

In the News

Volume: 18 Fall/Winter - 2014

SUMMER HAPPENINGS AT KEEP WELL

Our Annual Volunteer Appreciation Event was held on the afternoon of June 25th at Silver Harbour, with another great turnout of volunteers and supporters. Zoltan, the chef at Silver Harbour, put on a delicious and colorful feast and his team of volunteers took great care of everyone. Our two North Vancouver Mayors, Richard Walton and Darrell Mussatto, joined in the celebrations as well as MLAs Jane Thornthwaite. Naomi Yamamoto and Ralph Sultan and a team from PARC Retirement Living. It's great to know that we have the support of our elected officials and our major sponsor, who are all very impressed with our volunteers and their dedication to the Keep Well program.



Great Food!

Following the Volunteer Event we moved right into our Annual General Meeting to conduct the necessary business of the Society. We said goodbye to retiring board member Tracy Sacre and long-time Director and Vice-President, Carolyn Dykeman. Margaret Coates,

who served as President for the past 2 years, has stepped down from that position but has committed to staying on as a Director. Libby Kelley was elected to the position of President and Ted Stokes to the position of Vice-President.



Margaret Coates and Libby Kelley

Ruth Sherwood, Elise Shepherd

and Heather Dunsford

Member, volunteer, board member? **Keep Well Society would love to have you!**

To find out more watch a promotional video from Keep Well Society on our website @ www.keepwellsociety.ca NEWSLETTER MADE POSSIBLE WITH FUNDING FROM

parc retirement living



Who We Are

North Shore Keep Well is a registered society in British Columbia and a federally registered Charity.

Goal

To encourage and help older adults to keep well by leading active and independent lives.

Objectives

To provide drop-in programs in which older adults can learn and practice regular keep well activities:

To expand and enrich such programs as appropriate;

To develop programs by which people needing special help can be counselled and referred to competent community resources;

To arrange and publicize workshops and health fairs which will increase general awareness of community health resources and promote the Keep Well Program;

To collaborate with all other personnel and agencies whose programs complement and strengthen the Keep Well Program.

What We Do

Keep Well is an exercise and wellness program for mobile seniors.

Programs take place at seven community centres from Deep Cove to Horseshoe Bay.

1 hour of mild exercise is followed by blood pressure checks, health coaching, shoulder, hand and foot massage, speakers, and social times.

Keep Well is free, open and inclusive to participants.

Directors

Libby Kelley - President
Ted Stokes - Vice President
Deanna Charlton - Treasurer
Catherine Cottingham - Secretary

Elinor Ames Vary Cartmill Jean Lisle Don Warner Margaret Coates Raye Lee Gordon Skoog

Keep Well Staff

Heather Dunsford – Coordinator heather@keepwellsociety.ca Andy Demeule – Fitness Instructor Mary Kill – Bookkeeper

Editorial Committee

Heather Dunsford heather@keepwellsociety.ca Margaret Coates margaret@dixoncoates.com

Elinor Ames - Director

Produced By

Michael Maguire
Lan Wide Communications

TRIBUTES FROM KEEP WELL PARTICIPANTS

In April of 2014 Keep Well received what may be the last of our funding from Vancouver Coastal Health. In response to the unsettling news some of our Keep Well members sat down and wrote lovely letters of support. Please find these tributes in various boxes throughout this newsletter. We hope that our funding stays intact for more years to come, and we thank the participants who spent the time writing up their thoughts.

BOARD PROFILE – MARGARET COATES

After receiving her B.A. in Communications, Margaret spent 35 years working in the non-profit sector. She had just retired from 14 years as Executive Director of the 411 Seniors Centre Society in Vancouver when she was lured to Keep Well by the assurance that her first year on the Board would not require much of her time.

That was in the summer of 2009, when Keep Well lost more than 80% of its funding. Margaret's extensive knowledge about funding for seniors immediately became one of Keep Well's most valuable assets, and the quiet year she had been promised disappeared. The success of the grant proposals she wrote not only kept Keep Well afloat but also gave the Society a better financial base by reducing its dependence on a single funding source. It also allowed her to establish both the Keep Well website and its newsletter.

