

TRURO COUNCIL ON AGING NEWSLETTER 7 Standish Way, N. Truro

(508) 487-2462

www.truro-ma.gov/coa

HOURS: 8:00 am - 4:00 pm MONDAY - FRIDAY

FEBRUARY 2017

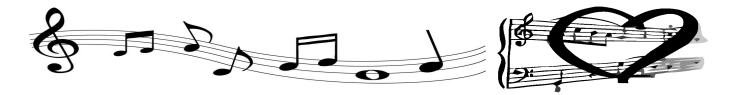
COA Staff Members

Susan Travers, Director

Marjorie Childs, Transportation Coordinator/Assistant to the Director

Elton Cutler, Outreach and Resource Coordinator Mary Ellen Duart, Office Assistant

Van Drivers: Nancy Braun, James Downey, Edgar Francis, III



NICK PANGAKIS WILL BE PERFORMING ON TUESDAY, FEBRUARY 14TH AT 1:15 PM

Nick Pangakis is a musician who has been playing up and down the Cape and South Shore for the past dozen years. After having learned to play as a teenager in an award winning high school guitar program, Nick then put down his guitar for 20 years until starting to play again in 2004. Nick spent six years in a duo named

"Nuthin Fancy", before becoming a solo act in 2011. Over the past six years, he has averaged over 275 shows per year, from dinner restaurants to weddings, nightclubs to backyard barbeques, from corporate events to senior centers.

Nick also has a full time "day job" in the financial services industry. When not working, he and his wife Mary Anne can be found in their Harwich home, working in their yard, playing golf, or skyping with their 4 grand-children!

THE AARP FOUNDATION TAX-AIDE PROGRAM

WILL BEGIN ON FEBRUARY 14TH

- Call our office assistant, Mary Ellen in order to schedule your appointment in February.
- We can mail, email or you may drop by to pick up:
 - 1. Special Intake Form
 - 2. Check list of items to bring to your appointment including bringing your 2015 tax return to your scheduled appointment

EDUCATION & INFORMATION



INCLEMENT WEATHER POLICY

If the Truro Central School is closed, the Truro COA activities and programs (including transportation) are <u>CANCELLED</u>. However, the COA building will remain open, and the COA staff will report unless town offices are closed.

Health Tips-Boost your "good" Cholesterol

Mayo Clinic Nov. 2016

High-density lipoprotein (HDL) cholesterol is called the "good" or "happy" cholesterol because its components work to remove excess cholesterol from your blood and protect your blood vessels from damage and inflammation. A higher level of HDL is associated with a lower risk of heart disease and related complications, such as a heart attack.

The best way to boost you HDL cholesterol is to:

- *Lose weight-shedding extra pounds can lead to a 5 to 20 % increase in HDL.
- *Get moving- physical activity. Especially aerobic activities, not only helps you lose weight but also can help improve your HDL function and raise HDL. Brisk walking, jogging, swimming and playing racquetball are all good signs of aerobic activity, as long as you safely get your heart rate up.
- *Not to smoke- if you smoke, stopping can increase your HDL by up to 5%. Quitting isn't easy, but once you do, tobacco's harmful effects on HDL tend to evaporate.
- *Drink in moderation- moderate alcohol consumption increases HDL cholesterol. This might explain why a drink a day may have protective effects on the heart. But don't start drinking to protect your heart. Exercise and a healthy diet can be safer and just as effective.

Charles Altieri, RN

Public Health Wellness Nurse

Do You or Someone Who Lives With You Have A Disability?

If an emergency arises at your home and you call 9-1-1, your call is answered at the Truro Police Department's 9-1-1 system which automatically displays your name, address and telephone number on the dispatcher's screen. **At your request**, codes will be displayed on the dispatcher's screen that will identify the disability code that you or someone living with you at your address. These codes will help the dispatcher at the Truro Public Safety Facility communicate with the caller and provide useful information to the police or fire/rescue department to prepare for your emergency.

