



Issue 3.24

There's no age limit on life!

June/July 2024

1st Annual TLC Health and Wellness Fair and Tradeshow Success!

Over 220 participants of the TLC Health and Wellness Fair and Tradeshow were treated to a day filled with presentations and vendors, as CLSA showcased a variety of health and wellness topics geared to older adults. The day was made possible with support through the Federal Government's New Horizons Grant for seniors. Evaluations from participants were overwhelmingly positive about their experiences and with one successful event under our belt, we are ready to start planning for next year.







Hold the Date!

June 2 - 7 Seniors Week

June 3 **Seniors Week**

Kickoff at

Edmonton City

Hall, 10 AM - 2 PM

June 4 Central Lions Big

Band Concert, 11 AM - 12 PM

Save the date!

June 5 Hula Honeys, 1 - 2 PM

June 6 CLSA Artists' Display, 1 - 3 PM

June 7 Coffee & Doughnuts, 11 AM - 1

PM

June 11 PRIDE BINGO

June 13 Cuppa Corner

June 14 Father's Day Social

June 19 Huge Book Sale!

- June 21

June 27 Cuppa Corner (Last until Sept)

CLSA Board of Directors 2024 - 2025

Alex Paterson Chair: Vice Chair: Elaine Simmt Treasurer: Bernice Mills Secretary: Deb Ward

Claire Redpath Directors:

Dan Movnagh **Bob MacDonald Douglas Adzich** Adele Beaudry

Thomas Slaymaker

Deborah Alessi Ania Mysliwiec

Executive Director: Janice Pearson Operations Manager: Tara Harris

Cuppa Corner Events

11:00 AM — 1:00 PM

Financial Options for June 13 Homecare

June 27 PRIDE Tea

No Cuppa Corner in July and August.



All presentations begin at 12:00 PM

Enjoy free coffee, treats and great conversation.

Edmonton Foot Care Clinic 3rd Tuesday of Every Month at CLSA



Our qualified nurses provide foot care for those who:

- are diabetic
- · are at high risk for foot disorders
- have impaired circulation
 want to take preventative measures

Services include:

- Clipping and shaping of
- assistance with ingrown nails/ fungal nails
- removal or reduction of corns/calluses
- · plus referrals as needed

Clinic by appointment only:

To book an appointment call 780-488-5878 (call between Mon-Fri; 8-4 pm)

Fee: \$32 per visit for CLSA Members only

If you have moved in the last year or changed your phone number or



email, help keep our records up to date! Let us know at info@CentralLions.org.



Message from the **Board Chair, Alex Paterson**

Hello fellow members:

What a glorious time of year. It's so nice to not have to wear a jacket. The Centre is buzzing with activity. Spirits are up.

I am happy to report that our AGM went well. It was the time of the year that the members receive an accounting of the state of the union, so to speak. In all accounts the association is strong and moving in the right direction. We are well down the road of recovery from the effects of COVID. I am especially pleased to announce we have a full slate of board members. I want to thank our nominating committee and the board members that made the effort to make that happen. I especially want to thank our new board members and welcome them and to acknowledge and thank those board members that agreed to serve another term.

This coming year is poised to be a great year for CLSA. I can just feel it!

At the end of each of my messages I conclude with a call to action.

I want to recognize the hard work and dedication of our staff. They work tirelessly to make sure the members get the most out of our membership.

Could I ask you to take a minute when you pass them in the hall to thank them for all that they do? There is so much that happens behind the scenes and an incredible amount of effort by each staff member to keep things running like a top.

On behalf of myself and the board, I want to thank each of our staff for everything that you do.

Cheers,

Alex Paterson **Board Chair**









Follow us on Facebook and Instagram at @CentralLionsSeniors



Central Lions Seniors Association

11113 – 113 St., Edmonton, AB T5G 2V1 Ph: 780-496-7369 Fax: 780-442-0946

www.CentralLions.org

Email: info@CentralLions.org
Hours of operation: 8:30 AM to 4:00 PM

MARRAZZO LAW OFFICE Lina Marrazzo B.A, LL.B Call us today at (780) 756-5500 5003 DeWolf Road NW, Edmonton, Alberta T5E 6R5 Email: mlo@marrazzolawoffice.com

Featured Programs: Never stop learning and growing!