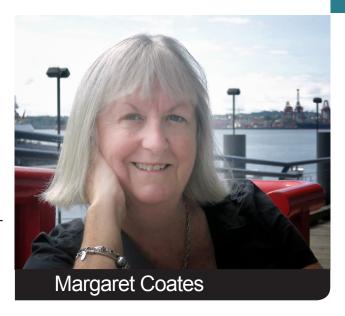
In recognition of her many contributions, in 2012 she was elected President of Keep Well. We are happy to report that her energy hasn't diminished a bit since she stepped down from that position this summer: she still serves as Newsletter Editor, a member of 3 Board committees, and a generous contributor of her expertise.

A North Shore resident for 47 years, Margaret has also been a volunteer for the City of North Vancouver's Social Planning Advisory Committee, the North Shore Community Resources Society, the New Horizons for Seniors Program, the Lionsview Seniors' Planning Society, and Silver Harbour Centre. She is married with three children, a step-child, and 9 grandchildren, and enjoys walking, reading, movies and, most recently, a renewed love of golf. Is this a busy person, or what?

Submitted by Elinor Ames

A COMPLIMENT FROM ONTARIO

Anyone who knows Bette Rumble will be well aware of how much she enjoyed the Keep Well classes, often attending 2 or 3 each week, and how involved she was in a wide variety of other community organizations as well.



When Bette moved to Aurora, Ontario last year to be nearer her family, she took up residence in a retirement facility. Recently she had a fall in the facility and when the paramedics came to her assistance. Bette was too shaken up to be able to tell them any useful information about herself, medications, health history, etc. When telling the story to Elise Shepherd, Bette said that she remembered the Medical Alert Package that she received from Keep Well and gave the card to the paramedics who were amazed that one, such a thing existed and two, there was nothing like that in Aurora. The "Made on the North Shore" Medical Alert Card contained all of the information they needed to ensure she was taken care of appropriately. Bette is just fine now and enjoying life in her new community.

You never know when information like that is going to be critical in helping you get the care you need. Keep Well still has packages available if you don't already have one and we encourage everyone to carry a card with them at all times. Check availability with your site coordinators or with Heather at the office.

To see an example of the Medical Alert Card visit our website at: www.keepwellsociety.ca and click on Media Gallery.

President's Report

As your new President, I'm delighted to welcome you back to another year of Keep Well. Many of you attended Andy's summer exercise sessions, but the Fall brings a special "buzz" when all seven sites are operating with full programs of massage, blood pressure, nutrition and other talks, and the important social time.

Keep Well Week, Sept. 15 - 19, was a great success, with well-attended special events at all sites, with Mayors Mussatto and Walton visiting Neighbourhood House and Parkgate respectively. The Wednesday Demonstration class at Capilano Mall included local MLAs and other dignitaries, along with cake, balloons and prizes.



Our wonderful Site Coordinators have already had their Fall semi-annual meeting and are planning interesting programs for the upcoming months. They often welcome extra volunteer help at the weekly sessions. Even with the aid of our much-appreciated donors (details in this newsletter), Keep Well has a tight budget. The fact that it still operates well is largely because of the many thousands of volunteer hours contributed annually.

Did you know that volunteers from both the Board and sites regularly gather statistics (non-identifying, of course) regarding attendances at exercise, blood pressure, massage and the like? These "dry" numbers, along with testimonials about the benefit of the program, are enormously helpful in our grant applications, as they show that Keep Well is both effective and popular.

There have been a few changes on the Keep Well Board. At the Annual General Meeting in June two directors, Carolyn Dykeman and Tracy Sacre, stepped down. Carolyn, our former Vice-President, served for many years on the Board, and latterly chaired the Health Committee that produced the popular Medical Alert Cards, as well as workshops on CPR-First Aid, Food Safe practices, massage, and blood pressure testing. Tracy was on the Fundraising committee, and produced the very successful workshop for Keep Well's blood pressure volunteers. New additions to the Board are Raye Lee, Vary Cartmill and Gordon Skoog. All three have been Keep Well volunteers, and bring valuable skills and enthusiasm to the board.

As in past years, each site has a Board liaison member. Not all will be attending their sites weekly, but you'll see them at special events.

Encourage your friends to try a few Keep Well sessions; they will have fun, and their doctors will be pleased!

Libby Kelley, President

Tribute

"Keep Well is joy time for me. Andy's gymnastic leadership for us seniors is fun and the music is chosen for our generation. He also reminds us to keep moving our muscles at home, something we forget sometimes at our age. After our hug with our friends we are often treated with healthy food, grains and fruits are made into delicious morsels to taste. The recipe is ready to take home. The nurses with a delightful sense of humor take our blood pressure and we can also weigh ourselves. Quite often we get a speaker with an interesting topic to wind down the Keep Well experience. All these goodies are organized by our volunteer leaders. THANK YOU! I do hope I can go for a long time to Keep Well. It's my sport!"

