of COVID-19. The meeting is scheduled for **Wednesday, September 2, 2020 at 10 AM**, and will be held by remote participation only. The virtual meeting credentials/call in information will be included on the publicly posted meeting agenda. If you would like to attend this meeting and need assistance, please contact Emily Mitchell (508-430-7550 or emitchell@town.harwich.ma.us) at least 24 hours before the meeting and she will guide you through the participation process.

The subsequent meetings are scheduled for:

Wednesday, October 7, 2020, 10 AM
Wednesday, November 4, 2020, 10 AM

All agendas will be available on the town website, via the Town Clerk, or by contacting the COA.

NOTES FROM THE OUTREACH OFFICE

Julie Witas, MSW, MPH

Social Services Coordinator

I found it very challenging to write this column—I think I just don't want to reconcile the idea of trying to practice social work without seeing anyone in person. I'm so excited to move into this new role at the COA! We now need to fill the Program Specialist position in order to be fully staffed, but we'll continue to do our best to provide as many essential services as possible. The areas we have prioritized over the past several months addressed the basic needs of seniors (e.g., nutrition, transportation, and financial assistance). To the extent possible, we have also tried to facilitate social connections and promote wellness, but with reduced staff and volunteers in the office, it has been very challenging to meet these needs. I am hoping that as we bring volunteers back into the office this Fall, we will have more resources to devote to helping people in our community stay connected from a distance.



I was slow to get on board with Zoom and other methods of video conferencing, but my friends and family eventually convinced me to give it a try. I have to admit... It's a lot easier than I expected. It's always a little awkward to be on camera, but the payoff is huge! We just aren't meant to live in extreme isolation, and there's no substitute for seeing a friendly face. It's never easy to try something new (and this seems to be especially true with technology), but there has never been a better time to challenge yourself.

Of course, any connection helps, so keep up with your phone calls if that's what your comfortable with! But if you're curious about trying a video call, ask your loved ones if they have a favorite app and if they could help you get started. I am hoping to recruit some tech-savvy volunteers to act as a resource for seniors who want to start video chatting. If you would be interested in volunteering or in receiving this kind of help, please get in touch! I am available for "practice" on the following apps: Duo, Whatsapp, Skype, and Zoom. (Facetime coming soon!)

I look forward to someday seeing our Community Center (safely) full and busy again. Until then, I am committed to providing as much help and support remotely as possible. Contact me any time with questions or concerns: jwitas@town.harwich.ma.us or 508-430-7550, ext 14.

CALEB CHASE FUND

The Caleb Chase Fund is a Town of Harwich fund designed to help Harwich residents in financial need. Founded with a \$10,000 donation from Harwich businessman Caleb Chase in 1904, the Fund has grown and now supports an average of 10-15 Harwich residents per year with one time bill payments for housing, utilities, heating costs, medical bills, and car and cell phone payments. The Fund is overseen by the Caleb Chase Trustees and administered by the Council on Aging, with the Board of Selectmen granting final approval for each award.

With the onset of COVID-19 and the resultant financial impact on Harwich residents, the Trustees and Board of Selectmen, in consultation with the COA, voted to expand use of the Fund for one year. These changes include raising the cap from \$800 to \$1,000 per person, allowing coverage for internet bills, and allowing individuals to receive multiple awards without the ordinary three year waiting period.

We know that many folks are grappling with increased financial need right now. **If you think you could benefit from a Caleb Chase award, contact Julie Witas (508-430-7550, ext. 14 or jwitas@town.harwich.ma.us) to learn more about the requirements and application process.** We are also here to help connect you to other local resources, now and always!

FUEL ASSISTANCE APPLICATIONS

Our region's Fuel Assistance Program is administered by the South Shore Community Action Council. The program runs November 1st-April 30. Help with Fuel Assistance applications is available for Harwich seniors, by appointment with Julie Witas. **We will begin scheduling appointments for Fuel Assistance applications on Monday, Sept 28 for dates in October.** Start gathering the documentation required for your application, then call us to schedule! Your application must include:

- Proof of income: e.g., Social Security Award letter; statements for pensions or retirement funds; tax returns
- Proof of residence: eg., Mortgage, Homeowners Insurance, Real Estate Tax or lease
- Complete Electric Bill
- Heating Bill
- Photo ID
- Social Security Cards and Birth Dates for all in household

To schedule an October appointment for Fuel Assistance, call 508-430-7550 after September 28!

HERE'S TO YOUR HEALTH

Susan Jusell, Town Nurse

Many of you welcome the month of September and the Fall season ahead. I think it's the most enjoyable time to live on this beautiful peninsula. We still have long beach days, less humidity, less traffic congestion and all the favorite places you like to support are still open! The sunsets are vibrant in the fall, grab a picnic dinner, invite your friends and head to a Bayside Beach for a free social distancing event for all. Corporation beach in Dennis has a viewing point from the car along with a paved walkway to the top of the beach. This large grass covered area is perfect to set up your lawn chairs with a full view from East to West, you early birds might enjoy sunrise visit instead!

I know it's tiring, but please try to stay vigilant with your standard pandemic precautions by wearing a mask, maintaining 6 feet of distance, washing your hands frequently.

It's best to have two masks when you're out to ensure it stays clean and dry at all times. We have washable cloth masks at the COA, so please give us a call if you need one (508-430-7550).

It's not too soon to get your flu shot. People often ask what vaccine is right for them. Your doctor or pharmacist will direct you on the best option, however, it's still helpful to understand the basics.

The high-dose flu vaccine is available for people 65 years and older. This "trivalent" protects you from three types of virus with more *antigen* (the part that builds protection) in the serum. The higher dose of antigen is likely to give seniors a better immune response to combat the flu viruses. There is also the "Quadrivalent" that helps protect you from four strains of the flu virus.

Just a reminder, there is no live virus in a flu shot—it cannot cause the flu and is intended to initiate an immune response. By receiving the flu shot you are statistically reducing the likelihood of illness or hospitalization due to the flu viruses. Some doctors offices and all the pharmacies are offering the flu vaccine; most at no cost to you with your insurance card.



