

**Commission on Aging
Minutes of Regular Meeting
Monday, April 16, 2012**

The Commission on Aging held a regular meeting on Monday, April 16, 2012 at the Senior Center, 14 Riverside Rod, Sandy Hook, Connecticut. Chairman Thomas Dwyer called the meeting to order at 5:00 pm.

Members Present: Thomas Dwyer, Karin Aurelia, Joan Plouffe, Larry Schneider, Curt Symes, Sheila Torres, Joanne Davis

Members Excused: LaReine Frampton, Anna Wiedemann and Mary Ellen Lydem

Support & Advisory Present: Marilyn Place, Director of Senior Services; Ann Piccini, Municipal Agent for the Elderly; Bob Sharp, Senior Action Committee; Maryhelen McCarthy, Police Officer, Newtown Police Department

Also Present: Numerous members of the public

Before proceeding with the Agenda Mr. Dwyer introduced children from the Children's Adventure Center who thanked this Commission for their work, giving each member a volunteer pin.

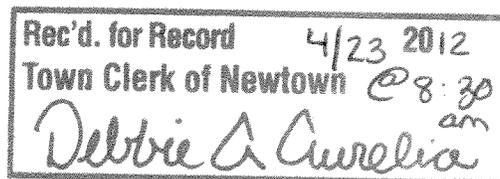
Correspondence and Announcements. Mr. Dwyer introduced Margaret Wilkin, clerk to the Commission. The First Selectman approved Larry Schieder to the Commission. First Selectman Llodra will address the Commission at next month's meeting to discuss the plans for a new Senior Center. He suggested holding off any questions for that time. Mr. Dwyer welcomed Officer McCarthy to the support staff. He would be happy to hand out copies of an article in the News Times regarding a meeting he attended with Representative Murphy regarding Social Security and Medicaid. Mr. Dwyer moved to accept the title Ms to all women mentioned at future meetings. Seconded by Ms Plouffe and unanimously approved.

Unfinished Business

Senior Directory – Report by Sheila Torres – There is a meeting scheduled for later this week. Ms. Torres will advise the Commission at the next meeting.

Planned Giving Program – Report by Curt Symes – Mr. Symes discussed Planned Giving status and the possibility of setting up a legacy commitment or deferred giving which allows assets to be distributed upon death. Mr. Symes advised that the Easton Senior Center has a good website covering this issue. Town Attorney Groggins is also getting information. Town Treasurer Tate and First Selectman Llodra are looking into it. Ms. Torres advised that six members of the Commission are working to develop a Strategic Plan as input to Grant Applications.

Grant's Committee – Nothing to discuss at this meeting.



Strategic Plan Sub-Committee – Report by Joan Plouffe and Sheila Torres. Ms. Torres advised that six members are working to develop a Strategic Plan as input to Grant applications. There is need to obtain a grant.

Victory Garden Row – Report by Sheila Torres As a result of the early Spring, planting is scheduled to start May 1 at the same location as before.

New Senior Center – Report by Tom Dwyer on visits to Shelton and Monroe Senior Centers. Mr. Dwyer is working on a detailed summary which should be ready for the next meeting. Ms. Place will be coordinating upcoming visits to other towns. At the next meeting First Selectman Llodra will address new Senior Center considerations.

Proposal for a COA Open House in September – Ms. Torres is hoping to get a list together of people to advise regarding availability. Friday September 14 or Saturday 15 are available. Saturdays are preferable due to more available parking. Mr. Dwyer moved to hold the COA Open House on Saturday, September 15. Seconded by Ms. Torres and unanimously approved.

Minutes of March 19, 2012 Meeting. Mr. Dwyer moved to approve the Minutes of March 19, 2012 as submitted. Seconded by Ms. Plouffe and unanimously approved.

Treasurer’s Report. Ms. Aurelia distributed the latest Gift Fund distribution. There have been no transactions since the last report. Mr. Dwyer moved to accept the report as submitted. Seconded by Mr. Symes and unanimously approved.