Backyard Bugs & Composting (SGI-036)

At this hands-on event we're featuring up close, hands-on encounters with various helpful garden bugs including creatures from the soil and sky. We'll discuss which animals are in the garden, who is helpful or harmful, as well as composting, pollinating, and how to attract the right bugs. Live butterflies, worms, beetles, and other creatures will be present — including Wally, our rescued tortoise, who loves snacks!

Member Rate: \$22 Wed., June 12, 10:30 - 11:30 AM

Local & Seasonal Flower Arranging (SC-008)

Local flowers have life force, and we want to share their beauty with you while we demystify the arranging experience. Learn with your friendly local flower farmer and florist Moira MacKinnon, from Love & Fantasy Flowers, on how to approach a floral project. Get your hands on some of the best in seasonal blooms while letting your creativity blossom into your own mason jar arrangement.

Member Rate \$40 plus \$25 supply kit.
Wed, June 19
10:00 AM - 12:00 PM

Stress and Change (SHW-005)

Stress and Change: getting through the emotional and into the practical. Learn how to identify your stressors, what it takes to be energy efficient in stressful times, how to recharge your personal batteries, and how to integrate change in a way that leaves you enough energy to do the things that matter most to you!

Member Rate \$20 Fri., June 21 10:00 PM - 12:00 PM

Why I am a Member of CLSA

"So if someone was asking me about Central Lions I would absolutely tell them that it's a very friendly environment, its welcoming, it has lots of activities that you can take and choose as much as you want, and the people are so friendly and nice. The staff is wonderful to deal with. And its not expensive. So its something that will help you build a community and keep you in touch with others." Roy





Stay Informed: Sign up for our Email Newsletter Now!

In an effort to control costs and be more efficient, we are trying to reduce mail outs for our newsletters and program guides.

Here are some ways you can get information from us: make sure you are on our email list (or provide a family member's email address), friend and follow us on Facebook and Instagram, check out our website occasionally, call our main line and listen to the voicemail message for updates, or buddy up with a CLSA friend who can share information with you.

Winner of our 50/50



Congratulations to Cassondra Wallace, winner of our May 6 50/50. Cassondra took home \$1787.50.

Chair: Alex Paterson

Vice Chair: Elaine Simmt

Treasurer: Bernice Mills

Secretary: Deb Ward

Directors: Claire Redpath

Dan Moynagh Bob MacDonald Douglas Adzich Adele Beaudry

Thomas Slaymaker

Deborah Alessi Ania Mysliwiec

Ode to Cheryl

In the halls of CLSA, there's a star we all know,

Her name is Cheryl, she's the heart of our home.

With a mop and a bucket and a great smile.

She keeps on cleaning, with grace and style.

Oh, Cheryl, the lovable custodian, She sweeps away the dust and brings the cheer.

With a heart of gold and a smile so bold, She's the star of the centre, dear.

Every morning, rain or shine,
She's always here first in line,
Mopping floors and tidying the rooms,
Humming all those old-time tunes.

So here's to Cheryl, everything just right, With her broom held tight, A hero in her humble way,

Cleaning every single day.

In our senior centre, you're always working.

Your tools and towels always lurking. With every step, and every chore, You ensure its clean, and so much more.



Boys & Girls Clubs Big Brothers Big Sister of Edmonton & Area

Boys & Girls Clubs Big Brothers Big Sisters of Edmonton & Area (BGCBigs) is an organization that believes in the promise of all children. Our team works with community volunteers, partners, and other supporters to create **safe environments** for children to be between school and home and in the summer and to provide **caring mentoring relationships** for children and youth. What I can tell you today is the number of children and youth waiting for service is growing and thus needing more volunteers to support them.

Do you want to be a CLSA Mentor to a Child?



CLSA is considering partnering with BGCBigs and a local school to provide mentoring for youth by CLSA members. How would it look?

A group of children from a neighboring school would be bussed to CLSA for 1-1 mentoring. This occurs on the same day weekly during the lunch hour following the school's calendar. A facilitator will provide all the activities and supplies. You just have to enjoy spending time with a child.