The CDC also recommends that healthy older adults should receive the shingles (Shingrix) or Pneumonia vaccine (Pneumovax 23). Please bring this question up with your primary care provider at your next visit if you have not yet discussed it.

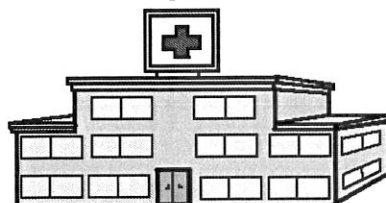
It's important to maintain routine scheduled appointments with your primary care provider and find out if you can schedule a flu shot with them. A teleconference or video call with your PCP is a vital role in advocating for your wellness. They will ask you questions you're not thinking about, keep refills current on all of your prescriptions and allow your PCP to order skilled nursing care at home if needed for any unseen reason.

If your doctor's office isn't offering the flu shot this year, then next you can try your local pharmacy. Another option is to contact the Barnstable County Public Health office—call 508-375-6617 or visit their website at barnstablecountyhealth.org. They provide the flu vaccine and a variety of other vaccinations, along with other helpful health related information.

SAVE the DATE! Barnstable County Public Health Nurses Division is offering a **Drive-Thru Flu Clinic on September 26th from 8 AM—Noon**. No appointment is necessary. This is a service provided by Barnstable County for all residents on Cape Cod.

Last, it's important to remember to recharge your spirit by reaching out to friends and family. Keep yourself hydrated, maintain a balanced diet, and get a restful night's sleep on a routine basis. This helps to build a healthy immune system.

I will begin scheduled appointments at the Council on Aging on Wednesday mornings starting in September. Please call the COA to make an appointment as we need to space visits apart and cannot accept walk-ins at this time. As always, I welcome you to call me to just check in or reach out with any challenges you may have and we'll work together at resolving your concerns. You can schedule appointments or request a call from me by calling the COA front desk at 508-430-7550.



DO YOU NEED AN EXTRA MASK?
Call us today!
508-430-7550

DEATH CAFÉ - VIA ZOOM

WEDNESDAY SEPTEMBER 23rd 1:00 – 2:30

Facilitated by Broad Reach Hospice Staff:
Carla Torres, Administrator & Peggy Wilbur, Social Worker/Bereavement Counselor

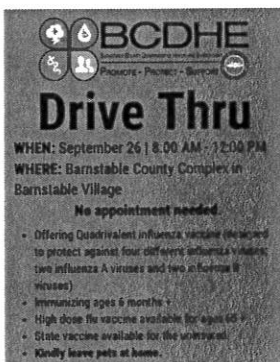
Let's Talk about Death.

Ben Franklin listed death as one of the two certainties in life, yet we often live our lives avoiding thinking about death and dying. Surprisingly, people from cultures like Bhutan, where folks contemplate their mortality on a daily basis are found to be happier, perhaps because remembering life is finite may help them keep priorities straight and focus on what matters. It is certain that people who are open to considering their death have a tool in place to make their own end of life more meaningful and enjoy a more rewarding closure.

Please join Carla and Peggy on Zoom in an informal discussion of end of life, your wishes, hopes and concerns. We will take time to consider different aspects of death and dying, processing our own choices and in turn, enriching the meaning of our (finite) lives. We wish we could provide you with refreshments like a true Café, but given the virtual format that will be up to you.

Program is FREE, reservations are required. Call 508-430-7550 or email peggywilbur@broadreachhealth.org

About Death Café: Having worked in hospice for years, we see that denial and fear of death continue to be major issues. So many people and their families miss out on the chance to have important last conversations and opportunities for closure because death is such a taboo subject in our culture. It is our hope that providing Death Cafes to the community will help people be able to face their death more honestly and openly, paving the way for a richer experience.



BCDHE
Barnstable County Department of Health and Environment
Protect • Promote • Prevent

Drive Thru

WHEN: September 26 | 8:00 AM - 12:00 PM
WHERE: Barnstable County Complex in Barnstable Village

No appointment needed

- Offering Quadrivalent influenza vaccine designed to protect against four different influenza viruses: two influenza A viruses and two influenza B viruses
- Immunizing ages 6 months +
- High dose flu vaccine available for ages 65 +
- State vaccine available for the uninsured
- Kindly leave pets at home.

Save the Date!
Prevent the Flu!
Community Flu Shot Clinic



NOTE: This flu clinic is provided to residents of all towns in Barnstable County by the Barnstable County Public Health Nurses Division of the Barnstable County Department of Health and Environment.

CAREGIVER RESOURCES



DPH NURSING HOME HOTLINE

Massachusetts Dept. of Public Health has started a newly dedicated hotline to assist families with questions and concerns about their loved ones' care at nursing home and assisted living facilities during the COVID-19 pandemic. They will also answer questions about the facility's COVID-19 testing status. The hotline is staffed by live personnel, seven days a week from 9 a.m. to 5 p.m. Call 617-660-5399.

ALZHEIMER'S FAMILY SUPPORT CENTER OF CAPE COD

The AFSC's clinical staff is offering telephone consultations from their home offices to anyone who needs them. Online support and conversation groups are also available via Zoom. For more info or if you'd like to join, call the 508-896-5170 (or email info@capecodalz.org).

CAPE ORGANIZATION FOR THE RIGHTS OF THE DISABLED

Did you know that Options Counseling is available through CORD? Steve Spillane, PhD will answer your calls about services that may assist you in staying in the community rather than going into a nursing home. Please call CORD at 508-775-8300 x20 and leave a message for Steve or email him at steve@cilcapecod.org.

UMASS BOSTON RESEARCH STUDY

Aging Together: Senior Children and Their Parents

Funded by the National Institute on Aging

UMass Boston is recruiting participants for a research study. If you are over 65 and have a parent with dementia, please consider participating!

Who: Seniors (65+) w/ a parent (90+) living with dementia

What: Remote interview with you (via phone or video call)

Why: You are part of a growing group, but we don't know much about you! This study will help us better understand how parents and children age together, and how dementia may affect parent-child relationships.

