



Town of Harwich COUNCIL ON AGING BOARD MEETING

WEDNESDAY November 4, 10:00AM

Remote Participation Only

Council on Aging Board of Directors
Wednesday, November 4, 2020 10:00 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 October 7, 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 and anticipated COA Operations
B. Programming Updates – Holiday Events and Storytelling Project
C. COA Volunteer needs, recruitment, and training
D. Updates re FY 21 COA Newsletter procurement process and contract

VI. Old Business

- A. Recognition of Volunteers of the Year – Janice Bernabeo and Judy O'Brien

VII. New Business

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

VIII. Member Comments

IX. Adjournment

REMINDER:

Next HCOA Board Meeting – December 2, 2020 at 10 AM

Authorized Posting Officer:

Posted by: _____
Town Clerk

Emily Mitchell
Signature

Date: October 29, 2020

Meeting Minutes - DRAFT

Harwich Council on Aging Board of Directors Meeting

Wednesday, October 7, 2020, 11 AM

Remote Participation Only

Meeting Attendance:

Board Members: Chair Richard Waystack, Carol Thayer, Joanne Lepore, James Mangan, Angelina Raneo Chilaka, and Lieutenant Justin White (alternate)

COA Staff Member: Director Emily Mitchell

I. Call to Order

The Meeting was called to order by Chair Richard Waystack at 11 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. Unanimous vote to approve.

III. Public Comments: None

IV. Chair's Comments (R. Waystack)

- Richard emphasize the importance of keeping communication open and ongoing within the community through the pandemic. Particularly important to reach out to our older adult neighbors and community members.
- Expressed thanks to all COA staff, volunteers, and Board members for their work.

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 – Distributing between 60-70 meals per day and currently serving 85 unique individuals. Special thanks to Town Chef, Linda St. Pierre and to the volunteers delivering meals.
2. Transportation –Transportation on the van is provided to grocery stores, pharmacies, the Post Office, town buildings, and to essential medical appointments. Enhanced safety/sanitation protocols are in place and a maximum of two riders per trip are currently authorized. The COA van will be providing transportation to Town Hall for early voting and for seniors to drop off completed absentee ballots. The van will not provide transportation for voting on Election Day (November 3, 2020) due to capacity and sanitation restrictions.
3. Resumption of limited 1:1 onsite appointments with staff and professionals (elder law attorneys, podiatry nurses, dental hygienists, etc.)

4. Emily continues to explore options for resuming small group programming, but current guidance recommends against resuming senior focused group programming at this time.
 5. Outreach services are expanding. This is a very busy time of year for Fuel Assistance, other benefits applications, and other professional supports.
 6. Julie Witas, Social Services Coordinator, is still serving the essential functions of her current and former roles, as the Program Specialist 1 position remains vacant. She is finding ways to continue oversight of core programs while also meeting outreach needs, but this limits the department's ability to resume additional programs and services even in a modified format.
- B. Anticipated future programming – the department is not planning to resume additional programming in its traditional format due to health and safety concerns. They continue to explore options for alternative or remote programming, but it is beyond the capacity of current staff and resource levels.
- C. COA Staffing Updates – the Program Specialist 1 position remains vacant. Emily is having ongoing conversations with the Interim Town Administrator to move forward in addressing this vacancy.
- D. COA Volunteer needs, recruitment, and training
1. The COA is still in need of additional volunteer support, particular for reception area coverage and lunch delivery. The recruitment video discussed at the September COA Board meeting is on hold in light of limited staff resources and the need to prioritize other essential programs and tasks.
 2. Richard suggested advertising this need in the newsletter, on Channel 18, and for Board members to share within their own networks.
- E. Updates re FY 21 COA Newsletter procurement process and contract
1. The initial bid process revealed an issue with how postage has been paid. In past years, the COA has paid the non-profit postage rate. New information indicates that the COA is not eligible to pay non-profit rate. This created two problems – the project needs to be rebid and the department does not have sufficient funds to pay the standard postage rate, as they planned to pay the non-profit rate during the FY 21 budget process.
 2. The September/October edition never went to print. It was put on the website, shared to social media, and made available by mail (printed and mailed from the COA) to anyone who requested a copy. Emily anticipates the procurement and payment processes will be resolved in time to print the November/December edition.
 3. Carol Thayer suggested that Emily request a reserve fund transfer from the Finance Committee if needed
 4. Emily plans to seek support from the Friends of the Harwich Council on Aging to cover the cost difference. Richard reiterated that plan.

- F. FY 21 COA Budget Update following Annual Town Meeting on 9/26/2020 – the FY 21 Town operating budget, including additional funds in support of the expanded COA lunch program and additional van driver hours to support medical appointments, was approved as part of this budget.
 - G. New Title IIIB Project Grant – The COA was awarded a grant for \$1,250 for a creative outreach project. The COA will be creating booklets that capture Harwich seniors’ experiences living through the pandemic. Seniors will contribute stories, poems, recipes, photographs, or anything else that describes their experiences. Content will be compiled into a booklet, printed, and distributed to seniors and public venues. Details will be shared in the November/December newsletter and through other media to encourage broad participation.
- VI. Old Business
- A. Volunteer Recognition Event – Options to recognize planned Volunteers of the Year – the COA had planned a Volunteer Recognition Luncheon for March 2020 which was canceled due to COVID. With no options to hold a comparable event in the near future, Emily raised the idea of finding an alternate way to recognize the two planned Volunteer of the Year award recipients. Richard suggested planning time at the next Board meeting to invite and recognize these two recipients. All Board members agreed that was a good idea. Emily will contact them in advance of the next meeting to invite them and express the department’s and Board’s gratitude. A special thank you to all the volunteers who support the COA and seniors in our community!
- VII. New Business
- A. Update from Elder Services Board Liaison (*J. Lepore*)
Elder Services held their September meeting remotely on September 22, 2020. Elder Services members discussed the contactless delivery of Meals on Wheels. The number of seniors needing this service has gone up significantly. Meal delivery also provides a safety check, as drivers still see the recipient even though they do not come into direct contact. Next meeting: October 28, 2020
- VIII. Member Comments
- All members thanked Emily, the full COA staff, and the volunteers for the work they are doing, particularly during this difficult time
- Richard reiterated the need for everyone to reach out to their neighbors and community. He recommended the concept of “adopt a neighbor” – continue to check in on each other, offer to share resources, provide that connection and continuity.
- IX. Adjournment
- Motion to adjourn the meeting at 12:00 PM by Joanne Lepore. Seconded by Carol Thayer. Unanimous vote to adjourn.

Next meeting: Wednesday, November 4, 2020, 10 AM, by remote participation only.