Together you can work on homework, read, play games, make arts and crafts, chat, and have FUN!

What is mentoring?

Mentoring is the presence of a caring adult who provides a young person with support, advice, friendship, reinforcement, and constructive role modeling over time. Many people think it takes special skills or accomplishments to be a mentor, but the fact is mentors come from all walks of life, have different life experiences and different things to offer. What mentors have in common is the desire to make a positive difference in the life of a child or youth.

The Benefits to the Children:

Children with mentors are:

80% more likely to finish high school 46% less likely to use drugs 27% less likely to use alcohol 52% less likely to skip school 78% less likely to rely on social assistance as an adult

The Benefits to You:

Social connection
Intergenerational Learning
Improved Cognitive Function
Community Building
Encouragement of Lifelong Learning
Fun and Engaging



Music Monday Intergenerational Concert









On May 6, we enjoyed the musical sounds from our Firefighter Alumni Band, Lions Big Band, Swingtime Band and the Victoria School of the Arts' music program. The best part of the concert was when our own bands combined with the school bands to create amazing music. Our intergenerational concert was part of Music Monday, founded by the Coalition for Music Education in Canada. Music Monday is the world's largest single event dedicated to raising awareness of the importance of music education. The Music Monday song was "WE ARE ONE", and we all sang the song as the finale of the successful event.





TUESDAY JUNE 11
1 PM - 2 PM In the Atrium

Space is limited

Pre-register today to hold your spot:

In Person at the CLSA front desk

By Phone 780–496–7369

Bring a friend or a loved one.

All are welcome!

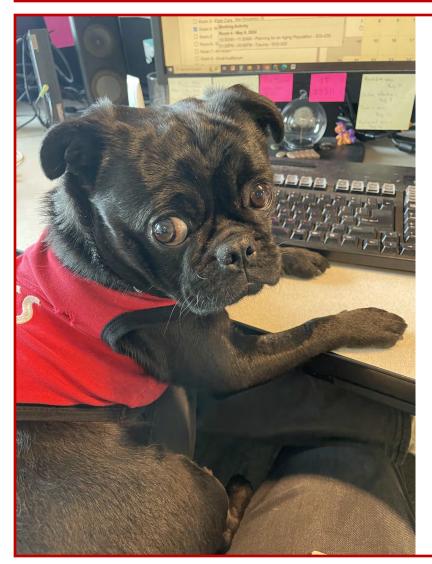
REGISTER TODAY AND BE
ENTERED INTO THE DRAW TO WIN
1 OF 3 PAIRS OF MUTTART
CONSERVATORY TICKETS!
*You must be present at BINGO to be
eligible to win the tickets*



Petrykivka Painting - Traditional Ukrainian Painting



On Tuesday, May 28 a group of artists came together with Nataliia Stativa-Zharko, a gifted Ukrainian artist and teacher. Working with water colours and following a prepared design, the artists-in-training created a beautiful picture that is filled with the symbols and culture of the Ukraine. They all seemed to have a great time.

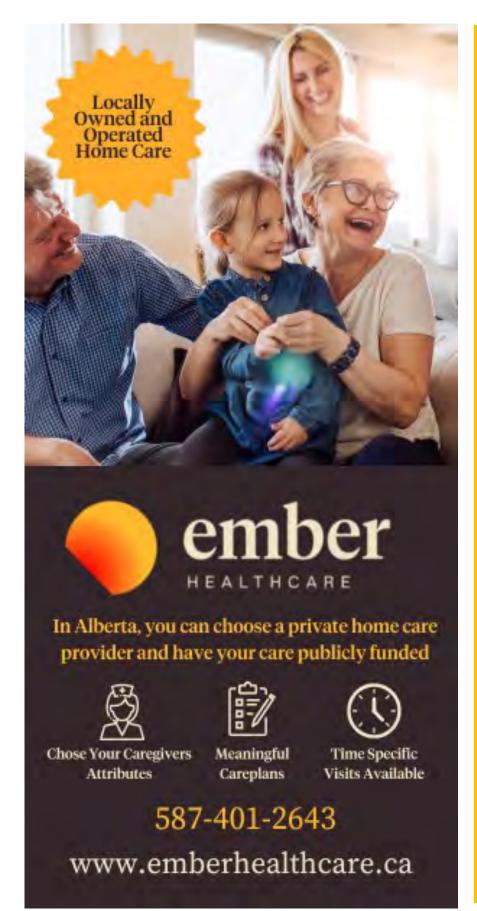


Tony, Employee of the Month

Meet Tony, our newest office worker. Tony was surrendered by his previous owner and was lucky enough to land on his paws with Tracy. Now Tony arrives to work each day and is learning how to behave. We hope that he qualifies to begin training as a therapy dog.