Call 617-901-1082 or Email agingtogether@umb.edu

SOCIAL CALLS

Academic Public Health Volunteer Corps Partnership

The Harwich COA is continuing to partner with the Academic Public Health Volunteer Corps (APHVC). We are expanding this partnership beyond wellness calls to now include social calls! You can now opt in for one or both of these call options. Wellness calls will continue to focus on how you're doing in response to the COVID-19 crisis and its impact on all facets of life. Wellness calls can help us learn more about any unmet needs and to help connect you to local resources. The wellness calls are helpful even if your needs are fully met, as overall responses help give us a better sense of where our community is as a whole and helps us to better prioritize and communicate services.

We are excited to introduce the new social call component to this partnership. As we approach the 6 month mark of the direct and pervasive impact of COVID on our daily lives, more of us than ever are feeling isolated and separated from our usual support systems. We aren't able to attend our usual activities or gather at our favorite places. The social call program provides a new opportunity to develop connections and build relationships safely. You can sign up for a one time call or for recurring calls, whatever suits your preferences and availability.

All of the APHVC volunteers are Masters and Doctoral students in public health who have received specialized training and been vetted by the MA Department of Public Health. They are eager to talk with you!

If you'd like to sign up for the program or would like additional information, please call the COA at 508-430-7550.

HEARING SERVICES

HearingLife has modified their policies to safely respond to patients' needs during the pandemic. They are still able to assist with hearing aid batteries, wax guards, and other hearing aid repairs and services.

Services are now offered contact free – you simply place your hearing device in a box labeled with your name and a HearingLife staff member will pick them up from your home (or you can send the box to HearingLife by mail). If you would like to take advantage of any of their services, you can call them Monday through Friday, 8 AM to 4 PM, at 508-255-1285.

S.H.I.N.E. PROGRAM

The SHINE (Serving Health Insurance Needs of Everyone) program provides FREE unbiased health insurance information, counseling, and assistance to Massachusetts residents with Medicare.

In the coming weeks, we hope to transition back to scheduling your SHINE appointments through the COA with our Harwich volunteers! All appointments will continue to be by phone only, but you'll be able to schedule with us and you'll hear a familiar voice on the line when it's time for your call. We'll have more details on appointment times and protocols in the days to come – call us at 508-430-7550 to learn more.

We are also quickly approaching the Medicare Open Enrollment period. Open Enrollment runs from October 15, 2020 through December 7, 2020 and is the window of time when you can change your Medicare coverage for 2021. SHINE plans to have expanded Open Enrollment appointments both with volunteers working with us at the COA and through the regional office to accommodate service demand during this period. All Open Enrollment appointments will be by phone.

The SHINE office is also working on virtual presentations to share updates on changes for Medicare in 2021. Stay tuned for more information on how to access these presentations in the next newsletter!

In the mean time, start educating yourself about your options! See the next page for details on Medicare coverage. Then visit the Massachusetts SHINE website to learn more. You can watch educational videos and find countless resources to help you tackle Open Enrollment:

<https://shinema.org/>

RMV Update—Senior Driver's License Renewals

Massachusetts law requires drivers age 75+ to renew their license in person. The Registry of Motor Vehicles (RMV) is designating Wednesdays in September to serve older adult customers at five locations, including South Yarmouth. This service is specifically for drivers age 75+ whose license expires in September 2020 and is meant to provide a safer space for customers to visit.

Reservations are required. Schedule an appointment by:

- Visiting [Mass.Gov/RMV](https://www.mass.gov/rmv), select "Make/Cancel a Reservation Transaction", then "Seniors License Renewal", or
- Call the RMV at 857-368-8005

MEDICARE BASICS

MEDICARE A & B: COST

Part A - Premium free if you worked 10 years or 40 quarters under Social Security.

Part B - **\$144.60**/Month (Individuals/couples with income higher than \$87,000/\$174,000 will pay an increased Part B premium in accordance with their income).

MEDICARE A & B: COVERAGE

Part A – Full hospital coverage after a deductible of **\$1,408**

Part B – 80% coverage for doctors/medical – beneficiary pays 20% + **\$198.00** annual deductible

Traditional/Original Medicare (Parts A and B only):

The Medicare Program does not provide comprehensive coverage. The major gaps in coverage include the Part A hospital deductible of **\$1,408.00**, the Part B annual deductible of **\$198** and the Part B **20% co-insurance** for doctors/medical services, no coverage for foreign travel and no coverage for prescription drugs. (Medicare offers prescription coverage under **Medicare Part D**.) Beneficiaries who choose traditional Medicare may also purchase a Medicare Supplement plan to augment their Medicare coverage.

You can extend Medicare A and B coverage in one of two ways:

OPTION 1

Medicare Supplement insurance is also called **Medigap** insurance because it fills the gaps in Medicare coverage. In Massachusetts there are seven insurance providers selling Supplement/Medigap Insurance plans. Each offers the same 2 standardized products: **Supplement Core and Supplement 1**. Medical providers that accept Medicare will also accept a supplement plan.

Supplement Core is the lower cost product – It does not cover the \$1,408.00 hospital deductible, the \$198.00 Part B deductible and the \$176.00 Co-Pay for SNF after 20 days. It does, however, cover the 20% co-insurance for doctors/medical services.

Supplement 1A is more comprehensive and covers all the gaps except the Part B annual deductible of \$198.00

Supplement 1 is more comprehensive and covers all the gaps including the hospital deductible, the Part B deductible, SNF Co-Pay and foreign travel. There are no out-of-pocket expenses for medical services provided when enrolled in Supplement 1.

If you choose traditional Medicare with a supplement:

Pro: You have freedom of choice – can go to any doctor without a referral, any hospital and no office co-pays.

Con: If Medicare Part A and/or B doesn't cover the service, the Medicare Supplement plan will not cover the service. For instance, Medicare does not cover some routine care such as dental or vision care. Therefore, the Medigap plan will not cover dental or vision care. For drug coverage you need a separate drug plan.