STROKES

Strokes are caused by interruption of the blood supply to the brain. The main causes are 1) narrowing of arteries by a buildup of plaque (made of fats, cholesterol and other substances) in the artery walls; 2) blood clots travelling to the brain, usually from the carotid arteries in the neck; 3) bleeding into brain tissue from a ruptured blood vessel in the brain. Loss of blood supply causes the death of brain tissue in the area supplied by the affected artery, and loss of muscle function and speech commonly occur, depending on the brain area affected.

Symptoms are worst at the onset. Immediate health care is very important. If you or someone you know has a sudden numbness or weakness in the face, arm or leg (especially on only one side), is suddenly confused or has trouble speaking or understanding, has trouble seeing, has trouble walking because of dizziness, or has a sudden severe headache with no other known cause, use the letters "FAST" to help you remember what to do:

F = Face: Ask the person to smile and see if one side of their face drops.

A = Arms: Ask the person to lift both of their arms, and see if one drifts down.

S = Speech: Ask the person to repeat a phrase back to you and see if their speech is slurred.

T = Time: If you notice any of these signs, CALL 911 IMMEDIATELY.

Do not give the person food, water or medicine (even an aspirin, which might make possible bleeding worse). Every second counts in dealing with strokes. The sooner a patient gets to the emergency room, the more likely doctors will be able to restore blood flow to the affected area, saving brain cells.

The best measures to prevent strokes are to have regular medical checkups, stop smoking, and control your blood pressure, cholesterol, and diabetes.

Submitted by Dr. Don Warner

KEEP WELL WEEK

Keep Well Week was officially proclaimed September 15th - 19th in the City and District of North Vancouver. The District of West Vancouver does not issue proclamations but acknowledged Keep Well at a September Council meeting.

There were celebrations and prizes at each site. On Monday Mayor Mussatto spoke to participants at North Shore Neighbourhood House, and on Tuesday Mayor Walton met with Parkgate participants.



President Libby Kelley with plaque presented to Keep Well by MLAs Jane Thornthwaite and Ralph Sultan

The Demonstration Class was held on Wednesday at Capilano Mall with a record turnout of 80 people. North Shore MLAs Jane Thornthwaite and Ralph Sultan exercised with the class and presented a plaque acknowledging Keep Well's excellent programming and commitment to the wellbeing of North Shore seniors.

Andy presented a beautiful bouquet from Posy in Lynn Valley to Pat Quesnel for her exceptional dedication as a volunteer. Dorothy Brown won the draw for a Posy gift card. Tamara Innes and Becky Toppings from long-time sponsor PARC Retirement Living were on hand with free giveaways and a draw for a lovely gift basket. The event ended with a special cake, and coffee donated by Starbucks. Several people who watched the Demonstration class participated at Keep Well sites the following week.

Submitted by Heather Dunsford

KEEPING WELL WITH LAUGHTER

In 1979 journalist Norman Cousins claimed that he recovered from his near-paralysis from a painful spine condition by taking vitamin C and watching comedies like Marx Brothers films. Research since then has been sparse, but today the belief in the health-promoting effects of laughter is stronger than ever. Laughter Yoga classes, started in India in 1995, encourage participants to laugh together for no reason, and today there are over 6000 laughter clubs in 60 countries. They don't even require something funny to start laughing; participants just pretend to laugh at first until eventually the whole class explodes into true raucous laughter.

Some claims for laughter are clearly exaggerated. By itself laughing won't make you supremely happy, financially secure, or immune to all disease. But there is evidence for some positive effects.

- 1. Laughter is relaxing. During intense laughter, muscle activity, breathing rate and heart rate increase for periods of seconds at a time, and immediately after the laugh there is general muscle relaxation which can last up to 45 minutes.
- 2. Laughter increases blood flow, which may help protect against cardiovascular problems. After watching a 15-minute funny movie people's blood vessels relaxed and their average blood flow increased by 22%. When the same people watched a 15-minute sad movie their blood flow was restricted, decreasing 35% on average. These effects lasted at least 35 to 40 minutes.
- 3. Laughter decreases some stress hormones, which may boost the immune system. After viewing a humorous video, people had lower doses of some stress hormones, including cortisol, in their blood. Because cortisol suppresses the immune system, this suggests the possibility that laughter might actually be improving the immune system. The evidence is not completely clear, however; some stress hormones were lowered, but others were not.