Director of Senior Services Report. (Attachment A to original minutes) Ms. Place advised of a visit last Friday to other facilities. Mr. Symes asked if the difference between assisted living and nursing home could be made clear. Maplewood is holding an Italy Day where a film will be shown as well as a brief history and sampling of Italian food. 12 people so far have signed up for the Audubon Bird House project scheduled for April 19. The 1st Squadron, 13th Cavalry Regiment, Afghanistan sent a token of appreciation for their efforts with Valentines for Troops. Information on Lifeline Screening will go out with the next Newsletter. Trip booklets are done. One per family. The cost is to be split with other towns. Ms. Place spoke with Officer McCarthy who works with Young Explorers at the high school regarding a tag sale, the proceeds of which will be split. Mr. Dwyer moved to support Ms. Place and Officer McCarthy and the Young Explorers Group with the tag sale scheduled for August 18, 2012. Seconded by Ms. Plouffe and unanimously approved.

2014 marks the 40th anniversary of the Senior Center. Work has begun on the “Friendship Quilt”. Forty squares are needed per quilt. Ms. Place has two upcoming dates to see other Senior Centers. Redding on Wednesday, May 16 at 2:00pm and Oxford on Tuesday, May 22 At 2:00p.m. Many seniors have signed up for the April 28 Independent Living Day.

Municipal Agent for the Elderly Report (Attachment B to original minutes) Ms. Piccini advised that they had received a new 16.7 cubic foot fridge from the Rotary which will help store produce from the Victory Garden. She explained how some people are getting fuel assistance, with the help of the Salvation Army and gift fund monies. They are trying to get home care for four seniors suffering with Dementia. They are trying to ensure that the same person visits, thereby avoiding confusing the senior.

Officer McCarthy said that it helps if the Police Department is given the heads up on these cases. Two senior's taxes have been paid after their Power of Attorneys were given tax information.

New Business – Nothing to report this month

Public Participation – Mr. Dwyer asked that comments about the Senior Center should be deferred until the next meeting, when First Selectman Llodra will be available to answer questions. Louise Ziersow, Senior Action Committee has obtained over 400 signatures for a stand alone building. Mr. Dwyer suggested she bring it to the next meeting. Mr. Dwyer and Mr. Symes stated that the Commission is working extensively between meetings in pursuit of a plan for a new Senior Center.

Adjournment. The meeting adjourned at 6:13 p.m.

Margaret Wilkin, Clerk

4-10-12

NO CHANGE
APRIL, 2012

COMMISSION ON AGING GIFT FUND

DATE	RECEIPTS/DISBURSEMENTS	C/R	C/D	FRANK KNOTTS TRUST FUND	
				BALANCE	BALANCE
7/1/11	Beginning Balance				46,802.45
7/22/11	J-47 Trust Distribution			593.87	47,396.32
8/22/11	Ck. #23633 Matthews Buses inc		(22,320.00)		25,076.32
8/22/11	J-79 Reimburse approp line for bus transp		(984.50)		24,091.82
9/30/11	J-79 Cash Receipts	10.00		593.87	24,101.82
10/20/11	J-53 Cash Receipts				24,695.69
10/20/11	J-53 Cash Receipts	3,017.60			27,713.29
11/1/11	Ck. #73626 Capella's - Party		(1,025.00)		26,688.29
11/29/11	J-78 Cash Receipts	1,000.00			27,688.29
12/1/11	Ck. #74000 Vinnie Carr		(450.00)		27,238.29
1/19/12	J-55 Cash Receipts			546.13	27,784.42
3/7/12	J-18 Cash Receipts	325.50			28,109.92
		4,353.10	(24,779.50)	1,733.87	28,109.92

**NEWTOWN SENIOR CENTER
Director of Senior Services
March 20, 2012 – April 16, 2012**

ATTACHMENT A
APRIL, 2012

- Work w/ Income tax assistance counselors on tax preparation sessions
- Confer w/ Senior Action Committee on space issues and their goals
- Work w/ NHS Career Center on a Jr/Sr mentoring program
- Plan special "Fashion Show and Tea" w/ inter-generational group "Bridges"
- Organize special planning for 40th anniversary quilt
- Organize small group tours of local nursing homes for interested senior clients
- Confer w/ TRIAD co-chair on pending open house in Sept
- Confer w/ police officer and Newtown Police Explorers (13-18 yr olds) for a tag sale on August 18 rain date Aug 25
- Begin new projects for Annual Bazaar
- Oversee all programming
- Program Shop
- Supervise all programs
- Supervise trips
- Continue to access needs of clients
- Continue to plan excursions utilizing the senior van
- Confer w/ teachers on space issues
- Confer with teachers on ongoing schedules and changes
- Confer with RSVP on ongoing community service projects and volunteer hours
- Continue to work with Ability Beyond Disabilities chorus program
- Continue to review contracts of potential trips for the year
- Continue to work with area hospital on ongoing community projects
- Continue community projects
- Facilitate quilting/sewing classes
- Facilitate staff meetings when needed
- Meet w/ family members on clients situation
- Set-up and cook for themed luncheons programming