MEDICARE BASICS, CONTINUED

OPTION 2

Medicare Advantage Plan aka Medicare Part C

Medicare Advantage Plans contract with the Center for Medicare and Medicaid Services (CMS), the federal agency that administers Medicare. The Advantage plans under contract agree to provide enrollees with all the benefits to which they are entitled under Medicare. The plan providers administer and become your primary coverage. Plans can offer extra benefits such as limited vision, hearing, and dental services. Medicare Advantage plans also provide comprehensive drug coverage within their plan.

(Note: Members still must pay Part B premium)

Medicare HMO (Health Maintenance Organization) Plans:

The premiums for an HMO with or without the Part D prescription coverage vary depending on county and coverage options.

Pro: HMOs encourage preventive care such as an annual physical (annual physicals are not normally covered under Medicare except for the "Welcome to Medicare" physical).

Con: You must stay within a provider network. If you go out of network, the HMO will not pay and Medicare will not pay. (Emergency/urgent care will be covered)

Medicare PPO (Preferred Provider Organization) Plans:

The premium for a PPO with or without the Part D prescription add-on vary depending on county and coverage options.

Pro: PPOs encourage preventive care such as an annual physical. They allow members to receive health care from in-network and out-of-network providers.

Con: Out-of-network care may result in higher out of pocket costs for the member.

A Note about COVID-19 Contact Tracing

If you've been in close contact with someone who tested positive for COVID-19, you may be contacted by a contact tracer in an effort to slow the spread of the disease. Here's what you need to know if you get the call:

- A contact tracer may call to let you know you may have been exposed to someone with COVID-19. All information you share with a contact tracer is **confidential**
- You may be asked to self-quarantine for 14 days
- You may be asked to monitor your health and watch for symptoms of COVID-19.
- **Be aware of scammers pretending to be COVID-19 contact tracers.** Legitimate tracers will never ask for your Medicare Number or financial information. If someone calls and asks for personal information like your Medicare Number, hang up and report it to 1-800-MEDICARE.

COMMUNITY RESOURCES

SUPPORT & CONNECTION

The COA often gets calls from folks who live off-Cape asking us to make regular calls to check in on their elderly family member, or perhaps to connect them with someone who can visit on a weekly basis.

In the midst of this pandemic, we receive more of these requests than ever, so we want to highlight a local program that meets this important need:

The Samaritans on Cape Cod and the Islands: Senior Outreach Program



Senior Outreach is a referral program where outgoing calls are made to isolated or at-risk older adults. *Participants are matched with a Samaritan-trained volunteer who calls the senior once or twice each week.* Conversations are confidential, and provide a safe place for older adults to talk about whatever is troubling them most without fear of judgment or repercussion.

It's not always easy to tell someone when you're experiencing difficulties in life. Perhaps this is even more so for the seniors in our community – a proud, independent generation who are accustomed to making do on their own. The Samaritans know that sometimes all we need is a little extra support, and the Senior Outreach Program provides that support safely and with dignity.

Most participants join the program because they were referred by someone, but seniors who would like to participate are always welcome to join.

If you have been impacted by health problems, retirement, the loss of loved ones, depression, or are struggling with the isolation caused by this pandemic, volunteers are there to listen with compassion and empathy. Or if you know of a senior who might be isolated, lonely, or simply in need of a caring voice, please contact their office to find out more about how we can match that senior with a volunteer.

The Senior Outreach Program is free and available to any individual age 55 years or older.

Call 508-548-7999

NUTRITIONAL SUPPORT PROGRAMS

These programs are ongoing. All deliveries are now contact-free.



BROWN BAG PROGRAM

The COA works with the Greater Boston Food Bank and the Family Pantry to distribute brown bags of food for eligible seniors on the 1st Friday of the month. Bags may include fresh fruit or vegetables, meat or frozen food, and shelf stable items. If you have a low income and/or are on MassHealth, SNAP, or Fuel Assistance you will qualify. For more information, call 508-430-7550.

MEALS ON WHEELS

Sponsored by Elder Services of Cape Cod and the Islands. Meals are delivered to homebound seniors by volunteers. Voluntary donation of \$3 per meal. For more information, call Elder Services at 508-394-4630.

S.N.A.P.

The Supplemental Nutrition Assistance Program (SNAP) helps low income individuals and families buy healthy, nutritious food. A SNAP household's monthly benefit depends on household size, income and expenses. For more information, contact the COA at 508-430-7550.

HOUSING ASSISTANCE

Older adults are among the largest and fastest growing groups facing housing insecurity. If you are looking for affordable housing on Cape Cod, we recommend talking to an agency that specializes in this kind of assistance.

The Homeless Prevention Council can help with housing applications, applying for food stamps, fuel assistance, and more. Reach Case Manager Ella Hunt: 774-801-9479 or Ella@HPCCapeCod.org.

LEGAL RESOURCES

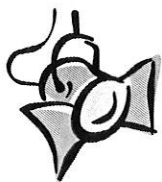
The Massachusetts Bar Association has published the 2020 edition of their Elder Law Education Guide. This guide is available from their website for free at www.massbar.org/elderlaw (edition includes COVID-19 specific information)

The Massachusetts Bar Association also offers:

Dial a Lawyer – get **free** legal advice by phone. Call 617-338-0610 on the first Wednesday of every month from 5:30-7:30 PM.

Lawyer Referral Service – Monday-Friday, 10 AM – 3 PM by phone at 617-654-0400; or visit www.masslawhelp.com

VOLUNTEER NEWS



VOLUNTEER SPOTLIGHT



CAROL RACKLEY

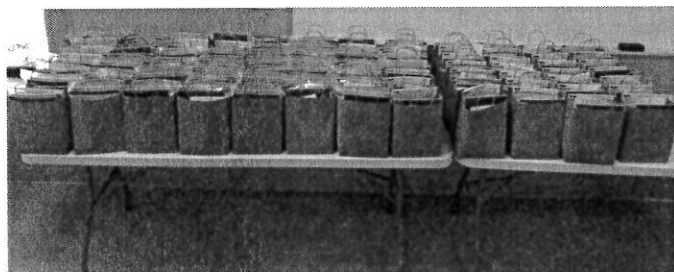


Grocery Distribution for Pine Oaks Residents, July 2020



Carol Rackley has been busy at the COA this summer!