4. Laughter can relieve pain. One study found that people could withstand pain, e.g., their arm in a frozen wine-cooling sleeve, after they laughed at videos of Mr. Bean, for a longer time than they could without viewing those videos. On average, watching about 15 minutes of comedy increased the amount of time they could stand the pain by 10%.

Most studies have found that the positive effects of laughter are greater the more and the harder you laugh. A great, roll-on-the-floor guffaw will do the trick, but not a polite titter. So never feel guilty about roaring at a slapstick comedy, or letting out a belly-laugh after a slightly suggestive joke. Just tell the people who look askance at you that it's part of Keeping Well.



Tribute

"12 years ago I started a new life in North Vancouver. One of those lovely volunteers invited me to Keep Well. Since then I rarely miss the exercises – I really enjoy them – especially with Andy. There are also many good celebrations and special happenings we seniors really enjoy. Thanks to our great volunteers who have always an open ear for our problems. I hope we can enjoy Keep Well for the rest of our life."

HEALTH COMMITTEE REPORT

The Keep Well Health Committee will continue to take an active role in providing current health information for its participants.

On November 12, 2014, a CPR-First Aid workshop will be given by paramedic Dean Siemens. Dean has presented workshops to Keep Well in past years and they have been informative and well attended.

We are also in the planning stages for workshops for a) Massage; b) Food safety (for nutrition volunteers); and c) a repeat of the Blood Pressure workshop that was given by Tracy Sacre, R.N., in the fall of 2013. The committee is also looking into having a workshop on general information about medications and medication interactions for seniors.

Keep Well volunteers plan to distribute Medical Alert Packages in the fall. We will also offer Nutrition PowerPoint presentations and tastings on alternate months in the fall and spring at all sites.

Lastly, Dr. Don Warner and I would like to welcome Vary Cartmill, a new board director, to the Health Committee.

Jean Lisle, Chairperson

THE FALLEN BRA

It had hung there for months high over the gymnasium floor at the recreation center, a massive 40 D size brassiere. It seemed to be loosely tied to a running shoe, a teenage prank no doubt, and for some weeks it was the product of the odd smirk and chuckle. Now mostly forgotten, it flapped lazily in white swirls on the breezes thirty feet above the heads of seniors doing their chair exercises.

Until one day right in the middle of the seniors' floor exercises the bra decided to drop. It let go of its loose hold on the running shoe and began to flutter down in lazy circles like a huge white albatross searching for a place to land. Some elderly exercisers noticed it; mouths opened and bent arthritic fingers pointed. Our exercise instructor Andy stood in the middle of the gym floor below and jigged up and down in time with an old tune played on his portable jukebox.

The falling bra seemed to notice a good spot to land and fluttered down gently to rest squarely across his broad shoulders. The 40 D cups landed flatly across his chest. Andy shot a look at the ceiling, then glanced around at the smirking crowd. We often threw things like the exercise sponges at him. There were a few grins, a chuckle, then a roar. Some of the folks clutched their chests; others adjusted flow rates on oxygen bottles; a few grabbed their walkers and headed for the bathrooms.

Andy the instructor bravely decided to leave the fallen bra on. Someone graciously tied him up at the back, then stuffed a couple of sponges into the front holders, and he went on with his exercise routine.

"Best workout we had since I joined the group" one old fellow told me.

Some of the seniors found that their blood pressure had risen sharply after the workout. Others normally honest tried to get in line twice for the back rub during coffee break. Thankfully, Andy was not wearing his bra at coffee and had returned to the normal friendly, manly chap everyone likes. And I went home and wrote a story.

Written by Wayne Smith, short story author and Parkgate Keep Well participant

PARTICIPANT PROFILE - EVELYN McSWEEN

Evelyn has been a consistent member of Keep Well at Delbrook. Born in Saskatchewan, she has spent most of her years in North Vancouver. She and her husband lived off Capilano Road and raised a family of seven children. As if that wasn't enough to keep them busy, over a 5-year period they boarded seven aboriginal school-age children and fostered another youngster.

Once the family was more independent, she worked at Eaton's for 20 years. After retiring from the department store, 15 years were dedicated to delivering Meals on Wheels, and when babysitting was required, Evelyn filled the car not only with meals, but also grandchildren.