COMPLETED TRIPS:

- Italian festival @ Villa Bianca April 11
- Mohegan Sun March 29

UPCOMING TRIPS:

- Tribute to Barry Manilow @ Aqua Turf April 23
- Lobster @ Newport Playhouse May 15
- "Spring Fling" @ Platzl Brauhaus May 16
- Memorial tribute to 4 Troops
- Overnight 3 day trip to Cape Cod and Nantucket April 27

SPECIAL EVENTS:

- Audubon Bird House jr/sr project April 19
- Lunch and Learn " Let's Talk About Advance Directives" April 20
- "Armchair" Travel to Italy April 26
- WCAAA Senior Financial Fraud Seminar May 22
- Massage Therapy "Round Table" April 19
- Community education program series (5) starts April 20

PROGRAMS	NUMBER OF ATTENDANTS
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Zumba Gold	26
Exercise	266
Floor Yoga (2 days)	67
Chair Yoga (2 day)	108
Line Dance	11
Cards	71
Mah Jongg	10
Chorus	18
Bingo	18
Lunch	172
Knitting	22
Cards for Troops	7
Iris Fold	10
Quilting	11
Board Games	29
Walk-Ins	23
Billiards/ping pong	24
Trips	67
Newsletter	
Wii	37
Painting/Art/Crafts	22
Scrabble	15
Tai Chi	32
Entertainment	
Bridges	43
Taxes	75 (50 Town)
Massage Therapy	6
Horse Racing	8
AARP Safe Driving	

Attendance Daily:

Monday	Tuesday	Wed.	Thurs	Friday
211	174	241	164	151

Since we last met the Center sponsored an informational seminar and continental breakfast on the medical alert devices. Although most seniors know and possibly have one, there is a new one called Lifeline with Auto Alert option. Auto Alert provides an extra added layer of protection by automatically placing a call for help if a fall is detected and you can't push your button because you are disoriented, immobilized, or unconscious. (see attached Bee article)

Sharon Massafra from HomeInstead Senior Care spoke and demonstrated to more than 30 seniors.

As you know our seniors have been making Cards for Troops for 6 years , this has been ongoing with many creative hands with original loving poems of admiration and also Thank-you poems. This year the seniors again did the Town Valentine's for Troops and received last week a letter (see attached) and an unexpected Certificate of Appreciation. We will put them on display later this week.

I've scheduled 2 more visits to local senior centers for SAC and COA members. The dates are :

Wed. May 16 @ 2 at the Redding Senior Center

Monday May 21 @ 2 at the Oxford senior Center.

There has been interest from some senior clients who need and would like group tours to local nursing homes , if not for themselves but for their love ones. I've started taking small groups of 6 to tour Maplewoods, Ashlar, Pope John Paul and Watermark.

Upcoming program with Maplewoods is "Armchair Travel" .
(see attached)

On April 26 ... 16+ seniors will enjoy a film on Italy in the Theater @ Maplewoods and will be served cappuccino, cannoli's, etc. and learn about Italian culture & history seasoned with fun facts.

I'm working with the inter-generational group "Bridges" on the upcoming "Mother's Day Tea" and bingo scheduled May 23 whereas the group will help serve .

Added to that we are taking the summer months and pairing off each student with a senior and will be making the "costumes" for the Fall Themed Fashion Show. It's pretty exciting for both groups!

Class attendance is the same ...it is working quite well in the main room for the exercise class, although again my goal within a few weeks will be to charge \$2 per class, paid ahead per month.....this in turn will help offset the cost of the teachers etc. I'm still in the process of planning.

I've received calls from the NYA in regards to the letters to the Bee and they offered to have the exercise class there. I thanked them but also stated by flipping the rooms the building is quite doable for the size of class. And it shouldn't be for just the exercise class...but across the board for all seniors in the community and if they would come up with a reduced fee they could join on their own.

2014 marks the 40th anniversary of the Senior Center.

The quilting group has started a 40th jubilee quilt. The project is a "Friendship Quilt". More info to come.

Never a dull moment, keeps us on our toes and loving what we do!