Carol started volunteering for the COA last winter, helping with our Senior Dining Program's lunch service. When her schedule opened up again in July, she offered her assistance in the office, and we happily put her to work on some of our special projects! Carol single-handedly packed around 100 bags of groceries, which we then distributed to residents of Pine Oaks Village (the food was generously donated by the Family Pantry). She also put together approximately 100 Activity Kits, which we are distributing to seniors in Harwich who are looking for more ways to pass the time at home during these strange times (see page 3—we have approximately 200 to distribute; call today to reserve one!). These are just two of the many ways she has helped the COA this summer. Help us say a big thank you to Carol for all of her hard work that made these and other projects possible!!



Activity Kits, Ready to go! (August 2020)

CURRENT VOLUNTEER NEEDS

Julie Witas



Reception & Office Volunteers

We are currently recruiting for additional reception and office volunteers. We are looking for friendly, helpful people to greet walk-ins, answer phones, and provide general office support. When the COA re-opens, we would like to have 2 volunteers at a time in the office for at least a few months (we've been very busy!).

You would be a good fit for this role if...

- ◆ You enjoy helping people and meeting new people
- ◆ You have basic office skills (e.g., phones, filing)
- ◆ You can commit to at least 4 hours per week

The COA lobby has been modified to maximize social distancing and protect your health. For example, the Town has installed plexiglass shields in front of each desk and masks will be required for entry into the COA. Nonetheless, this is a public-facing role—we do not recommend this position if you are immunocompromised or otherwise at very high risk (or caring for someone who is at-risk).

If you are interested in only answering phones in the office (no in-person interactions), this also might be possible. Call Julie at 508-430-7550 to discuss your interests and needs.



Lunch Delivery Drivers

We always need help with lunch deliveries! We use 3-4 volunteers every day, Monday-Friday. Each shift takes about 60-90 minutes; most volunteers work one or two shifts per week. Drivers pick up the lunches and their assigned route from the COA around 10:45/11:00 am, deliver meals, then return the coolers to the COA. Call Julie if you are interested in delivering lunches to your neighbors!

We also occasionally call on our lunch drivers to pick up and deliver groceries from the Family Pantry.

Technology Support

Do you have good computer skills? Please share them with us! Technology has never been more important to helping us stay connected. We are looking for volunteers to help seniors learn how to use programs such as Zoom or answer their questions about email and common social media apps.

FRIENDS' NEWS



Friends of The Harwich Council on Aging

100 Oak Street, Harwich MA 02645
508-432-5050
FriendsofHarwichCOA@gmail.com

A message from Jack Brown, Friends' President

Friends, Donors and Members,

Both the Board and I hope this finds you well as we move into our sixth month impacted by the Covid-19 virus. The Board has continued working "socially distanced" and, finally, in person for our August meeting.

We have an on-going 2020 mail appeal to **raise funds** to support Harwich Seniors in 5 distinct areas: Nutrition, Socialization, Transportation, Durable Medical Equipment and Emergency Assistance. **Look for a letter in the mail or use the form below to donate.**

We take seriously COA's well-vetted requests for help. Recent funding has included a gently used lift chair for a Senior in hospice. And, too, **we thank our donors** for their generosity - it is what makes possible Friends support for Harwich Seniors.

Although Friends had to curtail its four monthly excursions to museums, concerts, and other events, volunteer **Drivers Gail Hancock and Debbie Harry along with aide, Maura Jordan**, continue to gather information for future trips. They remain ever optimistic. Also, we look forward to resuming the weekly mini-bus service to grocery stores, post office, drug store and banks under **Joan McCarty's** coordination with **Patrick Affourtit** at the wheel and spouse, **Paula**, as his aide. The Board and our riders so appreciate these wonderful volunteers. And, our volunteers very much like giving back to the Senior community!

Future: For the minibus to get on the road again, the Board will look to science-based guidance from Meggan Eldredge, Harwich Health Department Director, and Governor Baker. And, too, we will notify you via email when we're ready to travel again. Send us your email to the address listed above.

US Census: Please be sure you are counted. Barnstable County has the lowest response rate of all Massachusetts counties thus far. **Year-round Seniors in Harwich are close to 54% or 6,008 of the population.**

Make your voice heard by completing the 2020 US Census. Funding for healthcare, housing assistance, senior community service employment, highways, families in need, and emergency food assistance is allocating based on the census.

Call 844-330-2020 or TDD 844-467-2020 between 7 am and 2pm.

I close on a note of sadness: Our stalwart driver for many years, **Terry Cronin**, passed away this spring. He was well-liked by his passengers, provided great input to the specs for Friends bus, and had a sense of humor which delighted all. He is deeply missed by all of us and by his long-time aide, **Bob Carney**.

Stay healthy and safe,

Friends Board:

Jack E. Brown, President, JoAnne Brown, Secretary, Christina Joyce, Treasurer/Membership, Susan Lellis, Director, Richard Waystack, Director

GIFT DEDICATIONS JANUARY THRU JULY

In Memory Of
Sherill Duggan
Dennis F. Duggan

Dick and Eleanor Jordan
Harrold and Jill Gabriel

Robert Marshall
Gail Marshall

Iris McKenney
Andrea Aldrovandi

Nancy Thode
Sue Lellis
Patricia M. Gilligan

Nonie and Carolyn
Leonora E. Arneson

In Honor of
Mary Henderson
Jim McGonigle

FY 20 FRIENDS OF HARWICH COA MEMBERSHIP

Annual dues are \$5.00 per person / Life dues are \$40 per person

Member #1 (Please Print)

Name _____

Mailing Address _____

Town/Zip _____ Phone _____

Email: _____

ANNUAL DUES: \$5.00 _____ LIFE DUES: \$40.00 _____

Additional Donation: \$ _____

Member #2 (Please Print)