Overview of COA COVID Operations October 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)
- **New:** Revised policy for recipients who repeatedly are not home during scheduled deliveries (after third time not home, with no call to cancel, will be temporarily suspended from service. Emergency situations exempted)

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:** Thanksgiving and December holidays hot meal distributions – details on first page of November/December 2020 newsletter (attached).
- **New:** Community Storytelling Project – see details on page 6 of Nov/Dec newsletter – **officially accepting submissions!**
- **New:** Coordinating SHINE Open Enrollment appointments (appointments held remotely)

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**

Outreach Services

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

Town of Harwich COUNCIL ON AGING NEWS



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

November/December 2020

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

HOLIDAY PROGRAMMING

It's hard to believe the holiday season is upon us! We know the holidays are going to look different this year. Many community programs are altered or on hold. Family traditions are likely to be adversely impacted or canceled due to travel and gathering restrictions, and for considerations of health and safety.

While this season comes with new challenges, we are working to find creative ways to bring a sense of joy, normalcy, and connection to our community however possible. With guidance from the Harwich Health Director, we have received permission to deliver warm holiday meals to folks at home.

For both Thanksgiving and the winter holidays, we will be delivering holiday feasts with all the fixings, prepared by our fabulous Chef Linda St. Pierre. Thanksgiving Dinner will include turkey, mashed potatoes, green bean casserole, gravy, stuffing, cranberry sauce, and dessert, and will be delivered on Tuesday, November 24th. The winter holiday meal will be roast pork with roasted potatoes, veggies, gravy, and festive cookies, and will be delivered on Tuesday, December 22nd.

All meals are individual servings – they are not meant to serve a full family. We can deliver up to 70 meals for each event. Signups are first come, first serve!

Please note, you must be home to receive the meal. Board of Health restrictions do not allow us to leave meals unattended. We plan to deliver meals in the early afternoon on both scheduled dates. All meals will be dropped off using a no contact delivery (see protocols on pg. 4).

We are looking to recruit some additional volunteer drivers to bring these holiday meals to folks at home. We'd also love to include small notes or cards, from one community member to another, with each meal. If you'd like to share a note of gratitude or good wishes, please send it to the COA (received no later than the Friday before each delivery – 11/20 or 12/18) and we will include it with one of the meals.

To register for a meal, sign up to volunteer, or with general questions, give us a call at 508-430-7550 or email Emily at emitchell@town.harwich.ma.us. And know that all of us at the COA are wishing you a very Happy Thanksgiving and holiday season!



DIRECTOR'S DIALOGUE



Hello! Fall is in full swing, winter is right around the corner, and the holidays are upon us!

This time of year is unlike anything most of us, or perhaps any of us, have ever experienced. As we navigate these uncharted waters, know that the COA is here to offer support and connection. We are excited to offer the holiday programs described in more depth on the left side column (everything is better with a home cooked meal from Linda!). You can also find some great information and tips for making the most of holidays during a pandemic, combatting isolation, and processing grief in Julie's column on page 7.

The CDC has also published some helpful guidelines for holiday safety during COVID. They break down activities into low, moderate, and high risk categories, and recommend that people opt for low risk options. These include choosing to have a small dinner only with members of your own household, preparing traditional family recipes for friends and neighbors and delivering them in a contact-free way, or having virtual celebrations. Moderate risk activities include small outdoor meals with people outside your household or attending outdoor programs. Higher risk activities include travel outside your geographic region (or hosting someone traveling, particularly from a higher risk area) or having indoor gatherings with people outside your household.

For folks who do choose to participate in higher risk activities, the CDC recommends taking extra precautions – stay home as much as possible, avoid coming into contact with people at increased risk for severe COVID complications, and consider getting a COVID test.

On a different note, the COA recently received a grant for a new community and storytelling project. The full details are on page 6 – I hope you will contribute your stories and experiences!

Until next time, know that I, and all of us at the COA, are thankful for YOU - during this holiday season and all yearround!

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CURRENT PROGRAMS & SERVICES

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

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

Thursdays 9:30am—12:00, *by appointment*

Now on **Thursdays**—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 November 18 & December 23

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

Monday 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 November 20 & December 18

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



HEARING SCREENINGS

Tuesdays November 10 & December 8



Appointments for hearing screenings with Barbara Eaton, a licensed Hearing Instrument Specialist. If you wear hearing aides, bring them and she will clean them if needed. There is no obligation to purchase, but recommendations for follow up care may be made. Call the COA at 508-430-7550 to schedule your appointment.

FOOTCARE CLINIC

Betty Brady's "Feet First" \$40



Wednesdays November 4 & December 2

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 for \$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.

Please only donate or return equipment that is clean and in good condition. Further, we cannot accept equipment that requires power or non-durable medical supplies (bandages, medications, ointments, opened packages of briefs, etc.) 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. 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.

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.

UPDATES

Funding—a huge THANK YOU to you and all Harwich residents for your support of the Town's operating budget at the Annual Town Meeting on September 26th. The FY 21 budget, which included the revised COA request for additional funding to support the 60 meal/day capacity of this program was approved. We now have funding to continue this program as needed until June 30, 2021. We couldn't have done it without your support.

Policy—Unfortunately, we have seen an uptick in recipients not being home to receive their scheduled lunch. Board of Health regulations prevent us from leaving a meal if you are not home. You must notify us, preferably at least 24 hours in advance, if you will not be home at the time of delivery. Our goal is not to waste food and to respect the time of our chef and drivers. Further, if you are scheduled to receive a meal but do not answer the door, the driver's phone call, or the follow up call from our office, it is COA protocol to ask the police to do a wellness check. This is an invaluable service and safety precaution our police offer in support of our community. We don't want to abuse their time by asking for this service unnecessarily.

Therefore, we are implementing a new protocol—if you are not home to receive your lunch, you will receive two warnings. The third time you are not home at the time of delivery, we will have to suspend you from this service. Please note, we understand that emergencies happen! If you are not home due to emergency, that will not be counted against your lunch eligibility.

Holiday note—we are not able to provide lunches when the building is closed. Therefore, there will be no lunch distribution on Veteran's Day (Nov 11), Thanksgiving Day and the Friday after Thanksgiving (Nov 26 & 27), or on Christmas Day (Dec 25).

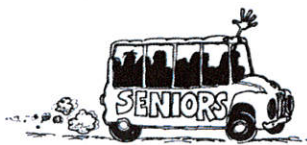
COA holiday programming will also impact our lunch distribution—on holiday meal days (Nov 24 & Dec 22), our regular lunch program will be canceled (though regular lunch recipients are welcome to sign up for our holiday meals!). Please note, the Wednesday following holiday meal distributions will have altered menus—we'll be serving sandwiches rather than salads.

