



Town of Harwich COUNCIL ON AGING BOARD MEETING

WEDNESDAY January 6, 2021 10:00AM

Remote Participation Only

**Council on Aging Board of Directors
Wednesday, January 6, 2021 10:00 AM**

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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 December 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 and anticipated COA Operations
B. Review of Holiday Programming
C. Programming Updates
D. COA Volunteer needs, recruitment, and training
E. FY 2022 COA Budget – initial departmental request

VI. Old Business

- A. Review of Annual COA Board of Directors Meeting with the Board of Selectmen on December 14, 2020 at 6:30 PM

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 – February 3, 2021 at 10 AM**

Authorized Posting Officer:

Posted by: _____
Town Clerk

Emily Mitchell _____

Signature

Date: **December 30, 2020**

Meeting Minutes - DRAFT
Harwich Council on Aging Board of Directors Meeting
Wednesday, December 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 the Chair Richard Waystack at 10:05 am

II. Approval of Minutes

Joanne Lepore made motion to approve the minutes from the November 4, 2020 COA Board of Directors meeting. The motion was seconded by Angelina Chilaka. Unanimous vote among members present to approve.

III. Public Comments: None

IV. Chair's Comments (R. Waystack): The Chair thanked Carol Thayer, Vice Chair, for running the November 4, 2020 meeting in his absence.

V. Director's Report (E. Mitchell)

A. Overview of current and anticipated COA operations – operations are largely unchanged from last month. Continued priority for community based services (lunch program, transportation, grocery/pharmacy assistance) and ongoing 1:1 onsite appointments with staff and professionals (Elder Law attorneys, podiatry care providers, Mobile Dental Hygiene Clinic, Wellness Clinic). As numbers increase, COA staff are asking people to seek assistance by phone or email whenever possible. The COA may have to further scale back in person services if numbers continue to increase.

B. Programming updates

1. Holiday Programming – The COA prepared and delivered 70 Thanksgiving meals. There will be a winter holiday meal distribution, also with a capacity of 70, on December 22, 2020. Meals are offered on a first come, first serve basis. The COA implemented a dedicated phone line to take and track sign ups to ensure everyone has equal access and opportunity to participate. The COA also plans to partner with Kiwanis for the annual Cranberry Bread distribution program.

2. Ordinary Programming – Betty Brady, longtime provider of podiatry care at the Harwich COA, is retiring. Thank you for her years of service and care. She has brought on her own replacement, Autumn Knight, who will be

taking over Betty's schedule. Emily is also working with a podiatry doctor in Chatham to expand onsite offerings.

- C. **COA Volunteer needs, recruitment, and training** – Since the last meeting, there has been an increase in volunteer drivers to assist with our lunch program. We have also has several new volunteers express interest in assisting with the COA website. We currently have sufficient volunteer coverage of the COA reception area based on our capacity and programming restrictions. Ralph Smith commented that Julie Witas, Social Services Coordinator, is doing an incredible job coordinating volunteer efforts.
- D. **FY 22 COA Budget – updates re budget directives and preliminary departmental request** – The budget directive from the Interim Town Administrator is that all departments level fund relative to FY 21. Initial departmental requests must be submitted by December 4, 2020. Anticipated changes at this time: Increases – postage for newsletter, proposed staffing reorganization to replace Program Specialist 1 position with a Program Specialist 2; Decreases: Copier costs – current lease is set to expire. Emily is looking into purchasing a copier to cut down on costs. Other impact: level funding will dramatically affect the lunch program. FY 21 funding supports 60 meals/day after a period of time where food costs of FEMA reimbursable. FEMA reimbursement is anticipated to end prior to FY 22. Keeping the same level of town funding, without the FEMA support, would reduce meal capacity to 40-45 meals per day, rather than 60.

VI. Old Business: None

VII. New Business

- A. The annual COA Board of Directors meeting with the Board of Selectmen is scheduled for Monday, December 14, 2020, at 6:30 PM. The meeting will be held by remote participation only and COA Board members are encouraged to attend. Emily will share the meeting credentials and final COA Board report prior to the December 14 meeting.
- B. Thank you letter from COA Board to Friends of COA for their support of FY 21 newsletter postage costs. Consensus to have Richard Waystack sign on behalf of the COA Board.
- C. Update from Elder Services Board Liaison (J. Lepore)
 - a. Joanne was unable to attend the November/December Elder Services Board meeting held on December 1, 2020. The next meeting is scheduled for January 26, 2021.

VIII. Member Comments

- A. Ralph Smith asked about the cost per meal for the lunch program. Emily answered that it is approximately \$4/meal.
- B. All members thanked the COA staff or their work

IX. Adjournment

Ralph Smith made the motion to adjourn at 10:36 AM. Joanne Lepore seconded the motion. Unanimous vote among members present.

Next meeting: Wednesday, January 6, 2021, 10 AM, by remote participation only

Overview of COA COVID Operations - December 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
- **New: Anticipated for January 2021 – working with Health Director to expand menu, serve meals that can be reheated and eaten hot.**
- 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)
- 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 (**Note: temporary two week capacity reduction to 1 rider/trip on both vans following Christmas holiday**)
- Locations: grocery stores, pharmacies, bank, Post Office, essential medical appointments
Volunteer Medical Driver program remains suspended
- **New: Resumption of stricter screening for passengers – pre-screening questions re recent travel, symptoms, participation in gatherings with people outside the household - before booking ride.**

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

Programming

- At home programming – still distributing Activity Kits and Home Exercise Kits
- Gearing up to offer remote programming opportunities via Zoom
 - **New: Received guidance from Town Counsel regarding remote programming liability. Better equipped to move forward organizing remote programming with that information.**
 - **New: Regional effort among Cape COAs (organized through Director's group: COAST) to provide remote programming that is available to residents from all Cape Towns. See January/February 2021 offerings in newsletter (attached)**
- Community Storytelling Project – **still accepting submissions!** – Publicized in COA and Cultural Center newsletters, website, Channel 18, and Harwich Neighbors magazine. **New article in the Chronicle on 12/17/20. Extended Deadline to February 1, 2021!**

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
- **New: Temporary reduction in onsite services for end of December and beginning of January in response to increasing case counts and anticipated additional increase following holiday gatherings – canceled January 6th podiatry clinic, transitioned legal appointments to remote contact, greatly reduced Wellness Clinic appointments.**

Outreach Services

- Fuel Assistance application season
- Expanded Caleb Chase Fund program
- Assistance with other benefits applications
- Plan to resume community outreach is on hold in light of current public health trends.

Recap of Holiday Programs:

- Thanksgiving meal (11/24/20): 70 hot meals (turkey, mashed potatoes, green bean casserole, gravy, stuffing, dessert) prepared by Town Chef Linda St. Pierre and delivered by volunteers
- Winter Holiday meal (12/22/20): 70 hot meals (roast pork, roasted potatoes, veggies, rolls, dessert) prepared and delivered
- Potted Plants for Seniors: Non-profit provided 110 potted plants and small gifts delivered by COA
- Holiday gifts: 180 gifts delivered (donated by community members: cards, small gifts, and gift cards)
- Cranberry bread (partnership with Kiwanis): 40 breads delivered

Town of Harwich COUNCIL ON AGING NEWS



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

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

January/February 2021

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

A Heartfelt Thank You

As we wrap up the holiday season and enter the new year, I wanted to take this opportunity to say thank you. While 2020 presented us with many new challenges and profound losses, it has also offered many reasons to be thankful.

To the seniors in our community, thank you for the opportunity to serve and work alongside you. Your knowledge, feedback, insight, passion, and participation in COA programs and broader community is invaluable. Thank you for your flexibility as we've navigated changing programs, new safety protocols, and staffing transitions, and for your resiliency in the face of new and continuing adversities.

To our volunteers, long-time and new, thank you for your passionate service to this community. Some of you have been here for decades and others for days or weeks. We could never provide the scope of services we offer without all of your dedicated support. You're the first face for visitors and voice for callers, the dedicated drivers carrying coolers filled with lunches to ensure everyone has a nutritious meal, the friendly visitors and phone support systems, the experts in health insurance, taxes, and legal topics, and really some of the best people I have the honor to know.

To the COA Board, thank you for your dedication of time and expertise in shaping department policy, supporting operations, and for your tireless advocacy for the needs of seniors, caregivers, and families.

To the Friends of the COA, thank you for the services you provide directly to older adults in the forms of nutrition, transportation, socialization, and medical equipment, and for your generous financial support to both the department and to individual seniors facing emergency situations.

To our other Town departments, thank you for your partnership. We are particularly lucky to share this intentional, intergenerational space at the Community Center (the building turns 21 in February – Happy Birthday!) which provides meeting space, event collaborations, and an unparalleled network of support. A further thank you to our public safety members who are dedicated to seniors' safety, health, and holistic well-being and consistently go above and beyond in support of our community.

And I would be remiss if I did not thank the rest of our COA team. I work with the most dedicated, compassionate, creative, and hard-working individuals – thank you for your unending advocacy, professionalism, expertise, and commitment to our community.

With immense gratitude,

Emily

DIRECTOR'S DIALOGUE

Happy New Year! I hope that you found ways to experience joy and connection during the holidays, even though they looked very different this year. I want to thank all the members of our community who supported COA holiday programs – volunteers who delivered meals, Kiwanis for donating delicious cranberry breads, and the many generous individuals who donated gifts and cards for us to distribute to seniors.