Name _____

Mailing Address _____

Town/Zip _____ Phone _____

Email: _____

ANNUAL DUES: \$5.00 _____ LIFE DUES: \$40.00 _____

Additional Donation: \$ _____

USE THIS SLIP TO MAIL DUES TO THE FRIENDS

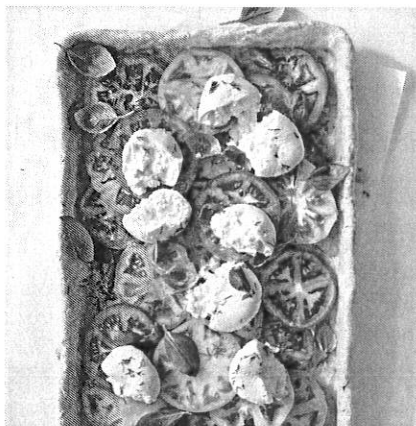
Please make checks payable to: Friends of the Harwich COA
Mail to: FHCOA, 11 Wheaton Way, Harwich Port, MA 02646

Slab Tomato Tart with Burrata

Active: 40 min. / Total time: 3 hours (including chilling time)
To make ahead: Refrigerate dough (step 1) for up to 2 days.

- 1 ½ cups all-purpose flour, plus more for rolling
- ¾ cup cornmeal
- ½ teaspoon salt, plus a pinch (divided)
- 12 tablespoons (1 ½ sticks) cold butter, cut into chunks
- 4-5 tablespoons ice water
- ¼ cup extra-virgin olive oil
- 2 tablespoons chopped fresh herbs, such as basil and/or dill
- 1 clove garlic, crushed
- 3 large heirloom tomatoes, thinly sliced
- 8 ounces burrata, torn or sliced

1. Mix flour, cornmeal and ½ teaspoon salt in a large bowl or food processor. Cut in butter (using a pastry blender, two knives, or by pulsing in the food processor) until the butter forms pebble size pieces with the flour. Add water, 1 tablespoon at a time, until the dough is evenly moist (but not wet) and is just starting to clump together. Be careful not to overmix. Pat the dough into a 5x7 inch rectangle and wrap in plastic. Refrigerate for at least 1 hour and up to 2 days.
2. Preheat oven to 400° F. Let the dough stand at room temperature for about 15 minutes before rolling.
3. Roll the dough on a lightly floured surface into a 12x17-inch rectangle. Check for sticking frequently and dust with more flour if necessary. Transfer the dough to an ungreased 10x15-inch jelly roll pan and press into the bottom and up the sides. Prick with a fork several times; line with parchment paper and cover with pie weights (or dry beans).
4. Bake the crust for 15 minutes. Remove the paper and weights and continue to bake until the crust is lightly browned, 8 to 12 minutes more.
5. Combine oil, herbs, garlic, and the remaining pinch of salt in a small bowl. Brush the mixture over the crust. Arrange tomato slices on top and scatter with torn burrata and more herbs. Garnish with flake salt, if desired.



Watermelon with Mint-Lime Gremolata

This flavor-boosting combo of mint and lime livens up juicy watermelon. Put out a platter at your next cookout and watch it disappear in an instant!

Active: 10 min. / Total time: 10 min.

- 2 Limes
- ¼ cup chopped fresh mint
- 1 tablespoon brown sugar
- ¼ teaspoon kosher/coarse grain salt
- 3 pounds whole watermelon

Zest and then juice both limes. Place the zest, chopped mint, brown sugar, and salt on a cutting board and chop together until it forms a paste.

Cut watermelon into wedges. Arrange on a platter and spoon the mint mixture over the top. Garnish with more mint and serve with lime wedges, if desired.



**Recipes selected with love by
our talented Town Chef,
Linda St. Pierre!
Let us know if you try one!**



HARWICH COUNCIL ON AGING
100 Oak Street
Harwich, MA 02645



FOR THOSE WITH VISUAL IMPAIRMENTS, A LARGE PRINT VERSION OF THE NEWSLETTER IS AVAILABLE UPON REQUEST.

HARWICH COUNCIL ON AGING

**Harwich Council on Aging
100 Oak Street
Harwich, MA 02645
508-430-7550 (COA)
508-430-7505 (Town Nurse)**

**OFFICE HOURS:
Monday—Friday 8:30 am—4:00 pm**

*www.town.harwich.ma.us
click on "Departments" then "Council on Aging"*

Staff Contacts

Director:.....Emily Mitchell
Town Nurse: Susan Jusell
Social Services Coord:..... Julie Witas
Program Specialist:..... Vacant
Executive Asst:.....Marie Carlson
Chef:..... Linda St Pierre
Van Drivers: Gerry Golia, Kathy Skipper, John Chatham

COA BOARD:

Richard Waystack, Chair
Carol Thayer, Vice Chair
Angelina Chilaka
Joanne Lepore
James Mangan
Ralph Smith
Justin White, Alternate



The printing of this newsletter was made possible with grant funding from the Massachusetts Executive Office of Elder Affairs. Postage is generously provided by the Town of Harwich.

COA Disclaimer
The Harwich COA offers many legal, financial, medical, recreational and other services and/or activities by volunteers or nominal cost practitioners. Seniors participating in these services do so with the understanding that the Harwich COA, the Town of Harwich or its employees do not assume any legal or other responsibility for any advice or services rendered by such volunteers or practitioners.



TOWN OF HARWICH MASSACHUSETTS

Published on *Harwich MA* (<https://www.harwich-ma.gov>)

[Home](#) > Council on Aging September/October Newsletter

Council on Aging September/October Newsletter



Check out the September/October 2020 edition of the Council on Aging newsletter! Learn about current programs and services, and the many ways in which the COA can support you, your family, and our whole community. Unfortunately, due to extenuating circumstances, the printing and mailing of this edition of the COA newsletter has been delayed by several weeks. Please share this digital version widely! If you or someone you know would like a printed copy, call the COA at 508-430-7550 and we will print and mail one to you directly. Thank you!

Please click the attachment below.