Always busy!



Marilyn

A Lifeline For Senior Citizens

BY NANCY K. CREVIER

Members of the Newtown Senior Center attended a special brunch presentation on preventing falls, Thursday, March 22, at the Riverside Road facility. Sharon Massafra, owner of the Sandy Hook Home Instead Senior Care franchise affiliated with Philips Lifeline, spoke to the group.

"Sixty percent of the falls that happen to seniors happen in the home," said Ms Massafra, for a number of reasons, and many can be prevented through simple measures taken to make the surroundings safe and by being aware of health and medication issues that can lead to poor balance — and falls.

Rise slowly and be sure of footing before stepping forward from the sitting position, she said. Be conscious of how medications affect balance and clarity.

Health problems like diabetes can make feet insensitive, Ms Massafra said as an example, so a person might misstep or misjudge the terrain when walking. This can lead to a fall.

"I would never tell anyone not to have a pet, but pets are a big reason that senior citizens fall," Ms Massafra cautioned. Pet owners must always know where their cat or dog is in the room as they move about, and be careful not to let leashes get wrapped around the ankles when out walking.

Throw rugs, which can bunch up or slide, are another common cause of falls in the home,



Sharon Massafra, owner of Home Instead Senior Care, demonstrates the Lifeline help button to members of the Newtown Senior Center, Thursday, March 22, as part of a presentation on preventing falls. —Bee Photo, Crevier

she said.

In demonstrating some of the reasons falls occur, such as tripping over a pet, low blood pressure from rising too quickly, or fainting, Ms Massafra also demonstrated the benefit of subscribing to the Lifeline program.

The Philips Lifeline is a med-

ical alert service that provides help every hour of every day. The help button is worn by the subscriber as a necklace or as a wristwatch or band. A push of the button connects the customer to the 24/7 response center. The response associate then assesses the situation upon speaking with the cus-

tomers and sends appropriate help, or a specified friend or family member.

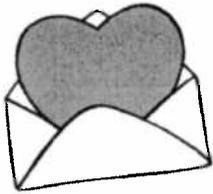
Particularly beneficial, Ms Massafra said, is the new option of Lifeline with AutoAlert. The pendant-style button is triggered by gravity and automatically places a help call if a fall is detected. In instances where the subscriber is unconscious or unable for any reason to push the help button, this option can get critical assistance or site in a timely manner.

A compact cordless phone communicator installed in the home provides the connection to Lifeline, provides protection out approximately 300 feet from the unit, Ms Massafra said. Philips Lifeline is currently working to provide a service connected to mobile phones and GPS, she said, that will offer protection beyond the home and in the yard.

Ms Massafra also assured the audience that dropping the Lifeline AutoAlert pendant was not a problem, and would merely result in a quick check up call by the response associate to ascertain that all is well. And, she said, the button is waterproof.

Because there is an installation fee and a monthly charge for the service, Ms Massafra said that many families purchase the program for a senior relative as a birthday or holiday gift. "It brings peace of mind to everyone," she said.

Home Instead Senior Care offers the Lifeline service. For more information, call 800-372-4103.



April 13 2012

Dear Marilyn

I am pleased to deliver this small token of appreciation from the 1st Squadron, 13th Cavalry Regiment, Afghanistan.



Should you wish to email the Command Sergeant Major of the 1/13, please let me know and I will be happy to send you his address. The letters, care packages and good wishes sent by you and your seniors are much appreciated by our military.

I hope to see you and other members of the Newtown Senior Center can come to the "re-scheduled" Valentines for Troops Celebration on **Tuesday, April 24th 4pm at Newtown HS** in the new wing.

Special recognition will be given to a long time Newtown resident, a WWII woman veteran, 94 years young, who served as an Army nurse in the European Theater. State Representative Dan Carter, a US Army Major, will be there to present the honor. Please feel free to invite other seniors to be there for this special surprise! P.S. She doesn't know!

Thank you again for your support of our military! God bless and keep them safe! Hope to hear from you soon....