As I write this in mid-December, we are in an interesting time. We have great news about highly effective vaccines that are almost ready to distribute to health care workers, people in congregate care settings, and first responders, and soon after to other high risk individuals and older adults more broadly. We have people working tirelessly at the regional level including our Cape legislators Julian Cyr and Sarah Peake, as well as Barnstable County Human Services and Emergency Management, to bring expanded and affordable testing to the Cape. Simultaneously, we are seeing dramatically increased case numbers, a return to earlier phases of the state's reopening plan, and a reduction in services that had resumed when case counts and community spread were lower. We remain thankful for the progress and good news, and mindful of the need to maintain caution and strict adherence to preventative measures like social distancing, mask wearing, and limiting outings to only essential locations and gatherings to people in our households.

At the COA, you'll notice a few changes in response to these trends. While we had tried to accommodate walk-ins on a limited basis, we will be strictly adhering to our appointment only policy going forward – if you come by without an appointment, we will have to turn you away. This our best mechanism to abide by appropriate sanitation and contact tracing protocols and to maintain the health and safety of staff and residents. If you have an appointment, we'll be asking routine screening questions, enforcing sign in protocols, and requiring that people not enter the building until their exact appointment time. We're committed to providing limited onsite services for the benefit of our community; these measures help ensure that we can do so safely! And of course, we encourage you to reach out any time by phone and email as well!



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CURRENT PROGRAMS & SERVICES

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

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—12:00pm, by appointment

Now on **Thursdays**—Meet with the nurse to have your blood pressure taken, ask health related questions, or discuss your health needs. Visits occur in the COA's "Glass Room". All visitors to the Council on Aging must 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 January 27 & February 24

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 Raymond Yox **NO COST**

Monday January 4

Schedule a free half-hour consultation with Raymond Yox, Managing Attorney for South Coastal Counties Legal Services. Raymond's appointments will be fully remote. You will schedule your appointment with the COA, and then at your appointment time, Raymond will call for a telephonic consultation. Call the COA at 508-430-7550.

MOBILE DENTAL CLINIC

Fridays January 22 & February 26

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



FOOTCARE CLINIC

"Feet First" - Now with Autumn Knight \$45



Wednesdays January 6 & 20, February 3 & 17

After many years of tireless work with the COA, Betty Brady is retiring. Please join us in sending her gratitude and best wishes in this transition!

Betty introduced us to trained nurse Autumn Knight who will be taking over to 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 9:00am-3:00pm at the COA for \$45. 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. Unfortunately, this means that they cannot currently offer their Community Social Security Video Service (where you can video conference with a live person from here at our COA office). SSA is offering their full range of services by phone. To speak to the SSA, call 866-467-0440. You can also access helpful information from their website: ssa.gov.

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

Lunch Policy Reminder: 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, 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 New Year's Day (January 1), Martin Luther King Day (January 18), or Presidents' Day (February 15).

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

Winter Weather Policy

If Monomoy Public Schools are closed, all Harwich COA programs, including transportation, will be canceled, but the COA Office will still be staffed and available to assist you by phone and email. If the Harwich Town Hall is closed, the COA will also be closed. We will make every effort to contact people who have signed up for appointments or services to share closure information. However, in inclement weather, it is best to call to confirm that the COA is open or to check the Town website or local news for building closure updates.



Please note, to ensure the safety of our riders and drivers, there may be times the Cranberry Coach van does not operate due to winter weather conditions, even if other COA programs are not impacted. Scheduled riders will be contacted if we have to cancel your ride due to weather.

Councils on Aging Serving Together

COASTAL CONNECTIONS

Cape COAST (Councils On Aging Serving Together) has been collaborating to strengthen our partnerships and leverage our collective resources to offer older adults on Cape Cod enhanced options for virtual programming. Join us as we connect visually through Zoom, widen our circles and take advantage of greater opportunities for engagement, enrichment, and education. Below is a list of virtual programs open to you in January and February 2021! Each event is hosted by a particular Cape COA and is open to residents of all Cape towns—including Harwich! The sponsoring COA and registration information is included with each event description. **Registration for these programs will begin on December 30th.**

MASTER GARDNER PRESENTATION: "Continuous Color"

Monday, January 11, 2021 at 1pm (via Zoom)

While we all enjoy the exuberance of the summer garden there are plants that enhance our gardens throughout the year. This talk incorporates some basic landscaping principles and features plants that bring splashes of color to our gardens throughout the seasons. Some of these will be familiar favorites and others might bring some new ideas to your year-round garden. Presented by Cherie Bryan, current President of the Barnstable County Master Gardeners program. In becoming a master gardener, she was delighted to learn that the lessons she learned as a child following her father in the family garden were backed up by the science-based approach of the Master Gardening program. She enjoys continuous learning in the program. Her current gardening interests are roses, a salad garden in raised beds, and nurturing the shrubs, trees and flower beds around her home in Orleans. **To register call the Chatham COA at 508-945-5190.**



INSECT EVOLUTION

Wednesday, January 13, 2021 @ 1:30 pm (via Zoom)

We welcome back Larry Dapsis, Cape Cod Cooperative Extension entomologist, for this fascinating presentation with plenty of time for Q&A. Insects are the most numerous and diverse group of animals on the planet representing over 25% of all forms of life. A series of examples will be highlighted to show structural adaptations for protection, including changes triggered by human-made conditions like pollution, as well as evolutionary adaptations to enhance protection from natural enemies. **To register call the Provincetown COA at 508-487-7080.**



CHATHAM COA BOOK CLUB-All Are Welcome! "A Piece of the World" by Christina Baker Kline

Wednesday, January 13, 2021 at 11am (via Zoom)

Come join our newly formed live book club on Zoom, led by Liz Walker. In our live book club conversations, readers will come together to connect and discuss thoughts and ideas. Our first selection is "A Piece of the World" by Christina Baker Kline. Available in paperback, Kindle and Audible editions on Amazon and at local CLAMS member libraries. **To register call the Chatham COA at 508-945-5190.**



CBD IS HERE TO STAY...WHAT YOU NEED TO KNOW With: Kay Cooney RN, GCNS, APRN

Tuesday, January 19, 2021, at 1pm (via Zoom)

CBD is here to stay and it's a supplement you might want to learn more about. Let's talk about the benefits, how to safely choose a brand and what CBD can do for you! We will address uses with pain, anxiety, sleep and more. **To register call the Orleans Senior Center at 508-255-6333.**

If you are interested in participating in any of these COAST remote programs, you must call the sponsoring COA directly to sign up. Registration is required for all programs. Contact information is included in the descriptions.

Join me in thanking our Cape-wide COA partners in organizing these events and making them so widely available!

COAST PROGRAMS Cont.

LEGENDS, LORE AND HISTORY OF THE WENTWORTH BY THE SEA

Tuesday, January 19, 2021, at 1:00 pm (via Zoom)

Join author and historian Roxie Zwicker for a presentation on one of New Hampshire's most legendary properties, the Wentworth by the Sea. Step back in time and take a virtual tour of the property, learn about the robber baron Frank Jones, and how he created a Victorian hotel in all its opulent glory. Hear stories about the legendary guests, parties and goings-on from over 100 years of history. Review the years when the hotel's future was in peril and how it was resurrected with spirits from the past. Roxie has interviewed members of the Wentworth staff, former guests and the locals for an assemblage of tales you won't soon forget. **To register call the Sandwich COA at 508-888-4737.**

USSR – Russia Myths, Mysteries and Spying

Wednesday, January 20, 2021 at 1pm (via Zoom)

A one-hour plus presentation based on local author Henry Quinlan's 30 years' involvement with the former Soviet Union and Russia including living in Moscow for five years during the demise of the USSR and the rise of the new Russia. This presentation will entertain and educate you! It starts in 1986 with the Chernobyl incident disaster and carries through to 2018. Additional topics to be covered include – The collapse of the Soviet Union, the emerging of the new Russia, the Summit of 1991, publishing of the book "Make Way for Ducklings" in Russian, erecting the Make Way for Ducklings statues in Moscow, the Russian Mafia, tanks in the street, the FBI and spying, the remarkable story of Father Cizek, SJ, the Vatican spy who spent 20 years in prison in Siberia, and secrets of the Soviet Space agency revealed to Wally Schirra and Henry. He will present his remarkable videos and photos of the Hermitage, Kremlin Museum and the Pushkin Museum and discuss Putin and the new Russia. **To register call the Sandwich COA at 508-888-4737.**



ONLINE SAFETY

Tuesday, January 26, 2021 at 10:30am (via Zoom)



Most American seniors are now online. As of 2018, nearly 66% of Americans over 65 were Internet users, according to a Pew Research Center survey. That number is getting bigger all the time, and for good reason. The Internet is a great way to read the latest news, stay in touch with family, get medical information and manage appointments, renew prescriptions, and access medical records. It's how many of us shop and bank without leaving our homes. For an increasing number of older adults, it's a way to stay in the workforce and even launch a new career or business. Learn how to keep yourself safe online! Join Robin Putnam, Events & Outreach Manager from the Office of Consumer Affairs and Business Regulation, for a presentation on online safety. Learn about the Office and what they do. Robin will also cover how to be safe online whether it be on your smart device, social media or online banking, phishing emails, and general protection from scams and identity theft. **To register call the Chatham COA at 508-945-5190.**