Who will know this information?

The information is confidential and will <u>only</u> appear at the dispatcher's location when a 9-1-1 call originates from <u>your</u> address.

How Do I sign up for this program?

If you would like the Truro Police and Fire Departments or other emergency agency to know about your condition when you call 9-1-1 in an emergency. Please contact Jackie Mastrianna at the Truro Police Department (508) 487-8730 for more information.

FOR YOUR INFORMATION

PREVENTING LOW BACK PAIN

Low back pain is an extremely common problem. Unfortunately, anyone who has experienced back pain severe enough to limit activity is at increased risk for another episode.

Once it occurs, this pain is difficult to manage- treatment options include rest from aggravating activities, ice, heat, massage, physical therapy, chiropractic or medical treatment. A severe case can take weeks or sometimes even months to resolve.

Considering all that, it seems like preventative measures would be a good idea. As the saying goes, "An ounce of prevention is worth a pound of cure."

One of the most common causes of back pain in the United States is prolonged sitting. Extended periods of sitting, particularly in a slouched or relaxed posture, stress the muscles, ligaments and discs of the spine, as well as allowing for increased joint stiffness. How can you prevent back pain related to sitting? Choose a firm seat that allows you to place your feet flat on the floor, with your knees and hips at the same height. If your feet don't reach the floor, use a foot rest or a book. Sit with your back aligned against the back of the seat, so that your spine is supported. A lumbar support or rolled towel placed in the lower back at the level of the belt line helps to maintain the normal curve of the spine. Keep your shoulders back and avoid hunching forward. Lastly, try to get up and move around frequently, every 20-30 minutes if possible. This will prevent stiffening of the muscles in the back and the legs.

By Kathy Stetson, Certified Exercise Physiologist, Physical Therapist

Winter

Living in an area surrounded by natural beauty, we can observe how animals and plants respond to changing seasons. Plants are now going dormant; seeds have fallen to the earth to gather strength to grow in the spring. Animals have been foraging and hunting, gaining enough weight to get through the lean months; some are now hibernating or slowing down. There is a sense of going inward. Early nightfall and cold air invite us to stay in, put our feet up and enjoy a good book. Winter can be a time for stillness, reflection, meditation, and reminiscing, a time to be with ourselves, and for appreciating darkness as well as light. Winter, unfortunately, can also be a time of too much aloneness and too much darkness; we need more than to hibernate and think. We need connection, projects, and purpose. I wonder if our early ancestors battled seasonal depression. I imagine their lives were focused on getting enough food to eat and wood to burn. Winter perhaps afforded more free time for talking, singing, drawing, and making things. Being active, focused, living so close to nature, and so closely in the community of family and neighbors would have helped to ward off depression. Our human task in this modern time, especially for those who've retired, is to find that balance of going with the inwardness of winter, while maintaining connection and purpose. So go ahead and put your feet up, watch the trees sway in the wind, but also talk with friends and neighbors, work on a project, come to the COA for a meal, a class, or entertainment. Now might be the time to discover new hobbies or return to old ones.

If finding the right balance this winter seems too hard, and depression or anxiety is too strong, feel free to call for a confidential appointment or referral.

Georgia Neill, LICSW

Prescription Drug Kiosk

The Truro Police Department will collect unwanted household prescription medications. Truro residents will now have a permanent, free, safe method to dispose of unused or expired prescription or over-the-counter medications.

NADDI Drug Collection Units were delivered to police departments in Barnstable County, including Truro. The Cape Cod Cooperative Extension, which programs include water quality and hazardous waste, purchased the units for the departments through grant monies obtained from a private foundation.