Donna A. Monteleone
Randle
Valentines for Troops, Newtown CT

Fun Facts about Italy

- Italy is only slightly larger than the state of Arizona
- Italy's population is about 58 million
- About one-fifth of Italy's population is over the age of 65
- The average life expectancy of an Italian is 79.54 years, slightly higher than the U.S.'s 78.2 year average
- Pizza was invented in Naples
- The average Italian consumes 26 gallons of wine each year
- Italy is the fourth most-visited country in the world, with about 5 million visitors annually
- More than 75 percent of Italy is classified as either hilly or mountainous
- Italy did not become a "united" country until 1861
- Ice cream cones were invented in Italy, and so were eyeglasses!
- Italy has more masterpieces per square mile than any other country, reflecting the country's love for great art
- The University of Rome is the largest in Europe, enrolling about 150,000 students at any given time
- Italians suffer and have suffered more earthquakes than any other country's people
- About 85 percent of Italians are Roman Catholic
- Italy boasts the world's longest land tunnel, the 22-mile-long Lötschberg Base Tunnel, a railway link between Italy and Switzerland
- Italians must be 18 years old to vote for the lower house of the parliament but cannot vote for the upper house – the Senate – until they are 25
- The world's first operas were composed in Italy and the country is still considered the opera capital of the world
- There are two independent states that sit within Italy's borders: San Marino and Vatican City
- Everyday, about 3,000 Euro are tossed into Rome's famed Trevi Fountain.
- The money is used to subsidize a market for Rome's needy.



MAPLEWOOD

OF NEW JERSEY

ASSISTED LIVING & MEMORY CARE RESIDENCE

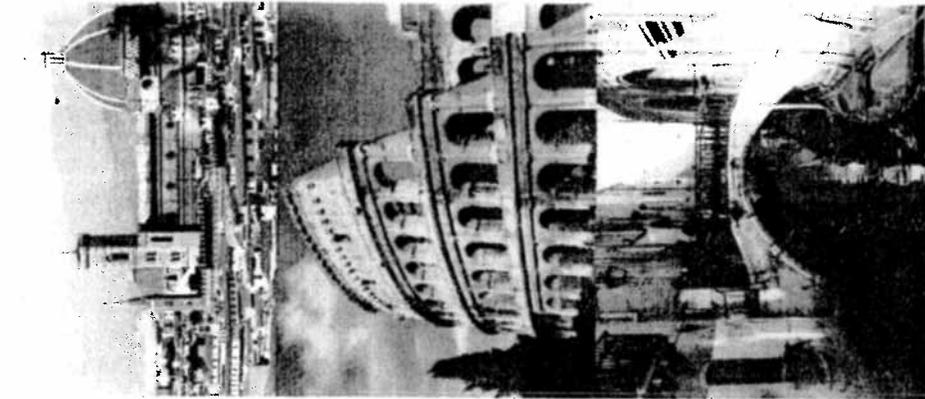
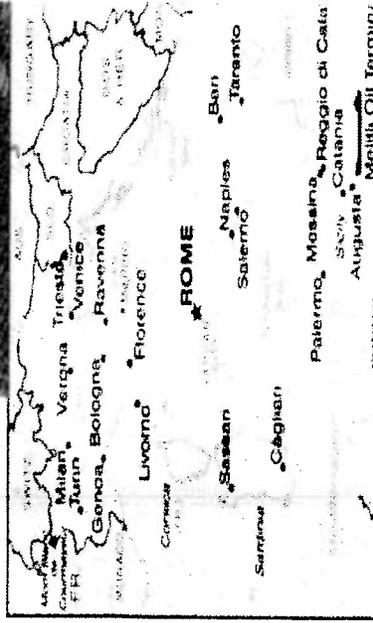
Tracy Brady

Community Relations Director

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Italy



Italian History & Culture

Italy is largely homogeneous linguistically and religiously but is diverse culturally, economically, and politically. Italy has the fifth-highest population density in Europe--about 200 persons per square kilometer (about 500 per sq. mi.). Minority groups are small, the largest being the German-speaking people of Bolzano Province and the Slovenes around Trieste. There are also small communities of Albanian, Greek, Ladino, and French origin. Immigration has increased in recent years; however, the Italian population is declining overall due to low birth rates. Although Roman Catholicism is the majority religion--85% of native-born citizens are nominally Catholic--the constitution provides for freedom of religion.