STROKE PREVENTION EDUCATION

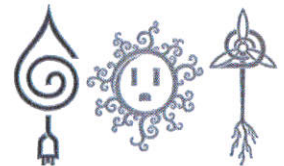
Friday, Thursday, January 29, 2021, at 11am (via Zoom)

Join us for a stroke prevention educational program and learn about... what a stroke is, recognizing symptoms, and increasing awareness of risk factors and treatment options. **To register call the Falmouth Senior Center at 508-540-0196.**

CLIMATE CHANGE, CLEAN ENERGY & CAPE COD

Tuesday, February 9, 2021, at 1pm (via Zoom)

In this presentation Mon Cochran, Vice President of the Cape Cod Climate Change Collaborative, will summarize the causes of climate change on Cape Cod and the primary ways of reducing carbon pollution on the Cape and Islands. He will then describe examples of major clean energy projects currently under way in the region. Mon will also talk specifically about steps the homeowner can take to reduce the family carbon footprint. He will be happy to answer questions from participants. **To register call the Orleans Senior Center at 508-255-6333.**



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 and Hyannis 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

Hyannis shopping: Jan 4, Feb 1
Market Basket: Jan 11, Jan 25, Feb 8, Feb 22

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—EXTENSION

Thank you to everyone who had submitted content for this project!

It has been an incredible opportunity to read and view your experiences, insights, and reflections. Truly, there is such joy in our office each time a new submission comes in. In an effort to give more members of our community the time to submit, we are extending our submission deadline to ***February 1st!***

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 February 1st (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 February 1, 2021 (extended deadline)!**
- 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

Recently, we've gotten a few reports from local seniors regarding scams. The methods used to target victims are becoming increasingly sophisticated and harder to identify as fraud. Often, the person contacting you will know information about you that makes their claims sound legitimate. For example, they might already have some account information or know the names and addresses of your family members. Scammers may contact potential victims by telephone, in person, or on the internet through email, Facebook, and other messaging sites. They are often friendly, sympathetic and sound willing to help; they might even pose as a distant family member or a friend of the family.



The number one thing to remember to protect yourself is to *never give out any information to anyone who calls you*. Companies and government agencies will not call you to ask for any account information. If this happens, it's probably a scam! Ask what company they are calling from, then tell them that you will call them back. If they argue, it's okay to just hang up. Then, look up the phone number for that company and call them yourself (if the caller gives you a phone number, don't use that one). *Remember that you should only ever give out account information if **you** have initiated the phone call.*

Common scams targeting seniors:

- Romance scam: Criminals pose as interested romantic partners on social media or dating websites to capitalize on their elderly victims' desire to find companions.
- Tech support scam: Criminals pose as technology support representatives and offer to fix non-existent computer issues. The scammers gain remote access to victims' devices and sensitive information.
- Grandparent scam: Criminals pose as a relative—usually a child or grandchild—claiming to be in immediate financial need.
- Government impersonation scam: Criminals pose as government employees (especially IRS or Medicare) and threaten to arrest or prosecute victims unless they agree to provide funds or other payments.

- Sweepstakes/charity/lottery scam: Criminals claim to work for legitimate charitable organizations to gain victims' trust. Or they claim their targets have won a foreign lottery or sweepstake, which they can collect for a "fee."
- Fake refunds from internet purchases: Many Amazon customers have been recently contacted by phone from a fake "Amazon representative" to issue refunds they were not expecting. In some instances customers were told the refund is a result of fraud on their Amazon account, and at other times customers are told they were overcharged for a previous purchase.

Anyone can be a target of fraud, no matter their age. With careful research and smart decision-making, you don't have to be a victim.

- Take time to research whether companies, offers, and unexpected debts are legitimate. Have a loved one help you.
- If a caller tells you to act immediately or does not give you time to research a company, they are probably a con artist.
- Be wary of unsolicited emails and phone calls from companies and people.
- If something seems strange about a phone call, simply say "No, thank you," and hang up.
- Be careful of unusual emails or messages from family members. If a message contains a lot of typos or simply doesn't sound like your loved one, it may be a hacker.
- Make sure websites are secure before entering private information.
- Remember that if something seems too good to be true, it probably is.
- Take precautions to protect your identity if a criminal gains access to your device or account. Immediately contact your financial institutions to place protections on your accounts, and monitor your accounts and personal information for suspicious activity.

If you believe you have been contacted by a scammer, contact your local police department and/or the National Elder Fraud Hotline at 833-FRAUD-11.

HERE'S TO YOUR HEALTH

Susan Jusell, Town Nurse

"It always seems impossible until it's done"

- Nelson Mandela



This is not impossible, we will conquer this terrible pandemic and get back to the quality of life we all need and deserve. Like most of you, I'm glad to welcome 2021!

Try to avoid being overwhelmed by the media hype and the opinions of those around you regarding when and whether or not to receive one of the COVID-19 vaccines. This is a time when we need to connect with our primary care providers who have our best interests at heart and who know our medical needs. Through this evolving situation, ask your nurses and pharmacists for facts and updates to help best support your decision in care for yourselves and your families.



There are multiple other companies worldwide also trying to develop potential vaccines, all of which will need to go through the proper phases of clinical trials. The initial search and discovery is typically followed by animal testing. This then develops into the phases of human clinical trials. The initial small group of human trials is closely monitored for effectiveness and side effects. The next phases are offered to larger groups, over longer periods of time, and ultimately leading to the approval and release of the vaccine if it is determined to be safe and effective.

As we learned in early December, the FDA confirmed the safety and efficacy of the Pfizer COVID-19 vaccine. Another company, Moderna, has progressed into their next phase of trials in hopes of approval for distribution as well. There are still some unknowns – for example, we don't know if the vaccine or the infection itself produces a stronger immune response; still, many experts argue that the vaccine is far safer. The Pfizer vaccine will require a second injection after a couple of weeks - be sure to have that planned

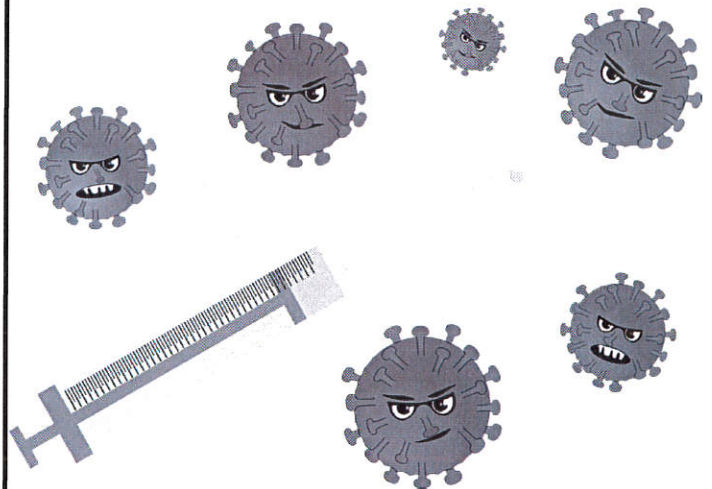
out as you receive your first injection.

Between now and February, Massachusetts hopes to vaccinate Frontline workers, residents and staff at long term care and other congregate living communities, and first responders. By the end of the winter, Massachusetts hopes to vaccinate adults 65+, individuals with elevated medical risk factors, schools, essential workers, and other people in public service jobs. Vaccination of the general public should begin in the spring.

For information on how best to protect yourself and make the best decision please rely on information from the Centers for Disease Control (CDC website: www.cdc.gov/vaccines/) and by connecting to Barnstable County Public Health (<https://www.barnstablecountyhealth.org/>)

We've all made it this far. The days are already getting longer and every day we're getting closer to management of this pandemic. Please continue to be safe by keeping your mask on in the company of those who you do not live with, especially when you're indoors.

Try to get yourself outside, or sit in your doorway and get some fresh air, every day, reflect what you're thankful for, and please reach out to me if you're feeling challenged or just want to say hello!



VOLUNTEER NEWS



VOLUNTEER SPOTLIGHT



Last year's annual Volunteer Recognition Luncheon, scheduled for March 2020, was unfortunately cancelled due to the COVID-19 pandemic. At that event, the COA names its Volunteer(s) of the Year and recognizes their contributions. Since we were unable to celebrate them as we normally would, we wanted to take this opportunity to share their works with the community.

Janice Bernabeo and **Judy O'Brien**, co-winners of the Volunteer of the Year award, each contributed over 200 hours in the Council on Aging office during 2019. They both regularly seek to do more for the COA and Harwich's seniors, always going the extra mile to help and care for the needs of our community. Their selfless acts of giving are an inspiration to us all, and we are grateful for their commitment and generosity of spirit.

This edition, we will highlight Janice Bernabeo's contributions; check out the next issue of our newsletter for a spotlight on Judy O'Brien!

A few years ago, Janice retired after a long career at Russell Stover Candies and moved to Harwich. A graduate of Simmons College, she previously volunteered with the Foxboro Senior Center, driving seniors to their medical appointments. After her move, she began volunteering for the Harwich COA almost immediately and quickly became one of our most valued team members.