The following Massachusetts Department of Environmental Protection Guidelines Should Be Adhered To:

- < Only household prescription or over-the-counter medications are excepted
- < No business or medical waste is allowed
- < No sharps, mercury thermometers, epi-pens or needles are accepted
- < The process is completely anonymous and the names and labels may be removed from the packaging
- $<\,$ This site is for Truro residents only. All cape police departments now have the same Prescription Drug Kiosk



HEALTH & WELLNESS PROGRAMS

WOMEN'S REFLECTIONS

Come to explore or discover your own path, direction, and purpose through spirituality. Spirituality is found through different forms of expressions. A walk in the woods, music, conversation, readings, kindnesses, meditation, gardening, even doing the dishes. This would be an opportunity to share your own sacred journey, a time to be quiet, reflect, listen and learn from other's experience of their own practice. Together we will discover new paths.

Join us on Tuesday evenings, 6:30 pm at the Council on Aging and bring a friend! For more information please call Carol Bishop, 508-487-0014.



CHAIR MASSAGE FOR SENIORS

Mondays at 10:15 am

Taught by Janis Sommers, LMT

Join Janis Sommers, LMT for a hands on and instructive workshop in massage for Seniors.

Janis, a Truro year round resident, is professional, licensed and has over twenty years experience providing hands on therapeutic massage services to people of all ages and health conditions. She believes safe touch is essential to us throughout life and as we age, we receive less and less of this gentle interaction with others. Her goals with this workshop are, 1. to reintroduce safe, gentle touch as one method of creating a healthier life as we age, and 2. Provide participants with easy methods of massage that can be applied at home, on the self or on another.

During the hour current research findings in massage for Seniors will be presented, but most of the time will be spent massaging. Come alone, bring a friend. Care Givers are especially encouraged to attend. No one should stay home because they don't think they can do this, or suffers the belief that touch is not important. Attend, and surprise yourself! Dress in loose fitting clothes. Janis invites anyone with concerns about their ability to participate to call her at 774-722-9717 or email her at: janiso2642 @gmail.com

MEN'S WORKOUT CLASS

The Men's Workout program will continue to meet weekly, on Tuesdays from 10:45 to 11:45. This free class is a blend of strength, flexibility, agility and balance geared specifically to the needs of men. If you have any questions, please call instructor Kathy Stetson at 508-397-5324



FREE SMOKE DETECTORS



The detectors will be available to Truro Senior Citizens in need of new or a replacement of non-working battery operated detectors only, **Not compatible with hardwired detectors.**

Please call Elton Cutler at the Truro COA if you have any questions or would like to set up a date and time for your detector to be installed, 508-487-2462 Press Option 3



CHI KUNG CLASSES WILL NOT MEET IN FEBRUARY

CLASSES WILL CONTINUE ON WEDNESDAY, MARCH 8 at 8:30 am-9:30 am

AT THE TRURO COMMUNIOTY CENTER

\$5.00 per class

This class combines the slow movements of Chi Kung for the benefit of mental, physical balance and general well being, with an emphasis on "mindfulness"-remaining focused in the here and now. The health benefits of focused slow movement have been amply demonstrated by recent medical research. The instructor, Ellen Anthony, has been teaching Chi Kung, for several years on Cape Cod.

MONTHLY PROGRAMS/SERVICES



MYSTERY BOOK CLUB Meets on FRIDAYS at 12:30 pm

February 10 "Clouds of Witness" by Dorothy L. Sayers

March 10 "The Story Teller" by Margaret Coel

Please feel free to join our Mystery Book Club in the Activities Room of the COA. The books are available at the Truro Public Library. For more information please call Joan Rogers, 508-487-9196.

STORY SWAP

We are fortunate to have our very own <u>Master Storyteller</u>, <u>Dan Lynch</u>, come to the Truro COA to listen and tell stories!! It's a spirited gathering where you will hear folktales and legends, along with the most fascinating and entertaining personal stories told by our attendees! Listen or tell a personal story for the group!!