Tony likes to do the rounds to each of the offices to say, "Hi" and beg for a treat. He's a messy eater but enthusiastic.

Tony is a sweet natured dog who loves everyone he meets. We love having him around and he brightens everyone's day



Finding Joy

Older adults often find joy in the simple pleasures of life, such as spending time with family, engaging in hobbies, and reminiscing about fond memories. Social connections play a crucial role in their happiness, whether through friendships, community activities, or volunteer work. Physical activities like walking, gardening, or light exercise also contribute to their wellbeing, promoting both mental and physical health. Many older adults find joy in lifelong learning, exploring new interests, or honing existing skills. Additionally, a sense of purpose, whether through mentoring, creative projects, or spiritual practices, enriches their lives. Embracing technology can also bring joy, allowing them to stay connected with loved ones and access a world of information and entertainment. Ultimately, joy in later years stems from meaningful relationships, active lifestyles, and a positive outlook on life, fostering a sense of fulfillment and contentment.

This newsletter celebrates CLSA, its members, and the choices CLSA provides!

Outreach Program Comes to CLSA

In partnership with the Seniors Coordinating Council, Central Lions will be providing an Outreach Worker located right in our facility. The Outreach Worker will be available on the third Wednesday of each month from 1:00 - 4:00 PM.

An Outreach Worker is a social worker who provides support to older adults, helping connect them with the resources and supports they need to thrive. They are community connectors that work with an older adult to provide short-term support through referrals, introduction to community services, form filling, support with navigation, and follow ups for participants within the system.

If your needs are more complex, the Outreach Worker can help you get the ongoing support that you need to navigate the system.

Community Supports may include:

- Diversity and Inclusion support
- Transportation
- Financial & Legal
- Information, Referral & Advocacy
- Nutrition/Food

- Home Supports
- Social Engagement
- Mental & Physical Health
- Caregivers
- Wellbeing
- Support Living

To book an appointment with our Outreach Worker call our main line at 780-496-7369 or come in-person to our main office reception. All appointments will remain confidential.



Seniors Coordinated Outreach



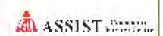
Seniors Coordinated Outreach is a program comprised of organizations across Edmonton that have Outreach and Support workers who can help connect Older Adults to relevant services and programs in our city.

This program can help you access a variety of supports in community:

- . Applying for Old Age Security or the Canada Pension Plan
- Navigating community services
- · We're here to help, if you need support as a senior just ask!



Call 211 and press 2 for the Seniors Information Phone Line. An operator will guide you to one of the following organizations that can support you. All seniors are welcome to any organization! See map on back page.











ASSIST Community Services Centre Bent Arrow Traditional Healing Society Edmonton Mennonite Centre for Newcomers Jewish Family Services Multicultural Health Brokers Cooperative



Operation Friendship Seniors Society



Sage Seniors Association



Strathcona Place Seniors Society



The Shaama Centre



Westend Seniors Activity Centre

Coordinated Outreach Info/Map: www.shorturl .at/gkrJ8



Seniors Home Supports Program Info: www.shorturl. at/pEKQX



Prescribing Info: www.shorturl. at/awGT5





Coffee and treats sponsored by:



Father's Day

Coffee Social

FREE FOR MEMBERS AND THEIR FAMILIES!

FRIDAY JUNE 14 @ 2 – 4 PM
IN THE ATRIUM



ENTERTAINMENT BY:
JORDAN SABO PINWHEEL CIRCUS!