Don't forget! Elder Services of Cape Cod & The Islands offers a Meals on Wheels program. See pg 10 for details.

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.
- ◆ **Reminder: rides are to scheduled locations only. Drivers cannot bring you to any location not scheduled through the COA office in advance.**

Cranberry Coach Weekly Schedule

Mondays	Market Basket, Hyannis, or Orleans shopping
Tuesdays	AM—Local shopping PM—Family Pantry deliveries
Wednesdays	AM—Local shopping PM—Local shopping
Thursdays	AM—Local shopping PM—Local shopping
Fridays:	AM—Local shopping PM—Local shopping

**Local shopping = Shaw's or Stop & Shop. Call the COA for the current schedule. Stops at CVS, the Post Office, and local banks allowed, only until the Friends' bus resumes service. We continue to transport people to onsite COA programs, Brooks Free Library, and Town Hall.*

Monday Trip Schedule

Market Basket: Nov 9, Nov 23, Dec 7, Dec 28
Hyannis shopping: Nov 2, Nov 16, Nov 30, Dec 21
Orleans shopping: Dec 14

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 for routine dental visits.

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.

SHARE YOUR STORY

A COMMUNITY COMPILATION

The COA was recently awarded a grant from Elder Services of Cape Cod and the Islands for a new project. We are looking to create and distribute booklets that capture our community's experiences living through the COVID-19 pandemic. Harwich older adults will be both the content creators and recipients of these booklets. We will be seeking a wide variety of content, ranging from journal entries, short stories, poems, photographs, recipes people have tried or mastered, and details on new skills and hobbies people have undertaken – anything that captures individuals' COVID realities.

We want this project to be as accessible as possible – 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 create a space for thoughtful self-reflection and 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, inspires hope and creativity, and shows us all that we are not alone. We won't shy away from the hard parts of this experience and will also highlight new relationships, skills, and opportunities for gratitude.

We would love to receive content from YOU! We will be collecting content from now through January 15th (submission details in the next column). We will compile submissions into a booklet that we will have printed and available for distribution. We also hope to have a community event on March 20, 2021 – World Storytelling Day – to celebrate and distribute these shared stories.

This project is possible only with your participation – call or email with questions, ideas, feedback, and submissions!



SUBMISSION GUIDELINES

As mentioned in the project description, submissions in a wide variety of media are encouraged! They may take the form of journal entries, poems, stories, photos, descriptions of recipes or hobbies, or anything you feel captures your COVID-19 experience. The following are general guidelines:

- Content must fit on one 8.5 x 11 inch page (or be able to scale to this size without losing quality or legibility).
- Text submissions may be typed or handwritten (and must be legible).
- May not include graphic or explicit content – submissions should be appropriate for a broad general audience and for distribution in public venues.
- Submissions may be sent by mail (Harwich Council on Aging, 100 Oak Street, Harwich, MA 02645) or by email to emitchell@town.harwich.ma.us and must be *received* by January 15, 2021.
- Submissions should include contact information for the submitter (full name, mailing address, phone number, and email address if applicable). This will be for staff follow up and documentation **ONLY** and will not be included in the publication or for public access.
- Please indicate if you want your name included with your submission in the publication (you may opt to include your full name, first name only, or to remain anonymous).
- Your submission indicates consent to publish the submitted materials in the booklet.
- By submitting, you consent to staff edits for size/formatting only. Staff will not change content.

As a note, the COA may not include all submissions in the final publication. We will notify everyone who submits content whether their submission will be printed. Everyone who submits content, whether it is included in the printed booklet or not, will automatically receive a copy of the final product.

If you have any questions or ideas, don't hesitate to get in touch with Emily at 508-430-7550 or emitchell@town.harwich.ma.us. We are excited to learn more about your experiences and to build this project together!

NOTES FROM THE OUTREACH OFFICE

Julie Witas, MSW, MPH

Social Services Coordinator

Spending the Holidays Alone

What will our winter holidays look like during a pandemic? Many of us are expecting to spend holidays on our own this year and finding it difficult to feel jolly after several months of social distancing. Let's talk about how to find joy during what is sure to be a challenging winter. Since it's safer to socialize outdoors, the colder weather may limit our opportunities to visit with others, but there *are* things you can do to reduce the anxious and lonely feelings that social isolation often causes:

- ◆ Reframe "I'm stuck here alone" to "I will use this time to focus on myself." Are there things you've always wanted to learn? Projects you never seem to finish? Now is the time!
- ◆ Continue your daily routines as much as possible. Routines keep our days predictable, and predictability is a sure way to reduce anxiety.
- ◆ Turn off the news. Choose credible sources, and give yourself a limited amount of time each day (perhaps two 30-minute blocks) to review updates about Covid, the election, or other stressful topics.
- ◆ Remember that your environment influences your thinking: chaos in your home can lead to a chaotic mind. Clutter can cause you to feel anxious and claustrophobic, so devote some time to cleaning and organizing your workspace. Maintain separate spaces inside your home - for example, commit to eating meals at the table instead of on the couch.
- ◆ Create a new daily ritual to ground your days. For example, begin your day with a short walk; start a gratitude calendar; call a friend/loved one every day at the same time; end your day by recording your thoughts in a journal.
- ◆ Volunteer! There are plenty of opportunities to stay involved even while social distancing. Talk to me, your church, or any other organizations that you're already involved with to learn about opportunities. Helping others builds resilience and shifts your perspective.
- ◆ Get outside every day. Bundle up and take a short walk (as long as it's not slippery!). Research is clear on this - spending time outdoors is a powerful way to improve your mood.
- ◆ Stay active. Exercise releases endorphins, the feel good chemicals in your brain. Don't forget to stretch first!
- ◆ If you notice symptoms of depression, or if your anxiety is unmanageable, talk to your doctor. We can also assist with referrals to local therapists or support groups.
- ◆ Join a program that meets virtually, using Zoom or a similar technology (ask me for ideas if you're interested in this).



Spending the Holidays Alone, continued

And now for some holiday-specific ideas for how to celebrate while social distancing:

- ◆ Make cookies & drop them off to your neighbors & friends.
- ◆ Send holiday cards, and take the time to write special messages in each one. Tell people what you've been up to!
- ◆ Do your shopping online or during early morning when many stores have senior-only hours.
- ◆ Decorate your home, even if you're the only one who will enjoy it—you can always share photos.
- ◆ Try your hand at making seasonal crafts to give away to friends. It's never too late to learn something new.
- ◆ Take a drive through a neighborhood with lots of lights.
- ◆ Offer to wrap presents for a busy parent in your life. It might be fun to challenge yourself to make each package unique with different combinations of paper and ribbons.
- ◆ Treat yourself to a manicure/pedicure with holiday colors.
- ◆ Make a holiday card with your photo, and get creative with your outfit. Show your personality!
- ◆ If you just aren't up for celebrating on your own this year, give yourself permission to skip it. Rent a movie, order Chinese food, and put your feet up for a quiet day at home.