Please note the change of day! Wednesday, at 11:00 am, COA

**The Third Wednesday of the Month at 11:00 am, Truro COA



BEREAVEMENT SUPPORT GROUP

The VNA Hospice Bereavement Support Program is for people who are coping with the loss of a spouse or partner. The group will be held on **Wednesday**, **February 8 & 22**, **1:00-2:30 pm** at the Truro COA. You do not have to attend every time. There is no charge for this group. Pre-registration is required. For more information and to register please call Nancy Higgins, LICSW, VNA Hospice Bereavement Coordinator at 800-631-3900 x7715 or 508-957-7715.

TRURO COA'S MEMOIRS PROGRAM

Our Memoirs program meets regularly Monday morning from 10:30 am-12:30 pm, year-round. Mentor Rosalind Pace has been conducting Memoirs in Truro since 1988. Participants work on writing their life stories, sharing them with each other and the community. Memoirs is funded by a grant from Truro Treasures.

Please feel free to join us!

GRAB AND GO BAGS!

We have "Grab and Go Bags" for seniors to use in the event of an emergency trip to the hospital or a shelter. The bags contain personal care items and a File of Life packet which provides emergency contact information and any medications that you are presently taking.

If you would like a "Grab and Go" bag please stop by the Council on Aging.

Monday-Friday 8:00 am-4:00 pm

For more information please call Elton Cutler at 508-487-2462, ext. 313

Are you interested in playing MAHJONGG?

Please join us in the Conference Room at the COA every

THURSDAY from 1:00 pm to 4:00 pm

OUTREACH NEWS

Elton Cutler, Outreach and Resource Coordinator, ext. 313

5 THINGS YOU NEED TO KNOW ABOUT IF YOU ARE A CAREGIVER!

- 1. Find, and attend, a support group. It takes effort to find, and actually attend, a support group, but the effort is worth it. Support groups offer information, guidance, and support. It is important to be around others who understand what you are going through. The Alzheimer's Family Caregiver Support Center, Elder Services' Family Caregiver Program, and Hope Dementia have a variety of support groups across our region which serve caregivers and their care-recipients.
- 2. Call Elder Services' Family Caregiver Support Program. The Elder Services of Cape Cod & Islands Family Caregiver Support Program provides a wealth of information and can connect you to a variety of helpful services. They help you plan how you will care for your loved one and they will guide you through future caregiving. They provide supportive telephone or in-person counseling. This program is free to all and helps people from all walks of life. For more information call Elder Services at 508-394-4630.
- 3. Find activities outside the home for your family member with dementia. Providing opportunities for your loved one to get out of the house will give both of you a break. There are Day Center Programs up to five days a week. Day programs provide individuals with enriching activities in a safe environment and a home cooked meal is served each day. Financial assistance may be available for eligible individuals. For more information about eligibility contact Elton Cutler at 508-487-2462.
- 4. Exercise! Exercise will help your mood and stress levels and protect your body over the years. A good exercise program will also help you sleep better at night. Find an activity that you enjoy and make sure it gets your heart rate up. A good starting point is to walk with hand weights. Even better—attend a fitness class here at the Truro Community Center. We have classes for individuals of varied fitness levels. Remember, you can't take care of your loved one if you don't take care of yourself.
- 5. Ask for help. What if you can't do any of the above? Some caregivers are so busy they have little time for self-care. We recommend picking up the phone and making a call to reach out for support. You may call the following local organizations:

Truro COA Outreach & Resource Department at 508-487-2462

Alzheimer's Family Caregiver Support Center 508-896-5170

Elder Services' Family Caregiver Support Program at 503-394-4630, or Hope Dementia 508-775-5656.

MEDICAL EQUIPMENT: _



Medical equipment for loan (canes, commodes, shower seats, wheelchairs, etc.). Call or stop by the Outreach & Resource Department prior to purchasing. NOTE: Please clean equipment thoroughly before returning.

S.H.I.N.E. Serving Health Information Needs of Everyone...

Help with health insurance questions by appointment with our Certified SHINE Counselor.