Greeks settled in the southern tip of the Italian Peninsula in the eighth and seventh centuries B.C.; Etruscans, Romans, and others inhabited the central and northern mainland. The peninsula was subsequently unified under the Roman Republic. The neighboring islands came under Roman control by the third century B.C.; by the first century A.D., the Roman Empire effectively dominated the Mediterranean world. After the collapse of the Roman Empire in the fifth century A.D., the peninsula and islands were subjected to a series of invasions and lost political unity. Italy became an oft-changing succession of small states, principalities, and kingdoms, which fought among themselves and were subject to ambitions of foreign powers. Popes of Rome ruled central Italy; rivalries between the popes and the Holy Roman Emperors, who claimed Italy as their domain, often made the peninsula a battleground. Beginning in the 11th century, the commercial prosperity of northern and central Italian cities, combined with the influence of the Renaissance, somewhat mitigated the effects of these medieval political rivalries. Although Italy declined after the 16th century, the Renaissance had strengthened the idea of a single Italian nationality. By the early 19th century, a nationalist movement developed and led to the reunification of Italy--except for Rome--in the 1860s. In 1861, Victor Emmanuel I of the House of Savoy was proclaimed King of Italy.

Rome was incorporated in 1870. From 1870 until 1922, Italy was a constitutional monarchy with a parliament elected under limited suffrage.



20th-Century History

During World War I, Italy renounced its standing alliance with Germany and Austria-Hungary and, in 1915, entered the war on the side of the Allies. Under the postwar settlement, Italy received some former Austrian territory along the northeast frontier. In 1922, Benito Mussolini came to power and, over the next few years, eliminated political parties, curtailed personal liberties, and installed a fascist dictatorship termed the Corporate State. The king, with little or no effective power, remained titular head of state.

Italy allied with Germany and declared war on the United Kingdom and France in 1940. In 1941, Italy--with the other Axis powers, Germany and Japan--declared war on the United States and the Soviet Union. Following the Allied invasion of Sicily in 1943, the King dismissed Mussolini and appointed Marshal Pietro Badoglio as Premier. The Badoglio government declared war on Germany, which quickly occupied most of the country and freed Mussolini, who led a brief-lived regime in the north. An anti-fascist popular resistance movement grew during the last 2 years of the war, harassing German forces before they were driven out by Allied forces in April 1945. A 1946 plebiscite ended the monarchy, and a constituent assembly was elected to draw up plans for the republic.

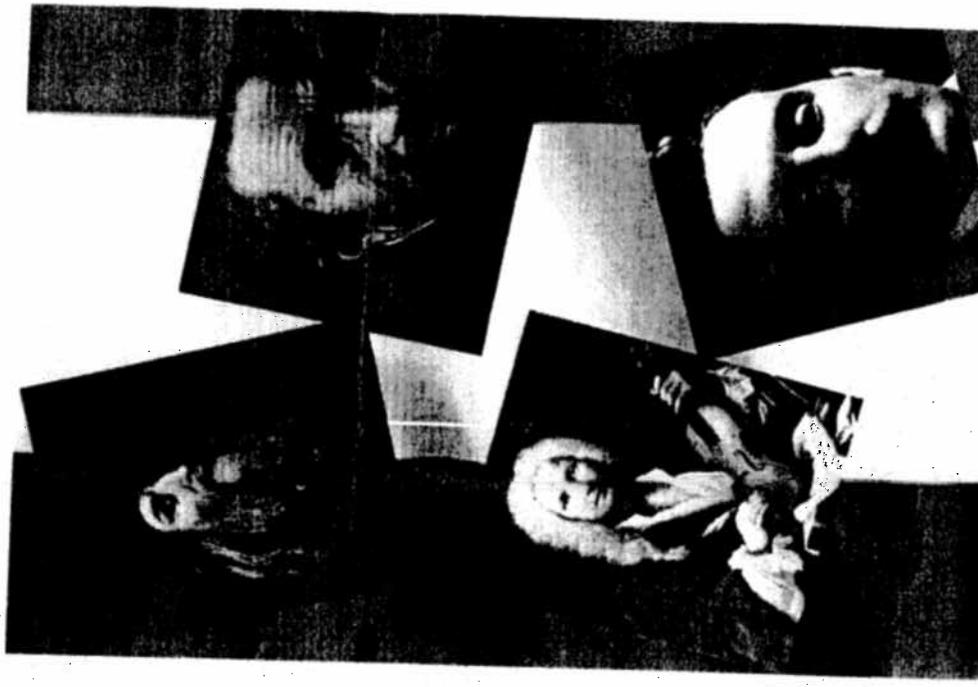
Under the 1947 peace treaty, minor adjustments were made in Italy's frontier with France, the eastern border area was transferred to Yugoslavia, and the area around the city of Trieste was designated a free territory. In 1954, the free territory, which had remained under the administration of U.S.-U.K. forces (Zone A, including the city of Trieste) and Yugoslav forces (Zone B), was divided between Italy and Yugoslavia, principally along the zonal boundary. This arrangement was made permanent by the Italian-Yugoslav Treaty of Osimo, ratified in 1977 (currently being discussed by Italy, Slovenia, and Croatia). Under the 1947 peace treaty, Italy also relinquished its overseas territories and certain Mediterranean islands.