Finally, let's talk about grief. No matter how long it has been, the holidays often bring back the painful feelings of loss. Trying not to think about it rarely works for very long; discussing and reminiscing about those we have lost can help ease this hurt. Some things you can try to help process these feelings:

- ◆ Make a scrapbook with photos & mementos of the person.
- ◆ Light a candle in your home in memory of the person you've lost. Tell them what's in your heart.
- ◆ Make the deceased's favorite holiday food.
- ◆ Remembering aloud - if you do gather with friends and family, ask each person to share a beloved memory. This will also help younger generations remember their stories.
- ◆ Make a donation to a charity that was important to the deceased, or donate altar flowers in their name to a church.
- ◆ Visit the gravesite and leave a wreath, poinsettia, or any other meaningful item.
- ◆ Play your loved one's favorite holiday music.
- ◆ If you are gathering with friends and family, leave an empty seat for the deceased.
- ◆ Give yourself permission to be happy. Ask yourself what your loved one would want for you this year—then do it!
- ◆ Ask for help. Grief is universal—we all experience it, but unfortunately our culture tells us we shouldn't talk about it. If this year is harder than you expected, reach out to your friends to let them know.

How are you celebrating this year? Let us know!

HERE'S TO YOUR HEALTH

Susan Jusell, Town Nurse

"We will either find a way or make one"

- Anibal Barca



I appreciate the simplicity of this statement. Many needs of our community have not been routine and require some brainstorming, please know that we are here to help you, call us anytime!

I have restarted my weekly wellness clinics by appointment only, this ensures enough time to properly sanitize between clients. We've taken great effort to ensure your safety while offering the limited services we feel are essential. Clinics are now held on Thursday mornings in the "Glass Room" next to the COA lobby. A separate entrance has been provided for you in addition to the main entrance of the COA. I'm happy to accommodate an outside visit when requested. To set up an appointment please call the COA @ 508-430-7550.

We've had a beautiful start to the Fall, but I can't believe it's dark when I get up and the sun is setting before I put dinner on the table! So many signs that the season is changing and it's almost time to turn back the clocks. Many people remember to test their fire alarms this time of year, but there are other preventative measures to reduce your chance of an accident and to help ensure your safety at home.

Falls are preventable and not a normal part of aging. Statistically 1 out of every 4 people that are 65 years or older will suffer a fall this year, making falls the leading cause of injury in this age group. Of those falls, 1 in every 5 resulted in broken bones or a head injury. Tell your doctor right away if you fall, if you're afraid you might fall, or if you feel unsteady. It's also OK to call 911 - they will not force you to go to the emergency room but will strongly suggest it when they feel it's in your best interest.

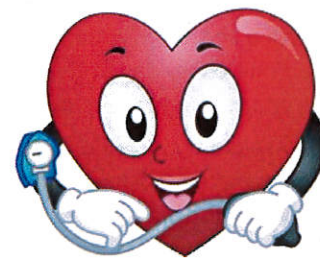
Be sure to review your medications with the doctor or pharmacist anytime you start a new medication and discuss any side effects like feeling dizzy or sleepy, as some medications can increase your risk of fall. Annual visits to the eye doctor can help identify progressive visual changes

like cataracts or glaucoma and identify when your eye-glass prescription needs to be updated. It's important to have proper footwear and report if you've had any sores or changes in sensation to your feet - neuropathy can develop slowly over time and be managed once it's identified.

Gentle stretching should be done while your body is warmed up after endurance or strength exercises.

Other things to be aware of include updating your File of Life (we have extra copies at the COA). A "Kidde" lock box can be installed outside of your house in case rescue is called. This safe option allows them quick access to you during an emergency. If you're interested, give us a call and we'll direct you on how to order the correct one for Harwich Rescue. Have an emergency plan in case of a major storm, try to be proactive instead of reactive with that plan. If you live alone, a lifeline is always suggested; it will cost \$20-\$30 a month for a standard lifeline that works in your home & covers a small perimeter outside of your house. Avoid candles, keep flashlights by your bedside and in your living area; check those batteries as well this time of year. Find a friend, neighbor or family member to check in with routinely.

I wish you good health and happiness! Call me or come in for a visit, I look forward to connecting with you!



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.

Medicare Update: Open Enrollment

By Julie Witas, Social Services Coordinator

Open Enrollment is from October 15th through December 7th every year. During this period, anyone who has Medicare can do the following:

- Join a different Medicare Advantage Plan
- Join a different stand-alone Part D plan
- Switch from Original Medicare to a Medicare Advantage Plan, and vice versa (if you are switching back to Original Medicare, you can also add a Medigap/Supplemental plan)

Any changes made will take effect on January 1, 2021. You can make as many changes as you want during this period, but only your last coverage choice will take effect in January.

Why should you compare plans?

This is your opportunity to ensure that you are enrolled in a cost-effective plan that meets your healthcare needs. Each year, insurance companies can make changes to Medicare plans that can impact your out-of-pocket costs (monthly premiums, deductibles, drug costs) and/or your provider or pharmacy “networks.” A network is a list of doctors, hospitals, or pharmacies that negotiate prices with insurance companies. The insurance company could also make changes to plan’s “formulary” (the list of covered drugs). Given these yearly changes, it is a good idea to re-evaluate your current Medicare plan every year to make sure it still meets needs.

By re-evaluating coverage during Open Enrollment:

- ⇒ You can make sure that your drug plan still covers your needed prescriptions (ie, that they are on the formulary).
- ⇒ You might pay less by switching to a different drug plan.
- ⇒ You can confirm that your doctor will still be in-network.
- ⇒ You could get better coverage or a higher quality plan for the same cost. Plans are given a star rating (5 is highest). If you are enrolled in a plan that is 3-stars or less, you should strongly consider shopping around for a new plan.

Research has shown that 3 out of 4 Medicare beneficiaries do *not* enroll in the most cost-effective Part D drug plan, despite ranking cost as their primary concern.¹ This suggests that seniors aren’t comparing costs—not terribly surprising, since shopping for health insurance can be complicated. But this same study found that the average senior was overpaying by around \$300 per year, so taking the time to compare plans could really pay off! Even if you are satisfied with your current coverage, you should look at other options in your area. There may be options that better suit your individual needs in the coming year. *To find out if you are paying more than you need to, review your coverage and make changes by Dec 7.*

1. Heiss F, Leive A, McFadden D, Winter J. Plan selection in Medicare Part D: evidence from administrative data. *J Health Econ.* 2013;32(6):1325-1344.