Janice gives so much of her time as a volunteer to the COA. Pre-Covid, she was the welcoming face at our reception desk on Thursday mornings - always one of our busiest times. She checked in program participants, collected program fees, answered phones, and helped prepare for our monthly Men's and Women's Breakfasts, all without missing a beat. She was also a regular driver for our medical rides program; throughout the year, she drove dozens of Harwich seniors to their doctors appointments from Wellfleet to Hyannis and everywhere in between.

When the COA was ready to bring volunteers back into the office in September, Janice was the first to return. She's been working over ten hours every week in our office, again always eager to cover the busiest times. It's no exaggeration to say that without her, we could not have managed to accomplish all we have in the past few months. She makes our office run smoothly every day she is here, and we have all come to rely on her trusted judgment and kind support.

I encourage you to make it a point to visit Janice when we are able to fully reopen—I know she will make your day brighter!

CURRENT VOLUNTEER NEEDS

Julie Witas



The Harwich Council on Aging is always seeking new volunteers. If you're looking for a way to safely connect with others this winter, please consider joining our team! Email jwitas@town.harwich.ma.us or call our office at 508-430-7550.

Lunch Drivers (1.5-3 hours/week, short or long term): We are always looking for additional volunteers to help with our contact-less lunch deliveries. A great way to meet your neighbors (from a distance)!

Remote Friendly Visitor (1-4 hours/week, at least 4 month commitment): We are looking to recruit a team of at least 10 people to make weekly check-in phone calls to seniors who live alone and are especially isolated during the pandemic. You would contact the same people each week in order to build a relationship; we can provide support and suggestions for getting the conversation started. This can be done from your home or from our office. Once a month, Julie will facilitate a remote team meeting (via Zoom/ teleconference) for all volunteers to share feedback and ideas.

SHINE Counselor (4-8 hours/week, long-term commitment)

As of January 2021, our COA will not have a dedicated SHINE counselor. Trainings for new SHINE volunteers are currently on hold due to COVID-19, but we are recruiting now because this role is difficult to fill.

SHINE is one of the only resources that provide free, objective, accurate information to Medicare beneficiaries. If you choose to join, we are sure that you will find SHINE a rewarding, as well as challenging, volunteer experience.

SHINE Volunteer Functions:

- Provide information, counseling and assistance in person or on the phone
- Assist Medicare beneficiaries by completing complex state and federal forms
- Distribute educational and promotional materials in your community
- Educate the community about the program

The Path of being a SHINE Counselor:

To volunteer, the interested person must participate in an 8-10 hour full-day training. During this training you will learn the essentials of Medicare, MassHealth and other state and federal programs. In order to become a state certified SHINE counselor you will be required to successfully complete training and pass a state certification test composed of 100 questions. SHINE will then arrange for mentoring with an experienced counselor, so you are fully trained before public counseling on Medicare benefits. Note that all new counselors must be able to use email and have basic comfortability with using computers.

If you would like more information about becoming a SHINE volunteer, you can contact our COA at 508-430-7550 or SHINE at 800-243-4636, option 3.

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.

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.

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. Some of the most popular programs he shares information regarding include Personal Care Attendants, Transportation Prescriptions, and the Home Modification Loan Program. Please call CORD at 508-775-8300 x20 and leave a message for Steve or email him at steve@cilcapecod.org.

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, Monday—Friday, from 9 a.m. to 5 p.m. Call 617-660-5399.

TOWN & COMMUNITY UPDATES

SHINE UPDATES

Can I change my Medicare Plan after Open Enrollment?

Even though Medicare's Annual Open Enrollment ended on 12/7/2020 you may still have some options:

For those with Medicare Parts A and B (Original Medicare):

You can add a Medicare Supplement (Medigap Plan) at any time of the year in Massachusetts. If you already have a Massachusetts Medigap Plan, you can upgrade, downgrade or end your coverage at any time during the year. If you missed your initial period to sign up for Medicare Part A (hospital) and/or Medicare Part B (medical) now is the time. Then general open enrollment period for Medicare A and B is January 1 –March 31 with an effective date of July 1. Call your local Social Security office.

For those with a Medicare Advantage Plan (HMO or PPO):

Between **January 1st and March 31st**, you can drop or switch your Medicare Advantage Plan, effectively switching back to Original Medicare. You will be able to join a Medicare Prescription Drug Plan (Part D) at this time and you may also add a Medicare Supplement.

For Prescription Advantage members or if you are getting "Extra Help" paying for prescription drugs: You can change your prescription plan during the year outside of the Annual Open Enrollment.

Five Star Special Enrollment Period (SEP): You can join a 5 star Medicare Advantage plan once during the year outside of the annual open enrollment period. The following have 5 star ratings from Medicare: all Tufts Medicare Advantage HMO plans.

Other Special Enrollment Periods: You might qualify for an exception that allows you to enroll in a Part C Medicare Advantage Plan or a Part D Prescription Drug Plan during the year. Examples may include moving in or out of your plan's service area, ending employer insurance, becoming eligible for or losing MassHealth coverage.

How can SHINE help you? State certified SHINE counselors are trained regarding the enrollment rules that may apply to your personal situation and your personal coverage choices. SHINE counselors are happy to talk with you at any time of the year and they can analyze your needs and compare available plans to find you the most comprehensive coverage at the best price for you. Call the Barnstable County SHINE Office for assistance: 508-375-6762.

AARP Tax Aide Program

This is usually the edition of the newsletter where we share information about AARP Tax Aide services. At this time, we do not yet know if this program will be offered in 2021, and if it is, what format it will take. We will provide updated information on the Town website as soon as we have more details. Typically, appointments begin in February—if you have not seen program details by mid-January, give us a call and we'll be happy to share any updates we have with you!

ADDITIONAL TOWN UPDATES

Town buildings and departments remain open to the public on a limited basis.

- 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. 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 (reservations required). For more information, call 508-430-7568.
- Brooks Free Library has returned to curbside service only. They will offer this service 6 days per week with morning, afternoon, and evening pick up times. You must schedule an appointment to pick up your materials. Library staff are very happy to help patrons find books or movies they may like based on their interests. Call 508-430-7562 to talk with a staff member! You can also search materials on clamsnet.org.
- Town Hall is open by appointment only. Please contact your department of interest to schedule. For the Town Hall directory, call 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 meets monthly 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, January 6, 2021, 10 AM
Wednesday, February 3, 2021, 10 AM

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

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

Dear Friends, Donors, and Members,

As I write this article in early December, I hope our readers had joyful, safe, and healthy Holidays. Let us also hope the New Year brings us some relief from Covid-19; and our front line and health care workers soon receive the awaited vaccination.

Yet we persist:

- Generous volunteers made lovely Holiday cards that were included in **Chef Linda St. Pierre's** lunches.
- And, volunteers mailed and/or hand-delivered notes of thanks in November to over 100 **Harwich Veterans**.
- Our 2020 fundraising campaign was a success thanks to generous people like you!
- Friends added to its email address list in an effort to reduce postage costs and to pass along what we hope is of interest. Just a note – we do not share your email address.

2021 Plans: Planning for 2021 is underway. The budget is approved; tentative plans for the minibus to be back on the road in spring are of course dependent on Covid-19 guidance.

We again expect to support Harwich COA with grocery store gift cards for food compromised Seniors and to raise funds for the purchase. And, we are ready to support the COA as well-vetted emergencies arise amongst Harwich Seniors.

Veterans are also in the plans – our hoped-for breakfast still is in our plans; if not possible in 2021, we will work with the Veterans Agent, Shawney Carroll, and the Harwich Fire Association to develop alternate plans.

2021 Membership: Please renew your membership or join Friends for the first time. The form below can be used for both membership or donations.

Friends Board:

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

GIFT DEDICATIONS NOVEMBER THROUGH DECEMBER

In Loving Memory Of **All Veterans**

Seth Hudak, USCGR ret

David MacKay, Brother

Donald MacKay

Rev. Harlow T. Doliber, Husband

Pauline M. Doliber

Ron Pelletier

Peter and Cheryl Sniezek

Ted and Brent Wojnarowski

Carole Wojnarowski

Helen P. Athens

James Athens

Doris Chatterton

David & Pamela Purdy

Peter F. Colleary

Robert & Eleanor Casey

Stan Kokoszka

Pat Kokoszka

In Honor of **Christina Joyce** Shirley Knowles

FY 21 FRIENDS OF HARWICH COA MEMBERSHIP

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

Name _____

Name _____

Mailing Address _____

Mailing Address _____

Town/Zip _____ Phone _____

Town/Zip _____ Phone _____

Email: _____

Email: _____

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

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

Additional Donation: \$ _____

Additional Donation: \$ _____

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

Marbled Pumpkin Cheesecake

Active: 30 min. / Total time: 7 hr.