Family wasn't Evelyn's only priority. She is a member of the Catholic Women's League and for many years has assisted with funeral receptions and wherever her talents are needed. In the past, Friday afternoons were often spent volunteering at the John Braithwaite Centre. When one of her daughters-in-law opened a pie shop on Robson Street and later a secondary outlet in Lonsdale Quay, Evelyn would deliver dozens of Welsh cakes which she had baked at home. Her keen sense of community, mixed with a good sense of humour, sustained her throughout the busy days.

Exercise has always been important to Evelyn, and from age 6 to 80, she ice skated as well as playing badminton and bowling, so Keep Well has been a natural fit.

A classy lady, a good friend to many, and a great addition to our Keep Well program.

Submitted by Carole Wilson



Tribute

"I have been taking Keep Well classes for a number of years. It has given me strength and balance. My footing is much more stable now and I am more steady on my feet which prevents me from falling. These classes are a great benefit to seniors."

DO YOU NEED A PNEUMONIA SHOT BOOSTER?

The pneumoccal vaccine is recommended for seniors 65 years and older. According to Vancouver Coastal Health, if you have already had a pneumonia shot you do not need a booster unless you have several chronic illnesses or are immunocompromised. If in doubt, ask your physician.



SIMPLE BLACKENED BROCCOLI WRAP WITH FRESH HUMMUS

Yields: 1 serving Prep Time: 2 minutes Cook Time: 8 minutes

Ingredients

A wrap

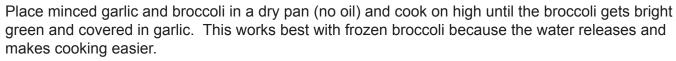
1/2 cup of hummus

1 clove garlic, peeled and minced

2 cups frozen (or fresh) broccoli heads

Red pepper flakes, salt, and pepper, to taste

Assembly



Reduce the heat a bit and press pieces of the broccoli down into the pan with a spatula. Hold for a little bit, until the broccoli is slightly blackened.

Spread hummus on the wrap, and add blackened broccoli. Top with more hummus and red pepper flakes. Fold and enjoy.

http://www.thelilfoxes.com/2013/05/16/simple-blackened-broccoli-wraps-with-fresh-hummus/

LEMON BLUEBERRY AND CHICKEN SALAD

Yields: 4 servings

Ingredients

2 cups fresh or frozen blueberries, divided

3/4 cup low-fat lemon yogurt

3 Tbs. reduced-calorie mayonnaise

2 cups cubed cooked chicken breasts

½ cup sliced green onions/scallions

3/4 cup diagonally sliced celery

½ cup diced sweet red bell pepper

Reserve a few blueberries for garnish. Combine yogurt, mayonnaise with pinch of salt. Add the remaining ingredients; mix gently. Cover and refrigerate to let flavors blend, at least 30 minutes. Serve over greens, and garnish with reserved blueberries.

Per portion: 24 calories, 25 g protein, 6 g fat, 22 g carbohydrate

(Adapted from BC Blueberries, www.blueberry.com)



"I am 85 years old and enjoy Keep Well exercises, attending 3 different classes every week. I've had numerous hip operations with good recoveries thanks to Keep Well. I enjoy the camaraderie and the fact I can have a foot, hand or back massage or have my blood pressure taken. These classes are a big part of my life and a great number of seniors feel the same way. Keep Well classes keep me well!!"



VOLUNTEER PROFILE - Joy Gardiner

Joy joined the Keep Well program at Parkgate in January 2009 after retiring from 32 years working at the Federal Government's Department of Justice, Criminal Prosecutions Division. Years of sitting in front of a computer had added some weight and she thought it would be a good idea to lose some. On her first visit to Keep Well, Joy innocently asked how long the exercise session was, and was dismayed when Pat Turner, Parkgate's long-time Site Coordinator, told her, "An hour". "I'll never make it", she thought. However, she did survive her first exercise class in years, and really enjoyed the refreshment break afterwards. "This is my type of exercise", she thought, "with tea and cookies afterwards!"

Two years ago when Pat Turner stepped down, Joy was one of three people who volunteered to replace her. Eventually, Joy took over as Site Coordinator and has done a great job ever since, especially in finding speakers on topics like scams against seniors, funeral planning, and downsizing from a house to a condo, as well as health topics. Always game, this year she volunteered for Keep Well's new nutrition presentations, using PowerPoint on a laptop computer for the first time.