How to shop for a plan

Many people rely on the S.H.I.N.E. (Serving Health Insurance Needs of Everyone) program every year to guide them during Open Enrollment. SHINE counselors—almost all of whom are volunteers—provide free, unbiased health insurance information and assistance to Massachusetts residents with Medicare. It’s an amazing resource that helps thousands of seniors in Massachusetts every year.

The past several years, the Harwich COA has been incredibly fortunate to have three SHINE counselors volunteering during Open Enrollment. This year, only one SHINE counselor is available to work with the Harwich COA, meaning our COA will have only a third of our usual appointment slots (putting us more in line with what other COAs on the Cape offer).

The regional SHINE office in Barnstable is working to help with our overflow, but we may not be able to offer an appointment to everyone who requests one.

Fortunately, there is a lot of information available to help guide your choices. Check out our state’s SHINE website at www.SHINEMA.org for tutorials and articles.

1. Review your current coverage, including any notices you have received in the mail. Look for information about any changes that will go into effect after January 1, 2021. Pay close attention to any changes in your premiums, copays, and other costs, as well as to any drug formulary changes.
2. Review the guide on the next page and decide whether you prefer a Medicare Advantage plan or Original Medicare + Medigap + Part D. Don’t forget to check the income limits to see if you qualify for “Extra Help” or MassHealth, which will lower your costs.
3. Go to www.medicare.gov to search for a specific plan that meets your needs. Click on “Find 2021 Health and Drug Plans” to start your search. If you aren’t comfortable using a computer, you can call **1-800-MEDICARE**, where trained representatives can perform the search for you. (Be prepared to wait on hold for a long time!)
4. In order to match you with a plan that will be most cost-effective, you will need to provide information about your prescription medications. Put your RX bottles & packages in front of you for reference. The more precise you can be, the more likely you are to be matched to the lowest cost plan that covers your needs.
5. To complete your enrollment in a new plan, you will need to either create an account at www.medicare.gov OR call 1-800-MEDICARE.

Still lost? To request a packet of materials to help you choose a plan, contact the COA at 508-430-7550.

CAREGIVER & COMMUNITY RESOURCES

SUPPORT & CONNECTION

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

Free and available to anyone age 55+
Call 508-548-7999

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.

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.

CALEB CHASE FUND

The Caleb Chase Fund is a Town of Harwich fund designed to help Harwich residents in financial need. The Fund can help with payments for rent, utilities (including phone and internet service), medical bills, car payments, and child care. **If you are interested in learning more about the Caleb Chase Fund, contact Julie Witas (508-430-7550, or jwitas@town.harwich.ma.us) to learn more about the application process.**

FUEL ASSISTANCE APPLICATIONS

Our region's Fuel Assistance Program is administered by the South Shore Community Action Council (SSCAC). The program runs November 1st-April 30.

Typically, applications are accepted early and held for review after November 1. This year, SSCAC is not able to begin accepting applications until the start of the program.

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

Call the COA at 508-430-7550 for up to date application information.

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.

CAREGIVER RESOURCES

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).

AFSC is also holding their renowned **Savvy Caregiver program** remotely using Zoom. This is a 6-week program that covers the pathology of dementia diseases, strategies for caregiver self-care, navigating the stages of dementia, developing contented involvement for someone with dementia, recognizing options to optimize decision making, and making the most of family resources.

Two upcoming sessions still have openings:

- Tues, Nov 10—Dec 9, 10 AM to 12 PM
- Weds, Nov 4—Dec 15, 10 AM to 12 PM

Technical support is available for anyone who needs it! Call or email AFSC to register!

VOLUNTEER NEWS



VOLUNTEER SPOTLIGHT



MATTHEW KAMINSKY



Matt contacted us the first week of May to offer his help delivering lunches. He was inspired to get involved with programs that were helping seniors who were self-isolating at home. A resident of Orleans, he first began volunteering for that town's Meals on Wheels program with Elder Services. They assigned him a route on Wednesdays, but one day a week wasn't enough for Matt, so he soon found his way to the Harwich COA after learning about our lunch program. We are so grateful he did! He has been one of our most trusted and dependable volunteers, regularly covering one of our longest delivery routes two to three times a week (in addition to his Wednesday route in Orleans). He has gotten to know the seniors on his West Harwich route pretty well, and his care and concern for them is evident. When asked what he likes best about volunteering, Matt didn't hesitate to say, "Meeting all of the nice people!"

In September and October, Matt also filled in as the lead volunteer for our monthly Brown Bag program. This involves a very early morning and a fair bit of muscle – not an easy job by any means! He is so good to us, and we are glad to have this opportunity to thank him for all of his help. If Matt is your driver, give him your best!

CURRENT VOLUNTEER NEEDS

Julie Witas



Lunch Drivers (1-3 hours/week, short or long term): We are always looking for new volunteers to help with lunch deliveries - as little as one hour a week is appreciated. A great way to meet your neighbors!

Special Project Assistant (4-8 hours/week for ~2 months): We are looking for one or two people to help with the project described on page 6 - a compilation of community experiences during the pandemic in a printed booklet. The volunteer(s) will help organize submissions and provide creative input for the project. If you have an interest in design or publication and would like to be involved in this project, please get in touch with Julie.

Remote Friendly Visitor (2-6 hours week, at least 4 month commitment): Make phone calls and/or video calls (Zoom, Facetime) to seniors who live alone and are especially isolated during the pandemic. If you are outgoing and social, there are seniors who want to talk to you!

Website Assistant (2-4 hours/week, long term preferred): Have you noticed that the COA's website could use a little love? We have long wanted to make better use of our website, but now that so much of our work is done remotely, the need has become more pressing. We have many resources and community updates that we would like to share through the website, so we're looking for someone with the skills to help us manage the site's content.

COA staff will write the articles and provide all materials to be posted on the website. The web assistant will be responsible for uploading these materials and maintaining the website (e.g., adding new pages, editing existing pages), and will also contribute to the overall site organization and design elements.

This role would be appropriate for someone with an associate's degree in a computer science field, or equivalent experience. Our website is hosted on the CivicPlus Platform, an easy-to-use cloud-based content management system. There is no coding required. Experience with this specific software is not required - it really is pretty user-friendly for anyone with a moderate level of computer skills. (The barrier on our side is time, not skill.) Staff will provide a training session and be available for support as you learn how to use the platform.

If you are recently retired from a tech-oriented career and looking for a volunteer position that can be performed remotely and relatively independently, please send an email to Julie (jwitas@town.harwich.ma.us) to learn more!