1.5 cups crushed gingersnap cookies
 1/2 cup finely chopped pecans
 1/3 cup butter, melted
 2 (8 oz) pkg. cream cheese
 3/4 cup sugar
 1 teaspoon vanilla extract
 3 eggs
 1 cup canned pumpkin puree
 3/4 teaspoon cinnamon
 1/4 teaspoon nutmeg
 Whipped cream and chopped toasted pecans, for garnish

1. Preheat oven to 350°F
2. Stir together crushed cookies, pecans, and butter in a bowl. Press into bottom and 1 inch up sides of 9-inch springform pan. Bake 10 minutes.
3. Meanwhile, beat together cream cheese, 1/2 cup sugar, and the vanilla in a bowl with an electric mixer just until smooth. Beat in eggs, 1 at a time, blending well after each addition. Reserve 1 cup of batter, then beat in remaining 1/4 cup of sugar, the pumpkin, cinnamon, and nutmeg into remaining batter.
4. Spread pumpkin batter into crust. Drop reserved 1 cup plain batter by spoonfuls onto top. Swirl with a knife to create a marbled effect.
5. Bake until filling is jiggly only in the center, 45 to 55 minutes. Let cool on a wire rack 15 minutes. Run a knife around edge to loosen; let cool 1.5 hours more before removing pan rim. Chill at least 4 hours. Garnish with whipped cream and pecans.

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

Rustic Autumn Fruit Tart

Active: 20 min. / Total time: 1 hr., 15 min.

1.25 cups flour
 1/8 teaspoon plus 1/4 teaspoon salt
 3 oz cream cheese, chilled
 1/4 cup plus 1 tablespoon butter
 3 to 4 tablespoons cold water
 1 teaspoon cider vinegar
 1/3 cup packed brown sugar
 1.5 tablespoon cornstarch
 1/2 teaspoon cinnamon
 1/4 teaspoon nutmeg
 1/4 teaspoon cardamom
 2 apples, peeled, cored, and thinly sliced
 2 pears, peeled, cored, and thinly sliced
 1/4 teaspoon orange zest
 1 tablespoon orange juice
 1 egg, lightly beaten
 2 tablespoon apricot jam, warmed



1. Preheat oven to 375°F. Lightly grease a baking sheet or line with parchment paper.
2. Stir together flour and 1/8 teaspoon salt in a bowl. Using a pastry blender or 2 knives, cut in cream cheese and 1/4 cup of butter until pea size. Stir together 3 tablespoons water and the vinegar in a small bowl; add to flour mixture and stir just until moistened, adding up to 1 tablespoon more water if necessary. Gather pastry into a ball, kneading together gently just until it holds together.
3. Whisk together brown sugar, cornstarch, cinnamon, 1/4 teaspoon salt, the nutmeg, and cardamom in a large bowl. Add apples, pears, orange zest, and juice; toss to combine.
4. On a lightly floured work surface, roll pastry in a 13 inch circle. Transfer to prepared baking sheet. Arrange fruit in pastry, leaving a 2-inch border. Fold border up over the edge of fruit, pleating gently as needed to hold in juices. Brush edges of pastry with beaten egg. Cut 1 tablespoon butter into pieces; scatter onto filling. Tent loosely with foil.
5. Bake 15 minutes. Remove foil; bake until crust is browned and filling is bubbly, 35 to 45 minute more. Immediately brush filling with apricot jam. Let cool 30 minutes.

HARWICH COUNCIL ON AGING
100 Oak Street
Harwich, MA 02645

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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

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with grant funding from the Massachusetts
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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.

Council on Aging Proposed FY 22 Budget

The proposed FY 2022 Council on Aging budget is offered consistent with the directive to level fund relative to the FY 2021 appropriation. The total FY 21 appropriation was \$475,401.36. The requested FY 22 budget is \$475,338.14 (reduction of \$63.22 or 0.01%).

The mission of the Council on Aging is to support and advocate for older adults, their families, and caregivers. In ordinary circumstances, this includes transportation, nutrition, outreach, education, health and wellness, entertainment, and socialization. The department also allocates significant funding to subsidize the cost for Harwich residents with Alzheimer's and other forms of dementia who attend the Orleans Adult Day Health Center. This partnership with the Town of Orleans provides immeasurable benefit for the residents and invaluable respite for their caregivers. During the COVID-19 pandemic, services and resources have been reprioritized and redirected to meet the highest needs. With the onset of the pandemic, the COA overhauled operations switching from an onsite to community-based model and focusing increased staff and financial resources in the areas of transportation, nutrition, and outreach.

The particular challenge in crafting the COA FY 22 budget request was to balance the competing priorities of ordinary vs. pandemic operations. The difference in COA operations under these varying circumstances is not merely a matter of scale or method of service delivery, but gets to the specific types of services offered.

Under COVID operations, we have dramatically expanded our lunch, grocery/pharmacy support, and transportation programs. Our lunch program, which transitioned from onsite to community delivered meals, has tripled in size. Currently, we are serving 60-70 meals per day and serving 85 unique individuals each week. We have implemented dedicated grocery/pharmacy support beyond transporting people to grocery stores to include COA staff and volunteers picking up and delivering groceries to people at home. Our transportation, while operating at a reduced ridership capacity, has expanded to include many new locations including pharmacies, banks, the Post Office, and essential medical appointments. Outreach services, while modified to eliminate in-home services, have expanded in response to increased health and financial needs and in light of limited access to other community resources. The proposed budget seeks to balance the cost of COVID services while planning for the eventual resumption of ordinary operations.

The primary cost increases from FY 21 to FY 22 are as follows:

- Costs associated with proposed COA staffing reorganization to upgrade Program Specialist I (HEA Grade 4) position to a Program Specialist II (HEA Grade 8) – **increase: \$9,864.19**. The proposed upgrade would provide greater departmental efficiency and significantly increase our programming capacity, utilization and training of volunteers, and our ability to publicize available services and resources without increasing staff hours.
- Negotiated step and longevity increases in salaries and wages - **increase: \$2,887.09**

- Postage – Increase to reflect fact that COA will have to pay standard (rather than non-profit) postage rate for bimonthly newsletter. Prior to FY 21, COA have paid and budgeted for non-profit rate. During procurement process for FY 21 newsletter printing contract, learned that we had been paying that rate in error – **increase: \$2,400.**
- Dues – FY 21 provided a one-time reduction in dues costs with MCOA (Massachusetts Councils on Aging) waiving dues in light of COVID impact on COA budgets. Will resume full dues payment for FY 22 – **Increase: \$1,110**
- Training and professional development – nominal increase to account for ServSafe certification for Town Chef, per diem Town Chef, and Director (must renew every three years) – **increase: \$450**
- Purchased Services – increase to resume funding to vendors for program/event payments in anticipation of resuming onsite services or investing in quality remote programming – **increase: \$400**
- Food/Food Services – we continue to fund food/food services costs at the higher FY 21 level in recognition of the greatly expanded lunch program adopted during COVID. Nominal **increase of \$200.**

The primary cost decreases from FY 21 to FY 22 are as follows:

- Salary difference between former and current Social Services Coordinator – **savings: \$7,691.95**
- Eliminate supplemental 5 hours/week van driver coverage approved in FY 21 to address COVID transportation needs – **savings: \$6,196.94**
- Filling van driver vacancy at lower than FY 21 budgeted step (FY 21 – budget at Step 6, FY 22 – new hire paid at Step 3->4) – **savings: \$1,159.13**
- Copier Maintenance and Service – five year copier lease expires at end of FY 21. Purchase new copier rather than utilizing leasing model. Purchase using grant (Executive Office of Elder Affairs Formula Grant) funds, keep annual service agreement in budget – **savings: \$1,436**

Further, a number of cuts were made during the FY 21 budget process in recognition of the shift in costs/priorities with the onset of COVID. I propose to maintain these cuts for FY 22 to continue to offset other departmental needs. I anticipate needing to resume full pre-COVID funding in these areas once we return to ordinary onsite operations:

- Professional/Tech Services (this line item is utilized solely to fund the subsidy for Harwich residents to attend the Orleans Adult Day Health Center – Decrease from FY 20 to FY 21: \$5,000). The line item is amongst the most impacted by uncertainty surrounding the resumption of ordinary post-COVID operations. The Orleans Adult Day Health Center is currently closed with an anticipated limited reopening this winter. Able to reduce funding by half in light of closures, but this service is heavily utilized when available and will need significantly higher funding in the future.
- Advertising (Decrease from FY 20 to FY 21: \$1,600)
- Computer Networking (Decrease from FY 20 to FY 21: \$600)

- Printing (Decrease from FY 20 to FY 21: \$500)
- In state travel (Decrease from FY 20 to FY 21: \$420)

The proposed budget offers difficult trade offs intended to fund services that meet the most essential community needs under a variety of circumstances while complying with the directive to level fund. The impacts of reductions and offsets will be felt, particularly as we return towards greater levels of pre-COVID operations with few funds available to provide programming, recruit vendors or performers, or to advertise programs and services. The biggest impact may well result from the reduced funding available to subsidize residents looking to attend the Orleans Day program, as this resource provides an unparalleled support for both residents and caregivers. We will continue to evaluate funding priorities as pandemic and societal factors evolve in the coming funds to best allocate limited resources. The budget as presented reflects the best and most efficient efforts to serve our mission based on current information.