The Roman Catholic Church's status in Italy has been determined, since its temporal powers ended in 1870, by a series of accords with the Italian Government. Under the Lateran Pacts of 1929, which were confirmed by the present constitution, Vatican City is recognized by Italy as an independent, sovereign entity. While preserving that recognition, in 1984, Italy and the Vatican updated several provisions of the 1929 accords. Included was the end of Roman Catholicism as Italy's formal state religion.

Italy's Cultural Contributions

Europe's Renaissance period began in Italy during the 14th and 15th centuries. Literary achievements--such as the poetry of Petrarch, Tasso, and Ariosto and the prose of Boccaccio, Machiavelli, and Castiglione--exerted a tremendous and lasting influence on the subsequent development of Western civilization, as did the painting, sculpture, and architecture contributed by giants such as da Vinci, Raphael, Botticelli, Fra Angelico, and Michelangelo.

The musical influence of Italian composers Monteverdi, Palestrina, and Vivaldi proved epochal; in the 19th century, Italian romantic opera flourished under composers Gioacchino Rossini, Giuseppe Verdi, and Giacomo Puccini. Contemporary Italian artists, writers, filmmakers, architects, composers, and designers contribute significantly to Western culture.



3 MAIN STREET
NEWTOWN, CONNECTICUT 06470
TEL. (203) 270-4330
FAX (203) 270-4333

ATTACHMENT B
APRIL, 2012

COMMISSION ON AGING April 16, 2012
Director of Social Services/Municipal Agent
For The Elderly Report

We received the new 16.7 cubic feet Frigidaire Refrigerator on Friday. The refrigerator is an energy efficient upright with space on the doors, pull out draws and shelves that will be great for the summer produce from the victory garden. We also get donations from people in Newtown and gardens in Danbury. Presently I have 20 seniors using the pantry once a week or once a month.

Most of my applications for energy assistance are at Nunnawauk Meadows as they heat with electric. Some have high bills because they have the thermostat up to 85 degrees and others adjust the temperatures for comfort of the room they are presently using and turn down the room they are not using. For a home owner I called ABC Fuel last Friday and actually was surprised to hear \$3.70 a gallon for 100 gallons or \$3.64 for 150 gallons. With the price of oil for seniors in their own homes this has been difficult. Salvation Army has been helping with paying \$250.00 per delivery and then the client or my gift fund monies are paying for the remainder. The seniors are very appreciative for the help.

I have four seniors that I am making weekly visits to due to lack of eye sight, dementia etc. I am trying to convince them that home care will be a good thing for them. It takes awhile for them to feel that they can trust you. Home care sometimes is hard on the seniors with the agencies sending different workers. One woman called me every morning that she had a new face at her door and not knowing whether to let the person in or not.

Last week I had three people needing help with senior housing applications and one with recertification paper work for Nunnawauk Meadows.

I had two seniors who have Power of Attorney's and the POA's did not have the tax information to pay the taxes. With the help of Carol at the Tax office we were able to fax the updated amount and now the taxes are paid. Next I will submit the Tax Town Relief and State Relief information.

Both myself and Noreen from the Area on Aging are trying to help a woman at Nunnawauk to clean her apartment and take a bath. We had cleaning people there last week but she would not let them in. Housings inspects the apartments once a year and this one is failing. She was told she has to accept help or they will have to evict her. They are giving her another month before calling protective service because her daughter said she will be here by May 1st and hopes to take her to live with her.

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I saw twelve elderly at their homes to complete Fuel Assistance, Medicaid applications and renewals for Medicare Savings Program. The State of Ct. was not sending out renewals for the past six months and during this time I have had several calls and visits from clients wanting to know what to do. I have called the 800 number to check on the status and received a verbal okay for the clients.

Sincerely,

A handwritten signature in cursive script that reads "Ann Piccini". The signature is written in black ink and is positioned above the printed name.

Ann Piccini