TELEPHONE REASSURANCE PROGRAM:

If you live alone and would like peace of mind knowing that you can check in with someone daily, consider joining the Truro Police Telephone Reassurance Program. For more information call the Outreach & Resource Department at 508-487-2462

INFORMATION

Medicare Part B

Do you know of anyone who failed to enroll in Medicare Part B when they became eligible for Medicare because they mistakenly believed that they could continue with their Health Connector plan through the state and still receive the subsidy?

Many people newly eligible for Medicare thought it would be cheaper to remain in their Health Connector plan with subsidies, rather than pay Part B premiums, but did not realize that their Medicare Part A eligibility made them ineligible for premium subsidies, also called Advance Premium Tax Credits (APTC). When they realized their mistake, they were past their initial enrollment period and could only enroll in Part B during a General Enrollment Period, often incurring Part B late enrollment penalties.

For a limited time, these individuals can apply for equitable relief that will give them a Special Enrollment Period to enroll in Part B. In addition, Part B late enrollment penalties will not apply.

THE DEADLINE FOR APPLICATIONS IS MARCH 31, 2017

- · Individuals who waited for the General Enrollment Period (January 1 March 31, with effective date of July 1st) to pick up Medicare Part B should contact their local Social Security Office to apply for equitable relief.
- Individuals should submit any information or documentation they have on how they learned that the subsidies would not apply once eligible for Medicare and/or why they had thought they could continue with their Health Connector plan with subsidies. Any letters, emails, notes from conversations or other information that might be relevant should be included. For this relief, it is not necessary that the source of confusion be directly from a federal employee.

Please call SHINE Counselor Elton Cutler at 508-487-2462 if you need assistance with this process.



For local and regional preparedness information please visit: www.bcrepc.org

Truro and Provincetown share a shelter in the Provincetown Veterans School, located at 2 Mayflower Avenue, off Winslow Street.

The towns share the shelter to ensure appropriate staffing and funding. In case of an extended power failure or extreme weather, the shelter is open to Truro and Provincetown residents.

You may call the Truro Police at 508-487-8730 or the Provincetown Police at 508-487-1213 to both find out if the shelter is open and to request a ride to the shelter.

The shelter provides sleeping quarters, pet quarters, first aid,

meals, and a way to recharge your cell phone. If you go to the

shelter you need to bring:

- * Medicine for the whole family and pets
- * Pillows and perhaps sleeping bags for the family
- * Personal hygiene items
- * Leashes, crates, and food for pets
- * If you or a family member has special needs, please bring what is needed; e.g., oxygen, CPAP machine, etc

WHAT'S COOKING AT THE COA CAFÉ?

OUR MENU FOR FEBRUARY

Heather Bailey, Cook

February 7th

Classic Meatloaf with a Roasted Potato Medley

Mixed Green Salad

Soup: Tuscan Turkey

February 14th



Oven Roasted Salmon with a Salsa Verde

Served over Classic Ratatouille

Soup: Lentil

February 21st

Mixed Vegetables, Chicken and Shrimp Stir Fry

Rice Pilaf

Soup: Portuguese Kale

February 28th

Chicken Piccata with Orzo Pilaf

Garlicky Green Beans

Soup: Tortellini Soup

- Please call and make your reservations (s) on Mondays by 12:00 pm.
- Mary Ellen at 508-487-2462, ext. 310
- Meals include: coffee, tea, juice and dessert
- "To Go Soup" is \$4.00 pint /Frozen Soup \$3.00
- Want to pick up a "To Go Meal" please order by Monday at 12:00 pm & pick it up on Tuesday between 1:00-4:00 pm.
- **Bring a friend!**