BUDGET PROJECTION 20221 FY 2022 OPERATING BUDGETS

ORG	OBJECT PROJ	ACCOUNT DESCRIPTION	CURRENT ADJ BUDGET	PROJECTED ACTUAL	REQUEST	PERCENT CHANGE
015411	511800	PART-TIME YEAR-ROUND S&W	56,458.12	63,201.52	50,915.57	-9.82
	0100-5-541-0000-000-0-1-511800-	PER DIEM NURSE SUBS - Fallon, V. & Ryder, J.	1.00	3,061.60	3,061.60	
		to cover essential tasks during vac. & sick time of reg. nurse.				
		80 hours x \$38.27 (HEA11-6 MAX)				
		VAN DRIVER - Golia, G.	1.00	24,534.00	24,534.00	
		1044 hrs (20 hrs/wk) x \$23.50 (HEA1-6)				
		Anniv Date: 7/11				
		VAN DRIVER - Skipper, K.	1.00	9,212.00	9,212.00	
		392 hours (approx 7 hrs/week, variable - drives Mondays only) x \$23.50 (HEA1-6 max)				
		Anniv. Date 8/21				
		*This line previously included hours for the Wednesday driver. Hours are now being split between the two drivers to reflect actual hours scheduled/worked.				
		PER DIEM VAN DRIVER COVERAGE (covers vac & sick time for regular drivers)	1.00	2,350.00	2,350.00	
		100 hours x \$23.50 (HEA1-6 MAX)				
		PER DIEM CHEF SUBS - Lusher, C. & Petraccia, G. (to cover vac & sick time for regular Chef)	1.00	3,525.00	3,525.00	
		150 hours x \$23.50 (HEA1-6 MAX)				
		VAN DRIVER - Chatham, J.	1.00	8,232.97	8,232.97	
		391 total hours (195 hrs x \$20.59 + 196 hrs x \$21.52)				
		HEA1-3 -> HEA1-4				
		*Not really a new item - hours had been included with Kathy Skipper's (one day per week - Mondays) van driver hours in past fiscal years (this position represents the one day per week - Wednesdays - van driver. The position was vacant during the initial budget preparation for both FY 19 and FY 20 and so the Wednesday hours were combined with Monday hours)				
015411	511900	SALARIES & WAGES	326,336.68	201,861.00	328,402.25	.63
	0100-5-541-0000-000-0-1-511900-	DIRECTOR COA Mitchell, E.	1.00	71,902.32	71,902.32	
		Salary = \$71,902.32 (M2-5 to M2-6)				
		609 hours at \$38.7110 + 1218 hours at \$39.6776				
		Anniv. date 10/30				
		EXECUTIVE ASSISTANT- Carlson, M.	1.00	57,513.96	57,513.96	
		1827 hours (35 hrs/wk x \$31.48 (HEA7-6 MAX)				
		Anniv date 7/11				
		SOCIAL SERVICES COORDINATOR - Witas, J.	1.00	50,437.52	50,437.52	
		(promoted to this position in FY 21)				
		1827 hours (HEA8-1 to HEA8-2)				
		266 hours at \$26.59 + 1561 hours at \$27.78				
		Anniv Date 8/24				



ORG	OBJECT PROJ	ACCOUNT DESCRIPTION	CURRENT ADJ BUDGET	PROJECTED ACTUAL	REQUEST	PERCENT CHANGE
015411	516000	ENHANCEMENT OF SERVICES	.00	.00	.00	.00
	0100-5-541-0000-000-0-1-516000-					
015412	517900	OTHER FRINGE BENEFITS	.00	.00	.00	.00
	0100-5-541-0000-000-0-2-517900-					
015412	519030	TRAINING/PROF. DEVELOPMENT	3,130.00	.00	3,580.00	14.38
	0100-5-541-0000-000-0-2-519030-					
	TRAINING/PROF. DEVELOPMENT		1.00	3,580.00	3,580.00	
	-Required ann. CPR & 1st Aide for Drivers - \$80					
	-Ann CPR & 1st AID for non-Driver staff - \$100					
	-Staff in-service training re: aging issues - \$300					
	-MCOA Conf. registration - \$750					
	-Staff computer/technology training - \$1000					
	-Misc. training/meetings for staff - \$300					
	-Volunteer in-service training re: aging - \$300					
	-Add'l vol training for vols whose work entails being alone with seniors re: responding to emergencies, recognizing cognitive declines - \$300					
	*New: ServSafe certification for Town Chef, per diem Chef, and Director - \$450 - required every 3 years					
015412	522241	Printing & Reproduction	150.00	.00	150.00	.00
	0100-5-541-0000-000-0-2-522241-					
	PRINTING		1.00	500.00	500.00	
	Misc. Printing for COA					
	Replenish bus cards \$150					
	Print/fold brochures \$350 - *eliminated as part of FY 21 reduction					
	Budget Reduction		1.00	350.00	-350.00	
	Maintain FY 21 budget reduction which eliminated cost to print/fold brochures					
015412	524007	COPIERS MAINTENANCE & SERVICE	3,936.00	.00	2,500.00	-36.48
	0100-5-541-0000-000-0-2-524007-					
	COPIERS MAINT & SERVICE		1.00	2,500.00	2,500.00	
	COA 5 year copier lease expires at end of FY 21. Intend to purchase rather than lease beginning with FY 22. Will purchase (cost: approx \$4,000) using grant (Executive Office of Elder Affairs annual Formula Grant) funds.					
	This \$2,500 represents anticipated annual service agreement cost					
	*Note: copier shared by Cemetery and Veteran's Affairs but funded fully by COA.					

ORG	OBJECT PROJ	ACCOUNT DESCRIPTION	CURRENT ADJ BUDGET	PROJECTED ACTUAL	REQUEST	PERCENT CHANGE
015412	524010	Computer Networking & Consult	2,000.00	.00	2,000.00	.00
	0100-5-541-0000-000-0-2-524010-	Computer Networking				
		Ann. network cost of My Senior Center web-based database mgmt system (\$2000 for main system + \$600 for 2 adttl. swipe stations)	1.00	2,600.00	2,600.00	
		Budget Reduction	1.00	600.00	-600.00	
		FY 21 removed cost for additional My Senior Center sign in stations - maintain reduction until full scale resumption of onsite programming				
015412	524200	OFFICE EQUIPMENT REPAIR	.00	2,370.00	.00	.00
	0100-5-541-0000-000-0-2-524200-					
015412	530900	PROFESSIONAL/TECH SERVICE	5,400.00	3,588.00	5,400.00	.00
	0100-5-541-0000-000-0-2-530900-	PROFESSIONAL/TECH SERVICE				
		Supportive Day Care Subsidy to enable Harwich seniors to attend Orleans Day Center Program. Governed by intermunicipal agreement with the Town of Orleans - Town of Harwich subsidizes attendance of Harwich residents at cost of \$20/unit (unit = 1 day of attendance for 1 person).	1.00	5,400.00	5,400.00	
		Program suspended during COVID. Anticipated to resume following distribution of COVID vaccine. Requested amount would cover approximately 11 units per week. Requested FY 22 amount is a 50% reduction over initial FY 21 request made during pre-COVID operation that reflected actual attendance of approximately 20 units/week. (10 units/wk x 52 \$20) - FY 20 calculation FY 20 calculation allows for approx. 44 units of service/month. We have seen steady increase in attendance by Harwich residents at Orleans day program in the last year. Proposed increase for allow for 20 more units/year. For reference: 10/2018 - 33 units, 10/2019 - 42 units. Subsidy is governed by Intermunicipal Agreement btwn Towns of Harwich and Orleans.				
015412	534100	ADVERTISING	1,300.00	800.00	1,300.00	.00
	0100-5-541-0000-000-0-2-534100-	ADVERTISING				
		Newspaper Job Postings - \$500 (\$250x2)	1.00	2,300.00	2,300.00	
		Misc advertising for Programs/Events -\$1,800 (\$200x9)				
		Budget Reduction	1.00	1,000.00	-1,000.00	
		FY 22 - maintain FY 21 reduction - effect: Reduction in newspaper advertising from 9 programs/year to 4 programs/year. Critical to				

BUDGET PROJECTION 2021 FY 2022 OPERATING BUDGETS

ORG	OBJECT PROJ	ACCOUNT DESCRIPTION	CURRENT ADJ BUDGET	PROJECTED ACTUAL	REQUEST	PERCENT CHANGE
015412	534200	DELIVERY SERVICE	.00	.00	.00	.00
0100-5-541-0000-000-0-2-534200-						
015412	534300	POSTAGE	3,120.00	.00	5,520.00	76.92
0100-5-541-0000-000-0-2-534300-			1.00	5,520.00	5,520.00	
		Postage for bi- monthly newsletter (900 X 6) - significant postage increase over FY 21 budgeted amount. Previously paid non-profit postage rate. Town not eligible for non-profit postage - FY 22 request reflects the standard presorted postage rate that must be paid for newsletter printing. Misc. Stamps for special vol. mailings - \$120 (\$60x2)				
015412	534400	TELEPHONE & TELEDATA SERVICES	2,976.00	1,380.00	2,976.00	.00
0100-5-541-0000-000-0-2-534400-		Telephone/Teledata	1.00	2,976.00	2,976.00	
		4 Cell phones for Town Nurse, Van Driver, Social Services Coordinator, and Director AND 2 iPads for Town Nurse and Social Services Coordinator for field work/documentation Budget Adjustment				
015412	538000	OTHER PURCHASED SERVICES	1,600.00	38,520.30	2,000.00	25.00
0100-5-541-0000-000-0-2-538000-		PURCHASED SERVICES	1.00	2,000.00	2,000.00	
		Supper Club Entertainment - \$1,800 (\$150x12) - eliminated during COVID. Post-COVID, reallocate some funds to other programming during business hours. Maintain some cuts to offset other budget increases. Pre - employment physicals - \$400 Entertainment & Vendors for special programs - \$1600 (\$200x8) - small increase to fund other non-Supper Club programming (addition of 2 new programs)				
015412	542000	OFFICE SUPPLIES	2,400.00	2,000.00	2,400.00	.00
0100-5-541-0000-000-0-2-542000-		COA office supplies - see below for more detail. Misc office supplies to incl paper, toner, labels, filing supplies, pens, etc. (\$200 x 12 mos.)	1.00	2,400.00	2,400.00	