In addition to Keep Well activities, Joy volunteers as Chairperson of the Landscape Committee and a member of the Recycling Committee in her strata corporation. She is an enthusiastic member of the Parkgate Singers and the Parkgate Crafters, where she creates hand-sewn cards for sale in the Seniors' Centre. She claims that moving to the Parkgate area to live is the best decision she has ever made.



Tribute

"Keep Well – a perfect name. It must be about 16 years that I joined the program. Besides those great exercises with Andy I made many friends in this new City. Thanks to our amazing volunteers I feel always welcome and well. After a life of hard work I really enjoy my golden years – especially with Keep Well."



Tamara Innes and Becky Toppings from long-time sponsor PARC Retirement Living were on hand at the Keep Well Week Demonstration Class



Our roving photographer took these two shots of the Kiwanis Lynn Manor site: view of the exercise program and garden outside.

Donations

The North Shore Keep Well Society relies on donations from organizations and individuals to keep our programs running and our seniors healthy and active. You can donate to Keep Well in the following ways:

Bring your donation to any of our 7 locations or to the Keep Well office

On-line by credit card at CanadaHelps.org

If you would like to donate by cheque please make the cheque payable to the North Shore Keep Well Society and send it to 600 West Queens Road, North Vancouver, BC V7N 2L3.

Recognition:

We recognize donations of \$10.00 or more with a thank you letter and tax receipt, and donations over \$500.00 will be acknowledged in a variety of ways in discussion with the donor.

Supporters & Funders

Keep Well Participants and Members

Grants:

- Vancouver Coastal Health Integrated Primary and Community Care
- · Government of Canada New Horizons for Seniors
- Province of British Columbia Direct Access
- City of North Vancouver
- District of North Vancouver
- District of West Vancouver

Private Sector:

- Parc Retirement Living
- Alpha lota Sorority of the Chi Zeta Alumnae
- Municipal Pension Retirees Association #17

Service Clubs and Foundations:

- The Lynn Valley Royal Canadian Legion Branch 114
- The Lynn Valley Lions Club
- Mount Seymour Lions Club
- West Vancouver Community Foundation
- The Soroptimist International of North and West Vancouver

We acknowledge the financial support of the Province of British Columbia



September 2014 to May 2015 Schedule

North Shore Neighbourhood House Monday @ 9:30 – 10:30, Mild Exercise 10:30 – 12:00 Hands on and Social

Delbrook Recreation Centre Monday @ 11:00 – 12:00, Mild Exercise 12:00 – 1:00 Hands on and Social

Parkgate Community Centre Tuesday @ 9:30 -10:30 Mild Exercise 10:30 – 11:30 Hands on and Social

Silver Harbour Seniors' Activity Centre Wednesday @ 9:30 – 10:30 Mild Exercise 10:30 – 11:30 Hands on and Social

West Vancouver Seniors Activity Centre Thursday @ 9:00 – 10:00 Mild Exercise 10:00 – 11:15 Hands on and Social

Kiwanis Lynn Manor Friday @ 9:30 – 10:30 – Mild Exercise 10:30 – 11:30 Hands on and Social

Gleneagles Community Centre Friday @ 11:30 – 12:30 – Mild Exercise 12:30 – 1:15, Hands on and Social

Ample notice will be provided if any changes are made to the schedule.

Check our web site calendar for events, meetings and changes at www.keepwellsociety.ca













BRITISH

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Sign Up Forms

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VOLUNTEER SIGN UP SHEET	Please fill in the form and mail to :
Name:	North Shore Keep Well Society 600 West Queens Road North Vancouver, BC, V7N 2L3
Address:	T. Control of the Con
City:	NB. Please note that your information will be protected according to our Privacy Statement found on the web site.
Postal Code:	_
Email:	I would like to find out more information about the Keep Well Society Programs:
Telephone:	
	Please fill in the form and mail with your \$5.00 membership fee to:
Name:	North Shore Keep Well Society 600 West Queens Road North Vancouver, BC, V7N 2L3
Address:	If you wish to donate to the
City:	organization please see the donation page on the web site. www.keepwellsociety.ca
Postal Code:	Or see Donations on page 11 of this newsletter.
Email:	NB. Please note that your information will be protected according to our Privacy Statement found on the
Telephone:	web site.