COMMUNITY CENTER & WEIGHT ROOM

COMMUNITY CENTER

The Community Center is open, Monday through Friday from 6 AM to 4 PM, for scheduled groups and for 1:1 appointments. Community Center staff have been in communication with all groups who have used the building for program or activity space to assess their interest in resuming onsite activities and to convey revised policies about scheduling, capacity, sanitation, and contact tracing. There are state and local restrictions in place that limit or preclude groups from resuming their full scope of prior activity (e.g. restrictions on room and total building capacity, prohibition of certain activities, limitations based on cleaning and building hour schedules, etc.). If you previously participated in community activities in the building, contact the group leader for more information about their plans for resuming. For general questions about programming and building policies, contact the Community Center at 508-430-7568.

Please note, the COA does not plan to resume onsite small or large group programming at this time. We are continuing to follow state, regional, and local guidance on programming geared towards older adults. We are also prioritizing staff time and department resources on services that meet the most essential needs such as our lunch, transportation, grocery and pharmacy support, and outreach services. We continuously reevaluate our services and priorities in response to health trends, state and local restrictions, aging agency guidance, and feedback from the community.

Community Center Passport Services

Passport application processing is available at the Community Center by appointment. To schedule an appointment, or for help with passport-related questions, call 508-430-7568. Passport hours are Monday through Friday, 8 AM to 4 PM.

Current Passport Processing Times:

- Routine Service: 10-12 weeks, door-to-door, from date of application. Note: timing may vary.
- Expedited Service: 4-6 weeks, door-to-door, from date of application. Timing may vary. Expedited service costs an additional \$60 and should be included with the passport fees at the time of application.

Passport photos are available onsite for \$10

Visit the Department of State's Passport Website (<https://travel.state.gov>) for more details, to download blank forms, or to complete forms and print from home. Blank forms are also available at the Community Center front desk.

WEIGHT ROOM

The Community Center Weight Room officially reopened on October 5th! I know this is good news to many of you who take advantage of this invaluable Town resource.

A number of modifications have been made to ensure the safety of Weight Room users and for compliance with state and local regulations. Equipment has been moved to ensure a minimum of 14 feet between each machine. Some of this equipment has been relocated to other rooms in the building to allow for appropriate distancing. Only six people may work out at a given time. To implement that rule, all users must now reserve a specific appointment window.

Weight Room hours are Monday through Friday, 6 AM to 4 PM. There are five 90 minute time slots available each day. There is a 30 minute window between each session for staff to disinfect the room. Session times are as follows:

- 6:00 AM – 7:30 AM
- 8:00 AM – 9:30 AM
- 10:00 AM – 11:30 AM
- 12:00 PM – 1:30 PM
- 2:00 PM – 3:30 PM

To reserve a time slot, you must call the Community Center at 508-430-7568. Reservations *cannot* be made by voicemail or email. You may reserve a time slot no more than five days in advance. You may come at any time within the designated time slot, but must leave when the time slot ends (e.g. if you sign up for the first time slot, you may come any time after 6 AM, but must still leave by 7:30 AM).

Memberships – Because regulations governing Weight Room usage are continuously evolving, the Community Center is only offering monthly memberships. Monthly memberships are \$15 and can be paid by cash or check only. If you had a yearly or seasonal membership for Fiscal Year 2020, you will be issued a credit towards a new membership based on your specific past membership type.

Users must wear masks, show ID each time they enter the facility, thoroughly disinfect all equipment used, and must leave the building immediately following the conclusion of their workout. Each person looking to use the Weight Room must sign an agreement acknowledging the newly established policies and procedures. Locker rooms are not available at this time.

Updates are posted regularly on the Community Center website and social media pages. For more information, call 508-430-7568!



TOWN UPDATES

BROOKS FREE LIBRARY

Emily Milan, Assistant Library Director, kindly shared the following update regarding current operations at Brooks Free Library. Read on to learn more!

The Brooks Free Library is open! We are currently offering both Contactless Curbside Pickup as well as Grab and Go Inside hours. For those who prefer contactless pickup, you can call the library to place holds or select books, dvds, audiobooks and more from our online catalog. Curbside pickup is available Monday and Wednesday from 10 am - 6:30 pm and Friday from 10 am - 3:30 pm. Once your holds are available, just schedule an appointment to pick up your items from the curbside table outside the library.

During Grab and Go Inside hours, you are invited to come in to browse the first floor, select materials in person and pick up available holds. A public computer with printing is available by appointment. To schedule an appointment please call the library. You may notice some changes to the physical space when you arrive. To keep everyone safe, staff are wearing masks and practicing social distancing. You'll see plexiglass installed at all of the service desks and a new workstation has been placed near the holdshelf so staff can assist you with picking up holds. While you're visiting you can browse the first floor (with the exception of the playroom). We have relocated much of our non fiction dvd and audiobook collections to the first floor along with some print materials as well. Don't worry, items that are still located on the second floor can easily be retrieved for you by a staff member.



Grab and Go Inside hours are 10 am - 2pm on Tuesday and Saturday and 3-7 pm on Thursday. Hours will be expanded the week of November 16th 10 am - 7pm on Tuesday and Thursday and 10 am - 4 pm on Saturday.

For more information please call 508-430-7562 ext. 1 or visit our website brooksfreelibrary.org. We look forward to seeing you soon!

ADDITIONAL TOWN UPDATES

Town buildings and departments remain open to the public on a limited basis, though available in-person services continue to expand.

- The COA remains open by appointment only. We are scheduling 1:1 appointments with staff and for professional services. We are currently offering legal appointments, podiatry care, mobile dental hygiene clinic, wellness clinic, and hearing screenings. We are also scheduling remote appointments for legal consultations and SHINE/Medicare Open Enrollment. No contact DME services are available (see pg. 3 for details).
- The Community Center is open for scheduled groups, 1:1 appointments, and for Weight Room use (see pg. 11 for details).
- Town Hall is open by appointment only. Please contact your department of interest to schedule (Town Hall directory: 508-430-7513).
- The Cultural Center is 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.

COA BOARD OF DIRECTORS

The Council on Aging Board of Directors has resumed its regular meeting schedule—monthly meetings are held on the first Wednesday of every month at 10 AM.

At this time, all meetings are held by remote participation only using GoToMeeting. Meeting credentials/call in information will be included on the publicly posted meeting agenda. If you would like to attend any of these meetings 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.

Next meetings:

Wednesday, November 4, 2020, 10 AM
Wednesday, December 2, 2020, 10 AM

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



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

Dear Friends, Donors, and Members,

We've experienced some firsts these last few months – an outdoor Annual Town Meeting, summer residents arriving early, students and employees working from home, unexpectedly robust home sales, local businesses meeting new challenges, virtual meetings, and clever mask designs. Through it all, Friends has worked hard to support our Seniors – especially well-vetted emergencies brought to us by Harwich Council on Aging.