ORG	OBJECT PROJ	ACCOUNT DESCRIPTION	CURRENT ADJ BUDGET	PROJECTED ACTUAL	REQUEST	PERCENT CHANGE
015412	542100	OFFICE EQUIPMENT	500.00	.00	500.00	.00
	0100-5-541-0000-000-0-2-542100-	OFFICE EQUIPMENT	1.00	500.00	500.00	
		Purchase/replace office equipment as needed (e.g. chairs, filing cabinets, etc.)				
015412	548100	BULK FUEL	4,515.00	5,911.92	4,515.00	.00
	0100-5-541-0000-000-0-2-548100-	BULK FUEL	1.00	4,515.00	4,515.00	
		Fuel for Cranberry Coach transportation program Level Fund relative to FY 21 per budget instructions.				
015412	549000	FOOD & FOOD SERVICE SUPPLIES	43,970.00	.00	44,170.00	.45
	0100-5-541-0000-000-0-2-549000-	FOOD & FOOD SERVICE SUPPLIES	1.00	44,170.00	44,170.00	
		COA Meal Program				
		Approximate cost per meal: \$4				
		During COVID - lunch distribution program - funded for 60 meals/day following a period of FEMA reimbursement for the senior meal program. Funding at this level would allow for approximately 44 meals/day (decrease is due to lack of anticipated availability of FEMA funding for this program in FY 22).				
015412	550040	NURSES OFFICE SUPPLY	500.00	.00	500.00	.00
	0100-5-541-0000-000-0-2-550040-	NURSES OFFICE SUPPLIES	1.00	500.00	500.00	
		Misc. RN supplies incl gloves, alcohol wipes, first aid supplies, test strips, etc. - \$500				
015412	558000	UNCLASSIFIED SUPPLIES	1,450.00	1,600.00	1,450.00	.00
	0100-5-541-0000-000-0-2-558000-	UNCLASSIFIED SUPPLIES	1.00	1,450.00	1,450.00	
		C.A.P.E. bags for emergency preparedness - \$500				
		Five wishes forms - \$250				
		File of Life forms - \$200				
		Van Emergency Kit - \$300				
		Misc. program planning resource materials - \$200				
015412	571000	In-State Travel	1,860.00	.00	1,860.00	.00
	0100-5-541-0000-000-0-2-571000-	IN STATE TRAVEL	1.00	2,280.00	2,280.00	
		Travel reimb for soc serv coord to conduct home visits and attend meetings - \$600				
		Trav reimb for Town Nurse to conduct home visits - \$900				
		Trav reimb for director to attend mtgs & home visits - \$480				
		Trav reimb for misc. COA staff to attend training etc - \$300				



BUDGET PROJECTION 2021 FY 2022 OPERATING BUDGETS

ORG	OBJECT PROJ	ACCOUNT DESCRIPTION	CURRENT ADJ BUDGET	PROJECTED ACTUAL	REQUEST	PERCENT CHANGE
		Budget Reduction		420.00	-420.00	
		FY 21 Reduction to reflect decrease in travel due to COVID restrictions.	1.00			
		Maintain reduction for FY 22 in anticipation of continued reduced travel compared to pre-COVID operations.				
015412	573000	DUES, SUBSCR. & IN STATE TRAVEL	.00	2,770.64	.00	.00
	0100-5-541-0000-000-0-2-573000-					
015412	573001	Dues	425.00	.00	1,505.00	254.12
	0100-5-541-0000-000-0-2-573001-					
		DUES	1.00	1,505.00	1,505.00	
		MCOA Dues - \$1110 (MCOA anticipated rate of \$.				
		24/senior per 2010 US Census)				
		NCOA Dues - \$145 (as advertised)				
		ASA Dues - \$250 (as advertised)				
		Budget Reduction	.00	.00	.00	
		FY 21 marked a one time \$0 dues obligation to MCOA in light of COVID impact on Councils on Aging. Fully anticipate restoration of full \$1,100 dues cost for FY 22.				
015412	578000	UNCLASSIFIED	.00	1,000.00	.00	.00
	0100-5-541-0000-000-0-2-578000-					
015602	530700	HUMAN SERVICES	83,250.00	78,030.00	83,250.00	.00
	0100-5-560-0000-000-0-2-530700-					
		Program Needs Exist	1.00	83,250.00	83,250.00	
		Modest increase of 2%				
015602	530701	OPERATION IN FROM THE COLD	.00	.00	.00	.00
	0100-5-560-0000-000-0-2-530701-					
015602	530702	INDEPENDENCE HOUSE	.00	.00	.00	.00
	0100-5-560-0000-000-0-2-530702-					
015602	530703	CAPE ABILITIES	.00	.00	.00	.00
	0100-5-560-0000-000-0-2-530703-					
015602	530704	GOSNOLD	.00	.00	.00	.00
	0100-5-560-0000-000-0-2-530704-					
015602	530705	SIGHT LOSS SERVICES	.00	.00	.00	.00
	0100-5-560-0000-000-0-2-530705-					
015602	530706	CC CHILD DEVELOPMENT	.00	.00	.00	.00
	0100-5-560-0000-000-0-2-530706-					



BUDGET PROJECTION 20221 FY 2022 OPERATING BUDGETS

ORG	OBJECT PROJ	ACCOUNT DESCRIPTION	CURRENT ADJ BUDGET	PROJECTED ACTUAL	REQUEST	PERCENT CHANGE
015602	530707	FAMILY PANTRY	.00	.00	.00	.00
	0100-5-560-0000-000-000-0-2-530707-					
015602	530708	HECH	.00	.00	.00	.00
	0100-5-560-0000-000-000-0-2-530708-					
015602	530709	CONSUMER ASSISTANCE COUNCIL	.00	.00	.00	.00
	0100-5-560-0000-000-000-0-2-530709-					
015602	530710	CC HUMAN SERVICES	.00	.00	.00	.00
	0100-5-560-0000-000-000-0-2-530710-					
015602	530711	LEGAL SERVICES OF CAPE COD	.00	.00	.00	.00
	0100-5-560-0000-000-000-0-2-530711-					
015602	530712	LOWER CAPE OUTREACH COUNCIL	.00	.00	.00	.00
	0100-5-560-0000-000-000-0-2-530712-					
015602	530713	INTERFAITH COUNCIL FOR HOMELES	.00	.00	.00	.00
	0100-5-560-0000-000-000-0-2-530713-					
015602	530714	AIDS SUPPORT GROUP	.00	.00	.00	.00
	0100-5-560-0000-000-000-0-2-530714-					
015602	530715	BIG BROTHERS&BIG SISTERS OF CC	.00	.00	.00	.00
	0100-5-560-0000-000-000-0-2-530715-					
015602	530716	OUTER CAPE HEALTH	.00	.00	.00	.00
	0100-5-560-0000-000-000-0-2-530716-					
015602	530717	ALZHEIMERS SERVICES CC&ISLANDS	.00	.00	.00	.00
	0100-5-560-0000-000-000-0-2-530717-					
015602	530718	DUFFY HEALTH CENTER	.00	.00	.00	.00
	0100-5-560-0000-000-000-0-2-530718-					
015602	530719	PILOT HOUSE	.00	.00	.00	.00
	0100-5-560-0000-000-000-0-2-530719-					
BUDGET CEILING:			558,651.36	417,300.96	558,651.36	
TOTALS:			558,651.36	417,300.96	558,588.14	-.01

** END OF REPORT - Generated by Emily Mitchell **

HARWICH COA EXPENDITURE BUDGET JUSTIFICATION - FY 22 (Initial Departmental Request, submitted 12/4/2020)

ORG	OBJ	DESCRIPTION	JUSTIFICATION	FY 20 Total	FY 21 Total	FY 22 Request	Percent Change FY 21 - FY 22
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-driver) 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) ServSafe certification (Town Chef, per diem Town Chef, Director) - \$450 (\$150 for course and supplies x3) 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	\$ 3,130.00	\$ 3,580.00	14%
015412	522241	Printing	Misc. Printing for COA Replenish bus cards - \$150 (\$50 x 3) Print & fold brochures - \$350	\$ 650	\$ 150.00	\$ 150.00	0%
015412	524007	Copier Maint & Service	Close out existing 5 year copier lease - \$534 (3 months x \$178) Copier maintenance/service agreement - \$2,500 (highest copy allowances due to shared use with Cemetery and VA - consistent problem year over year with overage costs). Note: Purchase copier machine using Formula Grant Funds (antic. \$4,000)	\$ 2,936	\$ 3,936.00	\$ 2,500.00	-36%
015412	524010	Computer Networking	My Senior Center ann. network costs for maint. of web-based system \$2000 for main system + \$600 for 2 addtl swipe stations Note: Additional swipe stations will not be needed until we resume full scale onsite operations.	\$ 2,600	\$ 2,000.00	\$ 2,000.00	0%
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: Maintaining reduced FY 21 funding - functional reduction as program likely to resume at full scale (and for full year) post-vaccine	\$ 10,400	\$ 5,400.00	\$ 5,400.00	0%
015412	534100	Advertising	Newspaper Job Postings - \$500 (\$250 x 2) Misc. Newspaper Advertising for import. Prog - \$1,800 (\$200 x 9) - decrease from \$2,400 in FY 20	\$ 2,900	\$ 1,300.00	\$ 1,300.00	0%