Attachment	Size
 2020.09_hcoa_newsletter - final.pdf	3.88 MB

Source URL: <https://www.harwich-ma.gov/home/news/council-on-aging-septemberoctober-newsletter>

HARWICH COA EXPENDITURE BUDGET JUSTIFICATION - FY 21 (Proposed)

ORG	OBJ	DESCRIPTION	JUSTIFICATION	FY 20 Total	FY 21 Requested	FY 21 TA Rec	FY 21 Revised Request - 8/5/20	\$ Change FY 21 (Revised - Initial Requests)	% Change FY 21 (Revised-Initial Requests)
015412	519030	Training/Prof Devel	Required Ann CPR & First Aid Training for Drivers - \$80 (\$20 x 4) Annual CPR & First Aid Training for remaining (non-driven) staff - \$100 (\$20 x 5) Staff in-service training re: aging - \$300 (\$150 x 2) MCOA Conf. reg. for 3 staff members - \$750 (\$250 x 3) Computer/technology training for staff - \$1,000 (\$250 x 4) Misc. training/meetings for staff - \$300 (6 x \$50) Volunteer in-service training re: aging - \$300 (\$150 x 2) Additional volunteer training (for vols whose work entails being alone with seniors, e.g. medical drivers, friendly visitors) re: identifying and responding to emergency situations, recognizing cognitive declines, etc. - \$300 (\$150 x 2)	\$ 3,130	\$ 3,130	\$ 3,130.00	\$ 3,130.00	\$ -	0%
015412	522241	Printing	Misc. Printing for COA Replenish bus cards - \$150 (\$50 x 3) Print & fold brochures - \$350 Note 8/5/20: Eliminate supplemental brochure printing costs to offset other increased COVID costs.	\$ 650	\$ 500	\$ 500.00	\$ 150.00	\$ (350.00)	-70%
015412	524007	Copier Maint & Service	Copier Lease - \$2136 (\$178 x 12) Copier Maint - \$800/yr Add'l \$300 = FY 19 overage cost (copier shared by COA, VA, Cemetery) Note 8/5/20: FY 20 Copier overage up to \$1,072	\$ 2,936	\$ 3,236	\$ 3,236.00	\$ 3,936.00	\$ 700.00	22%
015412	524010	Computer Networking	My Senior Center am. network costs for maint. of web-based system \$2000 for main system + \$600 for 2 addtl swipe stations Note 8/5/20: Additional swipe stations will not be needed until we resume full scale onsite operations.	\$ 2,600	\$ 2,600	\$ 2,600.00	\$ 2,000.00	\$ (600.00)	-23%
015412	530900	Professional/Tech Services	Supportive Day Care Subsidy for Harwich seniors to attend Orleans Day Care Program - \$10,400 (10 units/wk x 52 wks x \$20) - FY 20 calculation *FY 20 calculation allows for approximately 44 units/month. Have seen steady increase in attendance at Orleans Day Center in last year. Proposed increase would allow for additional 20 units/year. Ref:10/2018 - 33 units, 10/2019 - 42 units. Note 8/5/20: Orleans Day Program is shut down due to COVID-19 through December 31, 2020. Reduction of request by 50% to reflect 6 month closure. Newspaper Job Postings - \$500 (\$250 x 2)	\$ 10,400	\$ 10,800	\$ 5,938.00	\$ 5,400.00	\$ (5,400.00)	-50%
015412	534100	Advertising	Misc. Newspaper Advertising for import. Prog - \$1,800 (\$200 x 9) - decrease from \$2,400 in FY 20 Note 8/5/20: Reduction in newspaper advertising for important programming from 9 ads to 4. Critical to retain limited funding for ads as COA moves towards new remote programming opportunities.	\$ 2,900	\$ 2,300	\$ 2,300.00	\$ 1,300.00	\$ (1,000.00)	-43%
015412	534300	Postage	Postage for bi-monthly newsletter - \$3,000 (\$500 x 6 bimonthly mailings) Postage for spec. vol. mailings - \$120 (\$60 x 2) - decrease from \$240 for FY 20	\$ 3,240	\$ 3,120	\$ 3,120.00	\$ 3,120.00	\$ -	0%
015412	534400	Telephone/Teledata	Cell phones for Town RN, Van & iPad for Town RN, Social Services Coord. Actual monthly cost for FY 20: \$168 X 12 = 2016 Purchase cell phone for Social Services Coord. Add'l data approx \$40/month (phone to be purchased using grant funds) = \$480	\$ 1,440	\$ 2,496	\$ 2,496.00	\$ 2,976.00	\$ 480.00	19%

Revision Total Increases*: \$ 10,980.00
 Revision Total Decreases*: \$ 10,680.00
 Revision Net Increase (expenditures only)*: \$ 300.00

*Relative to initial departmental request, not ITA proposed reduction

	FY 20	FY 21 Request	FY 21 TA Rec	FY 21 Revised Request
TOTAL EXPENDITURES:	\$ 77,507	\$ 78,932	\$ 74,070.00	\$ 79,232.00
TOTAL SALARIES AND WAGES:	\$ 377,594	\$ 392,111	\$ 389,973.00	\$ 561,916.14
COA TOTAL BUDGET:	\$ 455,101.44	\$ 471,043.22	\$ 464,044.00	

\$ 6,100

COA REVENUE - GENERAL FUND
 015414 432044 Program Fees
 436004 Building Use
 483002 COA Lunch Contributions
 483003 COA Catering Revenue
 484099 Misc. Revenue

Emily Mitchell

From: Maryanne Ryan <Maryanne.Ryan@escci.org>
Sent: Tuesday, September 8, 2020 4:25 PM
To: Emily Mitchell
Subject: RE: Title III Cares Funds

Hi Emily,

Thank you for submitting your program idea we will fund you for \$1250.00. It will take us this week to process a check.

Thanks,
Maryanne

Maryanne Ryan, LCSW
Director of Community Services



68 Route 134
South Dennis, MA 02660-3774
508-394-4630 x103
Fax: 508-394-0608
Maryanne.Ryan@escci.org
www.escci.org

From: Emily Mitchell [mailto:emitchell@town.harwich.ma.us]
Sent: Tuesday, September 8, 2020 3:54 PM
To: Maryanne Ryan
Subject: RE: Title III Cares Funds

Hi Maryanne,

I hope you are doing well! Please find attached the Harwich COA request for Title IIIB funds consistent with your email below. If I can provide any additional information in support of this request, please let me know.