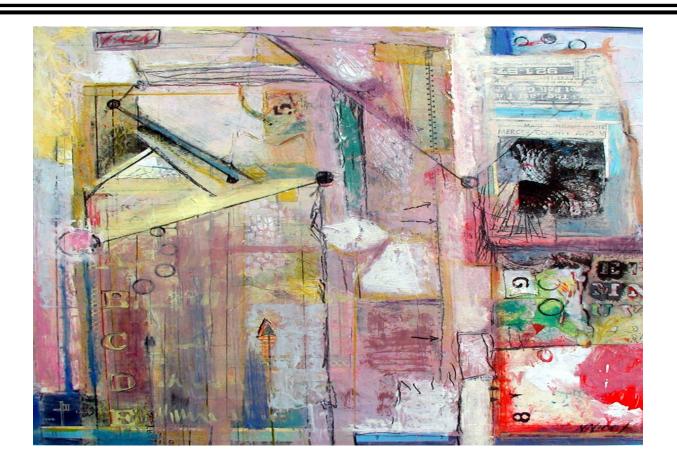




FEBRUARY

Mon	Tue	Wed	Thu	Fri
		1 Chi Kung 8:30- Cancelled Strength Training 9:00-10 w/Kathy Stetson Coffee Hour 10:00 Adult Coloring Class 10:00	2 CORE 11-12:00 MOVE AND STRETCH 12:30-1:30 Mahjongg 1:00-4	3 Strength Training 9:00-10:00 White Line Open Studio 1:30-3:30
6 Strength Training 9:00- 10:00 Memoirs Writing Group 10:30 *Chair Massage 10:15-11:15	7 Men's Exercise Class 10:45- COA CAFÉ 12:30 Women's Reflections 6:30	8 Chi Kung 8:30 Cancelled Strength Training 9:00- 10:00 Coffee Hour 10:00 Adult Coloring Class 10:00 Bereavement 1:00-2:30 Free Legal Assistance (By Appointment Only)	9 CORE 11-12:00 MOVE AND STRETCH 12:30-1:30 Mahjongg 1:00-4	10 Strength Training 9:00-10:00 Mystery Book Club 12:30-1:30 White Line Open Studio 1:30-3:30
13 Strength Training 9:00- 10:00 Memoirs Writing Group 10:30 *Chair Massage 10:15-11:15	14 AARP Tax Preparation Board Meeting 10:00 Men's Exercise Class 10:45 COA CAFÉ 12:30 Nick Pangakis 1:15 Women's Reflections 6:30	15 Chi Kung 8:30 Cancelled Strength Training 9:00-10:00 w/Kathy Stetson Coffee Hour 10:00 Adult Coloring Class 10:00 Story Swap 11:00	16 CORE 11-12:00 MOVE AND STRETCH 12:30-1:30 Mahjongg 1:00-4	17 Dr. Campo –Podiatrist (By Appointment Only) 8:30 Strength Training 9:00-10:00 White Line Open Studio 1:30-3:30
PRESIDENT'S DAY COA CLOSED	21 COA CAFÉ 12:30 Men's Exercise Class 10:45 –Cancelled Women's Reflections 6:30	22 Chi Kung 8:30 Cancelled Strength Training 9:00- 10 Coffee Hour 10:00 Adult Coloring Class 10:00 Bereavement 1:00-2:30	23 CORE 11-12:00 Cancelled MOVE AND STRETCH 12:30-1:30 Cancelled Mahjongg 1:00-4	24 Strength Training 9:00-10:00 White Line Open Studio 1:30-3:30
27 Strength Training 9:00- 10:00 Memoirs Writing Group 10:30 *Chair Massage 10:15-11:15	28 AARP Tax Preparation COA CAFÉ 12:30 Men's Exercise Class 10:45 Women's Reflections 6:30	y		

Art Opening Sunday FEBRUARY 1, 2017 2-4 pm



Nancy Nicol is an adventurer - at times oil painter, print-maker and abstract cartographer. Her recent map work includes fragments of sea life, wings of insects, scraps of lithography with encaustic overlays and sections of vintage Michelin Travel Guides.