TOWN OF HARWICH
Council on Aging
100 Oak Street
HARWICH, MA 02645
TEL: (508) 430-7550



To: Larry Ballantine, Chairman
Harwich Board of Selectmen

From: Council on Aging
Richard Waystack, Chairman
Carol Thayer, Vice Chairman
Ralph Smith
James Mangan
Joanne Lepore
Angelina Chilaka
Justin White, HFD

CC: Joseph Powers, Interim Town Administrator
Emily Mitchell, Director, Harwich Council on Aging

Date: December 8, 2020

RE: Annual Meeting with the Board of Selectmen

The Council on Aging, in this annual report to the Board of Selectmen, continues to promote our mission which is to support and advocate for older adults, their families, and caregivers.

The Council serves this mission in a variety of ways. In ordinary circumstances, we organize or sponsor programs designed to meet a wide variety of seniors' needs including entertainment, health and fitness, socialization, nutrition, and more. We bring in SHINE counselors who assist residents in navigating the complicated world of health insurance, attorneys who specialize in Elder Law, caseworkers from the Homeless Prevention Council, specialists in providing foot care, specialized support groups, a monthly dental clinic, and video conferencing technology that allows people to make appointments regarding Social Security without having to travel to the Hyannis office. We provide free transportation to any resident who needs it to all Council

on Aging programming as well as to the Family Pantry, the library, local grocery stores, and further locations as well.

This past year saw the loss of a caring, dedicated member of our Board, Lee Culver. So much has been said about Lee and his contributions, not only to the Council on Aging and the older adults of Harwich, but to the entire community. His leadership, counsel and passion were a cornerstone of his service. He is sorely missed, but his legacy will remain with the Council on Aging.

With the onset of COVID-19 in March 2020, the COA had to overhaul all operations. With older adults facing some of the highest health and mortality risks associated with virus, coupled with the impact of extended isolation on physical, mental, and cognitive health, the need for COA services has never been higher. The department transitioned from majority onsite services to a community based model and prioritized resources to meet the most essential needs. Without missing a day, the COA switched from onsite lunches to no-contact community distributions. They are currently serving approximately 60-70 meals per day and 85 individuals each week. They've partnered with the Family Pantry and local grocery stores and pharmacies to ensure continuous access to food, medications, and other essentials. Transportation services continue and are operating with greatly reduced capacity (2 riders/trip rather than 12 riders/trip pre-COVID) and under enhanced sanitation protocols. The COA van has expanded ride locations to include pharmacies, banks, and the Post Office, as well as to essential medical appointments (a need previously met by volunteer drivers; service absorbed onto COA van to allow appropriate physical distancing).

Beginning in July, the COA resumed limited onsite services. These include appointments with staff as well as 1:1 meetings with professionals including podiatry care, Mobile Dental Hygiene Clinic, elder law attorneys, and the Town Nurse Wellness Clinic. They continue to facilitate remote services, notably with SHINE counselors for assistance with the Medicare Open Enrollment process. The department has worked to bring fun programming to people at home, distributing activity kits, fitness equipment, indoor vegetable gardening projects, and more. They have partnered with volunteers and with the Academic Public Health Volunteer Corps to provide ongoing opportunities for socialization. Outreach services continue in a modified format to help people with benefits applications, needs assessment, and connection to resources that allow people to remain safely and independently in their homes.

We continue to utilize and maximize our software, My Senior Center, which has allowed the Council to better serve the needs of our members. It has become an absolute necessity in this difficult year of Covid. This software allows us to manage events, track program attendance and volunteer hours, to communicate with members in a variety of ways, and to track statistics that are useful both for program evaluation and when applying for grant funding. The communication tools, which include the ability to send robocalls and to generate groups and email lists, have been enormously helpful. Staff can send event reminders, distribute the newsletter electronically, and provide information to our most at risk clients during emergencies.

We document attendance for all events and programs, volunteer hours, and transportation services. In total for FY 20, we served 1546 unique individuals. FY 21 statistics are harder to capture. Many programs and events remain on hold. Many of the services and supports currently provided by the COA are offered by phone and email and are therefore harder to quantify. Of services we do keep detailed statistics for, we have distributed meals to 167 unique individuals, transported 86 individuals, delivered groceries to 43 people, distributed at home activities to approximately 300 people, served approximately 250 people onsite for 1:1 appointments with staff and professionals, and have provided professional and social support through thousands of phone calls.

As a note, all these statistics are likely an underrepresentation of the number of people served, as so program participants are inconsistent in following the sign in process. Modified service provision during COVID has further impacted program sign in, as most services are offered remotely without a formal sign-in. Additionally, these numbers do not capture the extensive work of the Social Services Coordinator, Town Nurse, and Director done outside the COA including home visits, nursing care, and events held offsite.

Additionally, the bimonthly COA newsletter which serves as the primary source for sharing information about COA programs and resources with the public, is mailed to approximately 1,900 homes each month. The COA no longer has the ability to utilize a non profit postage rate to mail our newsletter and we thank the generosity of the Friends of The Harwich Council on Aging for assisting with these unanticipated costs for FY 21. With the help of dedicated volunteers, another 300 copies are distributed to public locations around town including Town Hall, the libraries, Public Safety, and area housing complexes and medical offices. With the use of My Senior Center, we are now able to distribute the newsletter via email as well!

Once again, there has been a change in personnel in the department. Susanna Keith, Social Services Coordinator left and we were very fortunate to promote Julie Witas, our Program Specialist I, to the position. Ms. Witas has worked diligently since her promotion to cover the essential functions of both positions. She has a background in case management, program management, and healthcare research.

The Council on Aging could not provide the breadth and scope of programs and services without the aid of our 90 plus volunteers. Their donations of time, energy, and experience make our Council successful in reaching out to the countless members of our community who we serve. During non-COVID operations, our volunteers provide health insurance counseling through the SHINE program, offer specialized legal counseling, income tax preparation, rides to medical appointments, friendly visiting, and telephone reassurance. They also prepare, serve, and deliver meals, and many serve as the first smiling and helpful faces you see when you walk into the COA offices. During COVID, we have recruited many new volunteers to deliver meals and groceries, help with special projects, and recently, to resume assistance with reception services. Though volunteer services like medical transportation and Friendly Visiting are temporarily on hold, volunteers have found new ways to get involved and to serve

community needs. To translate this service into numbers, volunteers provide upwards of 5,600 hours of service each year– this is roughly equivalent to three full-time staff members!

Our Volunteer Recognition events have been suspended due to an abundance caution. We look forward to resuming them in 2021 once it is safe to do so and contingent on public health trends and local, state, and federal guidelines. . The Board and Council are committed to holding two volunteer recognition events every year, as we could not provide the scope of services we offer without their support.

The COA has an exceptional relationship with the Friends of the Harwich Council on Aging under President Jack Brown, a 501(c)(3) nonprofit organization which supports programs and needs outside of the town budget for our seniors. A member of the COA attends Friends meetings monthly to coordinate programs and to continue to monitor the needs our senior population. Through their generosity, they have helped provide emergency assistance to seniors in need, purchased needed medical equipment for the COA to distribute, and covered the unanticipated postage costs for the bimonthly newsletter to ensure the COA can rely on this mechanism to share up to date information about programs and services with the community.

Our relationship with the Department staff continues to excel. Emily Mitchell, Director, Julie Witas, Social Services Coordinator, Susan Jusell, Town Nurse, Linda St. Pierre, Town Chef, Marie Carlson, Executive Assistant, and our dedicated Van Drivers, all of whom serve as integral members of the team in providing the services and programs that enable our seniors to be active, thriving members of our community.

The Council on Aging normally meets monthly, the first Wednesday of each month at the Community Center at 10:00 AM. Due to the pandemic, we have migrated to the Town's online platform as required. The Board did not meet from April through August, as the Town was prioritizing meetings of regulatory boards and committees during that time. We were eager to resume meetings in September once authorized and we are anxious to resume in person meetings when free to do so. Mr. Donald Howell is the liaison to the Council on Aging, and we appreciate his availability as our link to the Board of Selectmen. Our posted meetings are open to the public, and we welcome any and all who share in our mission of providing comprehensive support for the older adult population in Harwich. Our members' attendance is excellent, and we are awaiting the appointment of alternate member, Lt. Justin White of the Harwich Fire Department to a full member of the Council.

It is our honor and pleasure to assist the residents of Harwich, their families and caregivers; we thank you for the opportunity to serve!