Best,
Emily

Emily Mitchell
Director, Harwich Council on Aging
100 Oak Street
Harwich, MA 02645
Phone: 508-430-7550

Email: emitchell@town.harwich.ma.us

From: Maryanne Ryan [mailto:Maryanne.Ryan@escci.org]

Sent: Wednesday, August 26, 2020 12:18 PM

To: Brenda Vazquez <bvazquez@town.dennis.ma.us>; Chris Hottle <chottle@provincetown-ma.gov>; Debora D'Oliviere-Llanes <DOliviereLlanes@townofbourne.com>; Denise Rego <drego@brewster-ma.gov>; Donna Marie Burns <Donna-Marie.Burns@town.barnstable.ma.us>; Dorothy Burritt <coadirector@eastham-ma.gov>; Emily Mitchell <emitchell@town.harwich.ma.us>; Jill Irving Bishop <jill.bishop@falmouthma.gov>; Judi Wilson <jwilson@town.orleans.ma.us>; Lynne Waterman <lwaterman@mashpeema.gov>; Mandi Speakman <aspeakman@chatham-ma.gov>; Mary Elizabeth Briscoe <mebriscoe@truro-ma.gov>; Susan V. Marancik <smarancik@townofsandwich.net>; Suzanne Grout Thomas <suzanne.thomas@wellfleet-ma.gov>; Gregory Rollins <grollins@edgartown-ma.us>; Joyce Bowker <coa-director@westtisbury-ma.gov>; Joyce Stiles-Tucker <jstucker@tisbury-ma.gov>; Rose Cogliano <rcogliano@oakbluffsma.gov>; Laura Stewart <lstewart@nantucket-ma.gov>

Cc: Leslie Scheer <Leslie.Scheer@escci.org>

Subject: Title III Cares Funds

Dear Director,

Good afternoon. As an Area Agency on Aging, Elder Services of Cape Cod and the Islands has received Title IIIB Cares Funds (Coronavirus Aid, Relief and Economic Security). We are looking to disperse some funds to the Councils on Aging/Senior Centers (20 COAs) in our Cape & Islands service area. We realize the efforts that the Senior Centers have made to provide support and outreach to our older adult and caregiver community during this pandemic have been tremendous.

Any funds dispersed must align with the Older American's Act Title IIIB Supportive Services. We are looking to fund small projects that especially reach out to seniors and caregivers during this time where many experience loneliness and isolation. We are looking for creative ways to provide outreach and support.

Please submit a brief paragraph or two of a program description and intended number of persons and service units.

We hope to fund each Council on Aging with an amount not to exceed \$1250.00

If you could respond to me by September 8, 2020, it would be appreciated.

Thank you, Maryanne Ryan

Maryanne Ryan, LCSW
Director of Community Services



68 Route 134
South Dennis, MA 02660-3774
508-394-4630 x103
Fax: 508-394-0608
Maryanne.Ryan@escci.org
www.escci.org



Town of Harwich COUNCIL ON AGING

Harwich Community Center □ 100 Oak Street □ Harwich, MA 02645
Tel: 508-430-7550 Fax: 508-430-7530

m e m o

TO: Maryanne Ryan, Director of Community Services, Elder Services of Cape Cod and the Islands

FROM: Emily Mitchell, Director, Harwich Council on Aging

DATE: September 8, 2020

RE: Harwich COA Request for Title IIIB Funds

At the Harwich COA, we seek to continuously develop creative and engaging methods to reach out to the older adults in our community, particularly those at the highest risk and those who are the most isolated, during this COVID-19 pandemic. We are proposing to use the Title IIIB funds to create and distribute booklets related to community members' experiences living through the pandemic. Older adults will be both the content creators and the recipients of these booklets. We intend to seek a wide variety of content - ranging from journal entries, poems, photographs, new recipes, details on new hobbies or skills – anything that captures individuals' COVID realities. We want this project to be accessible for everyone; people can choose to be as personal or general as they'd like and can choose from a wide variety of media for their contribution. We hope to encourage thoughtful self-reflection and both new and continuing engagement with the COA and broader community. We envision a final product that captures the high and low points of this pandemic experience, that shows the strength and resiliency of our community, that inspires hope and creativity, and that shows people they are not alone.

Our timeline for this project includes a period for solicitation of content through January 1, 2021 (to allow for publication in our November/December newsletter). In January and February 2021, we will compile the received materials and submit them to a vendor for printing/delivery. We will include in the January/February edition of the newsletter the option for anyone to sign up to receive a copy of the booklet (everyone who submits content will automatically receive a booklet). We will begin distributing booklets as soon as they are received. We also plan to hold some sort of event (virtual or in person as appropriate) on March 20, 2021 in conjunction with World Storytelling Day to celebrate and distribute these shared stories. We will publish the request for contributions, the sign up process to receive a finished booklet, and details about the March event in our newsletters, the Town website, social media, and through local print media such as the Cape Cod Chronicle to maximize participation and to reach people we don't have existing relationships with. We anticipate engaging approximately 50 people in the process of soliciting content and engaging approximately 500 people with the distribution of the final product.

The cost breakdown for the project is as follows (all prices are estimates):

- \$500 to print approximately 500 booklets (40-50 pages depending on contributions). Price estimate based on booklet of similar size/detail put out by the Harwich Community Center with their Activities Listings.

- \$500 to mail (beginning postage price for large envelope: starting price \$1/mailling based on weight)
- \$200 for 500 personalized pens to distribute with booklets ("Harwich Council on Aging/World Storytelling Day/(508) 430-7550"). Price estimate based on cost comparison between vendors providing personalized merchandise
- \$50 for 50 small journals. Gifts for individuals submitting content. A way to incentivize participation and to thank people for sharing their thoughts and experiences with us.
- Total cost: \$1,250.00

We are thankful for the opportunity for funding that would make this project possible. I am happy to provide any additional information or explanation about the proposed project to assist in your consideration of this request.

Thank you very much!