For twelve years Nancy Nicol owned and operated home-studio Gallery 5. After downsizing, she launched www.nancynicolart.com, an on-line store with several collections including wall art, just oysters, one lucky cat, decor - including painted furniture, TV cabinets and signage by special order. She continues to exhibit in member, juried and invitational shows Capewide and in 2017 plans to hold salons in her home on Cahoon Hollow Road where fellow artists can exchange ideas and network

OUTER CAPE WHITE LINE PRINTMAKERS OPEN STUDIO MEETS ON FRIDAYS FROM 1:30-3:30 in Activities Room at the COA

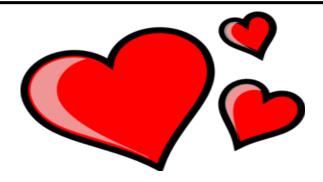
White-Line Block prints were developed in Provincetown by B.J.O. Nordfeldt in 1916 and became known as the Provincetown Print. The whole image is drawn on and printed from one woodblock rather than a series of blocks for each color change. The popular method was practiced by many other artists through the years and continues to be popular today.

Join Joan Rogers, Pat Canavari or Cathy Skowron at the Truro COA and bring a new project or work on a print in progress!

TRANSPORTATION NEWS

Marjorie Roderick, Transportation Coordinator/Assistant to the Director, ext. 320

The Truro Council on Aging van transportation services are for Truro residents age 60 and older. Van service is partially funded by an Older Americans Act Title III Grant from Elder Services of Cape Cod & the Islands. Fees are not required for this service, but voluntary con-



WE NEED THE FOLLOWING INFORMATION WHEN REQUESTING A RIDE FROM THE COA:

MEDICAL FACILITY NAME MEDICAL FACILITY ADDRESS MEDICAL FACILITY PHONE NUMBER ESTIMATED DURATION OF APPOINTMENT

YOU MUST HAVE A COMPANION ACCOMPANY YOU IF HAVING A PROCEDURE

REMEMBER

WE MUST HAVE

AT LEAST 24 HOURS' NOTICE TO

SCHEDULE TRANSPORTATION

VOLUNTARY CONTRIBUTION SCHEDULE

Truro	\$3.00
Provincetown/Wellfleet	\$4.00
Orleans	\$6.00
Chatham/Brewster	\$7.00
Harwich/Dennis	\$8.00
Hyannis/Barnstable	\$10.00
Mashpee/Sandwich	\$15.00
Plymouth	\$25.00

TRURO COUNCIL ON AGING

P. O. BOX 500

TRURO, MA 02666

BULK RATE

U.S.

POSTAGE

PROVINCETOWN, MA

02657

PERMIT #1

CURRENT RESIDENT OR

MISSION STATEMENT

The mission of the Truro Council on Aging is to identify the needs and interests of the community's elderly; to educate the community and enlist support and participation of all citizens concerning these needs and interests; to design, promote, and carry out programs; and to coordinate existing services within our community.

IN MEMORIAM

EVE ARCHER NORMAN EDINBERG

NAOMI MILLER

MARJORIE "MICKIE" RODERICK

FRIENDS OF THE TRURO COUNCIL ON AGING MEMBERS

Diane Rose, President; , Bill Worthington, Vice President; Girard Smith, Treasurer; Joan Moriarty, Secretary. Board Members: Lucie Grozier, Brian Trainor and Ed Yaconetti. Jim Brown.

COUNCIL ON AGING BOARD MEMBERS

Bonnie Sollog, Chair; , Cathy Staff, Vice Chair; Girard Smith, Treasurer; Joan Moriarty Secretary, Board Members: John Thornley, Stephen Royka, Joan Holt, Claudia Tuckey, Hannah Shrand, Marla Perkel, Susan Grace, Lucy Brown, Alternate.

Funding for this newsletter is provided by the Massachusetts Executive Office of Elder Affairs, and the Friends of the Truro Council on Aging. Thank you! And thanks to our newsletter helpers for their invaluable help with the bulk mailing.