We expect when you receive this newsletter, you will have completed your census form, voted in the General Election, and maybe even know the results of the federal elections. A big thanks to all the **Harwich poll workers – many of them who are Seniors!**

Veterans Day, November 11: Let us remember our cherished Veterans. Our thanks and appreciation go out to the over 900 Harwich Veterans. We think of you especially on this Veterans Day.

Recruiting: Please consider your interest in Friends' Board. Send an email to FriendsOfHarwichCOA@gmail.com or call 508-432-5050. Skills needed – develop and maintain a social media presence, coordinate socialization work, research and apply for grants, and interest in fundraising/development. In between face to face monthly meetings, much of our communication is done via email.

COA Newsletter: In mid-October, Friends agreed to fund the difference (\$3,000) between what is needed to publish this

very newsletter vs. what was budgeted for the fiscal year because of an issue with the non-profit postage permit. **Donations to Friends are welcome** from our readers to help with this effort.

Membership 2021: And, too, I encourage you to send in your membership renewal dues for 2021 or join Friends for the first time. **The form below can be used for both donations and memberships.**

While this holiday season will most likely be different from prior years, the Board members wish you are able to see your loved ones and especially that you stay safe and healthy. We keep you in our thoughts always.

Friends Board:

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

GIFT DEDICATIONS AUGUST THRU OCTOBER

In Memory Of
Kenneth Supko
Joyce Supko

Thomas R. Lawson, West Point Class of 1941
Seth J. Hudak

In Honor of
Christina Joyce
Joseph and Lynn Lavieri

FY 21 FRIENDS OF HARWICH COA MEMBERSHIP

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

Name _____

Mailing Address _____

Town/Zip _____ Phone _____

Email: _____

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

Additional Donation: \$ _____

Name _____

Mailing Address _____

Town/Zip _____ Phone _____

Email: _____

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

Additional Donation: \$ _____

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

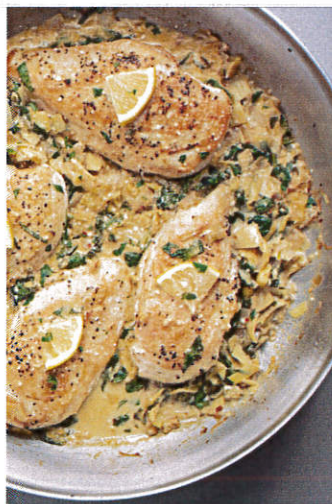
Chicken Cutlets with Artichokes and Lemon-Dill Sauce

Active: 20 min. / Total time: 20 min. You won't want to let a drop of this creamy lemon sauce go to waste. Serve with rice pilaf or roasted potatoes to soak it all up.

- 1 tablespoon extra-virgin olive oil
- 1 pound chicken cutlets
- 1/8 teaspoon salt
- 1/4 teaspoon ground pepper
- 1/4 cup heavy cream
- 3 tablespoons lemon juice
- 4 teaspoons cornstarch
- 1 up unsalted chicken broth
- 1 14-ounce can artichoke hearts, rinsed and chopped
- 1 tablespoon chopped fresh dill

1. Heat oil in a large skillet over medium-high heat. Sprinkle chicken with salt and pepper, add to the pan and cook, flipping once halfway, until cooked through, 6 to 8 minutes.
2. Meanwhile, whisk cream, lemon juice, and cornstarch in a small bowl.
3. Transfer the chicken to a plate. Add broth to the pan; bring to a simmer over high heat, scraping up any browned bits. Cook until reduced by half, about 5 minutes. Whisk the cream mixture into the pan and cook, whisking, until thickened, about 2 minutes. Return the chicken and any accumulated juices to the pan along with artichokes and dill; cook for 1 minute.

Can-do Artichokes: this canned veggie adds 3 grams of fiber per serving to this recipe. If you're lucky enough to find them, swap in frozen



Peach Caprese Salad

Active: 15 min. / Total time: 15 min.

- 2 ripe peaches or nectarines, cut into 1/2 inch thick wedges
- 1 pint cherry or grape tomatoes, halved
- 1/2 cup fresh corn kernels
- 1/4 small sweet onion, thinly sliced
- 8 ounces fresh mozzarella, torn into pieces
- 2 tablespoons olive oil
- 2 cups baby arugula
- 1/2 cup fresh basil, torn into piece
- 1/2 teaspoon each Kosher salt and pepper



1. In large bowl, toss peaches, tomatoes, corn, onion, and mozzarella with olive oil and 1/2 tsp each salt and pepper. Let sit 5 minutes.
2. Fold in arugula and basil, then transfer to platter.

**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 volun-
teers 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.*

AGREEMENT FOR TOWN OF HARWICH

The following provisions shall constitute an Agreement between the Town of Harwich, acting by and through its Board of Selectmen, hereinafter referred to as "Town," and Curley Direct Mail LLC, with an address of 15 Fruean Way, South Yarmouth, MA 02664, hereinafter referred to as "Contractor", effective as of the 26th day of October, 2020. In consideration of the mutual covenants contained herein, the parties agree as follows:

ARTICLE 1: SCOPE OF WORK:

The Contractor shall perform all work and furnish all services necessary to provide the Town with Council on Aging newsletter printing and mailing, including the scope of services set forth in Attachment A.

ARTICLE 2: TIME OF PERFORMANCE:

The Contractor shall complete all work and services required hereunder commencing October 23, 2020 through June 30, 2021.

ARTICLE 3: COMPENSATION:

The Town shall pay the Contractor for the performance of the work outlined in Article 1 above the contract sum of \$5,212.80. The Contractor shall submit monthly invoices to the Town for services rendered, which will be due 30 days following receipt by the Town.

ARTICLE 4: CONTRACT DOCUMENTS:

The following documents form the Contract and all are as fully a part of the Contract as if attached to this Agreement or repeated herein:

1. This Agreement.
2. Amendments, or other changes mutually agreed upon between the parties.
3. All attachments to the Agreement.

In the event of conflicting provisions, those provisions most favorable to the Town shall govern.

ARTICLE 5: CONTRACT TERMINATION:

The Town may suspend or terminate this Agreement by providing the Contractor with ten (10) days written notice for the reasons outlined as follows:

1. Failure of the Contractor, for any reason, to fulfill in a timely and proper manner its obligations under this Agreement.
2. Violation of any of the provisions of this Agreement by the Contractor.
3. A determination by the Town that the Contractor has engaged in fraud, waste, mismanagement, misuse of funds, or criminal activity with any funds provided by this Agreement.

Either party may terminate this Agreement at any time for convenience by providing the other party written notice specifying therein the termination date which shall be no sooner than thirty (30) days from the issuance of said notice. Upon receipt of a notice of termination from the Town, the Contractor shall cease to incur additional expenses in connection with the Agreement. Upon such termination, the Contractor shall be entitled to compensation for all satisfactory work completed prior to the termination date as determined by the Town. Such payment shall not exceed the fair value of the services provided hereunder.

ARTICLE 6: INDEMNIFICATION:

The Contractor shall defend, indemnify and hold harmless the Town and its officers, agents, and all employees from and against claims arising directly or indirectly from the contract. Contractor shall be solely responsible for all local taxes or contributions imposed or required under the Social Security, Workers' Compensation, and income tax laws. Further, the Contractor

shall defend, indemnify and hold harmless the Town with respect to any damages, expenses, or claims arising from or in connection with any of the work performed or to be performed under this Agreement. This shall not be construed as a limitation of the Contractor's liability under the Agreement or as otherwise provided by law.

ARTICLE 7: AVAILABILITY OF FUNDS:

The compensation provided by this Agreement is subject to the availability and appropriation of funds.

ARTICLE 8: APPLICABLE LAW:

The Contractor agrees to comply with all applicable local, state and federal laws, regulations and orders relating to the completion of this Agreement. This Agreement shall be governed by and construed in accordance with the law of the Commonwealth of Massachusetts.

ARTICLE 9: ASSIGNMENT:

The Contractor shall not make any assignment of this Agreement without the prior written approval of the Town.

ARTICLE 10: AMENDMENTS:

All amendments or any changes to the provisions specified in this Contract can only occur when mutually agreed upon by the Town and Contractor. Further, such amendments or changes shall be in writing and signed by officials with authority to bind the Town. No amendment or change to the contract provisions shall be made until after the written execution of the amendment or change to the Contract by both parties.

ARTICLE 11: INDEPENDENT CONTRACTOR:

The Contractor acknowledges and agrees that it is acting as an independent contractor for all work and services rendered pursuant to this Agreement and shall not be considered an employee or agent of the Town for any purpose.

ARTICLE 12: INSURANCE:

The Contractor shall be responsible to the Town or any third party for any property damage or bodily injury caused by it, any of its subcontractors, employees or agents in the performance of, or as a result of, the work under this Agreement. The Contractor and any subcontractors used hereby certify that they are insured for workers' compensation, property damage, personal and product liability. The Contractor and any subcontractor it uses shall purchase, furnish copies of, and maintain in full force and effect insurance policies in the amounts here indicated.

- 1) General Liability of at least \$1,000,000 Occurrence/\$3,000,000 General Aggregate. The Municipality should be named as an "Additional Insured". Products and Completed Operations should be maintained for up to 3 years after the completion of the project.
- 2) Automobile Liability (applicable for any contractor who has an automobile operating exposure) of at least \$1,000,000 Bodily Injury and Property Damage per accident. The Municipality should be named as an "Additional Insured".
- 3) Workers' Compensation Insurance as required by law. Include Employers Liability Part B with a limit of \$1,000,000

Prior to commencement of any work under this Agreement, the Contractor shall provide the Town with Certificates of Insurance which include the Town as an additional named insured and which include a thirty day notice of cancellation to the Town.

ARTICLE 13: SEVERABILITY:

If any term or condition of this Agreement or any application thereof shall to any extent be held invalid, illegal or unenforceable by the court of competent jurisdiction, the validity, legality, and enforceability of the remaining terms and conditions of this Agreement shall not be deemed affected thereby unless one or both parties would be substantially or materially prejudiced.

ARTICLE 14: ENTIRE AGREEMENT:

This Agreement, including all documents incorporated herein by reference, constitutes the entire integrated agreement between the parties with respect to the matters described. This Agreement supersedes all prior agreements, negotiations and representations, either written or oral, and it shall not be modified or amended except by a written document executed by the parties hereto.

ARTICLE 15: COUNTERPARTS:

This Agreement may be executed in any number of counterparts, each of which shall be deemed to be a counterpart original.

CERTIFICATION AS TO PAYMENT OF STATE TAXES

Pursuant to Chapter 62C of the Massachusetts General Laws, Section 49A(b), I, JOHN CURLEY, authorized signatory for the Contractor do hereby certify under the pains and penalties of perjury that said Contractor has complied with all laws of the Commonwealth of Massachusetts relating to taxes, reporting of employees and contractors, and withholding and remitting child support.

20.8132417
Social Security Number or
Federal Identification Number

CURLEY DIRECT
Signature of Individual or
Corporate Name
By: JOHN CURLEY
Corporate Officer
(if applicable)

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed on the day and year first above written.

CONTRACTOR
By: JOHN CURLEY
JOHN CURLEY PRESIDENT
Printed Name and Title

TOWN OF HARWICH
by its Board of Selectmen Over \$25,000

Approved as to Availability of Funds:
Carol Coppola
Finance Director
12105412/538001
(\$ 5,212.80)
Contract Sum

by its Interim Town Administrator Up to
\$25,000
Joseph F. Powers
Interim Town Administrator



Town of Harwich COUNCIL ON AGING

Attachment A

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:
Nov/Dec 2020 Issue	Friday, October 23, 2020, 2pm	Friday, October 30, 2020, 4pm	Monday, November 2, 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.
- 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

Curley Direct Mail LLC

15 Fruean Way
 South Yarmouth, MA 02664 US
 508-398-4580
 Kate@Curleydirect.com
 curleydirect.com

**Estimate**

ADDRESS
 EMILY MITCHELL
 HARWICH COUNCIL ON AGING
 JUDI WILSON
 100 OAK ST
 HARWICH, MA 02645

SHIP TO
 EMILY MITCHELL
 HARWICH COUNCIL ON AGING
 JUDI WILSON
 100 OAK ST
 HARWICH, MA 02645

ESTIMATE 1039
 DATE 10/21/2020

DATE	DESCRIPTION	QTY	RATE	AMOUNT
	DATA CONVERSTION	1	125.00	125.00
	CASS CERTIFICATION	1	12.00	12.00
	POSTAL DOCUMENTATION	1	8.00	8.00
	NCOA	1	50.00	50.00
	NEWSLETTER 1/1 FLAT 8.5" X 11" 60# NATURAL COLOR BLK. INK STAPLED TWICE ON FOLD	2,400	0.25	600.00
	EXTRA LARGE NEWSLETTER 1/1 FLAT 11" X 17" 60# NATURAL COLOR BLK INK STAPLED TWICE ON FOLD	20	0.90	18.00
	INKJET ADDRESSING	2,400	0.08265	198.36
	MAIL SORTING UNDER 6000	2,400	0.013	31.20

QUOTE FOR BI-MONTHLY NEWSLETTER SERVICES

TOTAL

\$1,042.56

Accepted By

Accepted Date