RESERVE YOUR SPOT

PLEASE REGISTER IN ADVANCE
BY CALLING 780-496-7369
OR EMAILING INFO@CENTRALLIONS.ORG

SENIOR FRAUD ALERT spot & stop senior scams

Check out <u>SeniorFraudAlert.ca</u> to help spot and stop senior scams. This free resource helps you learn how to identify fraudulent behaviour and to protect yourself. Resources include a free course and the ability to report scams.

Reflexology & Chair Massage Clinic 4th Wednesday of Every Month at CLSA

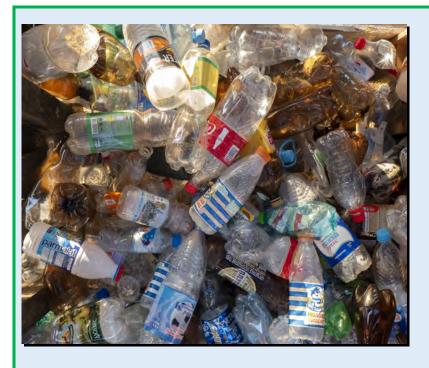
Reflexology is a non-invasive (touch) method of applying compression to specific points of the body to help reduce pain and stress. Chair massage is a clothes-on gentle massage for the head, neck, and shoulders.

Services:

1/2 Hour Chair Massage - CLSA Members \$40; Payable to Julie Leblanc 1 Hour Reflexology - CLSA Members \$60; Payable to Julie Leblanc

Clinic by Appointment Only:

To book an appointment call Julie at 780-920-3149. Must be a CLSA member to book.



Got Bottles? Bring them To CLSA!

Help support our programs by donating your bottles and cans.

Bring your bags/boxes/truck loads any day of the work week, 8:30 AM - 4:00 PM.

We will even help unload them.

All proceeds will go towards supporting operational costs at CLSA.

Celebrating Seniors in Alberta

Seniors' Week in Alberta is an annual celebration dedicated to recognizing and honoring the valuable contributions of seniors to their communities and the province as a whole. Typically held in the first week of June, this week-long event provides an opportunity for Albertans of all ages to express their appreciation for the wisdom, experience, and achievements of older adults.



During Seniors' Week, a variety of activities and events are organized across the province, including community gatherings, cultural and recreational events, educational workshops, and health and wellness programs. These events are designed to engage seniors, promote their well-being, and encourage active participation in community life. Local governments, community organizations, and businesses often collaborate to host these events, ensuring they cater to the diverse interests and needs of the senior population.

One of the key objectives of Seniors' Week is to raise awareness about the issues and challenges faced by seniors, such as social isolation, health concerns, and financial security. By highlighting these issues, the week aims to foster a more inclusive and supportive environment for older adults. It also serves as a platform to showcase the positive impact that seniors have on society, from volunteering and mentoring to preserving cultural heritage and providing leadership in various sectors.

Seniors' Week in Alberta also encourages intergenerational connections by involving younger generations in the celebrations. This interaction helps bridge generational



gaps, promotes mutual respect, and allows for the exchange of knowledge and experiences between young and old.

Overall, Seniors' Week is a heartfelt tribute to the senior citizens of Alberta, celebrating their past and ongoing contributions while advocating for their continued inclusion and well-being in the community.

SENIORS HOME SUPPORTS PROGRAM FOR CLSA

Members of Central Lions Seniors Association have access to the Seniors Home Support Program which provides referrals to screened businesses, community groups and individuals that offer:

SNOW REMOVAL YARD HELP

MOVING HELP HOUSEKEEPING

PERSONAL SERVICES HOME REPAIR & MAINTENANCE

Which Home Supports Coordinator do I contact to receive referrals?

This program is divided into four districts, and each has their own Home Supports Coordinator. Depending on what the first three digits of your postal code is, you contact the coordinator for your postal area. Although there is no coordinator physically located at CLSA, our members still have access to the program.

How much does it cost? Is the service free?

The referrals are free, the services are not. The businesses or individuals that are on the referral list charge for their services and costs vary. We encourage you to speak with each service provider to determine the costs. You will be provided with three service providers for you to contact. You can contact the coordinator to receive more names if needed.

Are the service providers reputable? Is this program safe?

Each service provider on the list went through a vetting process. The service providers on the list must provide a copy of their liability insurance (annually), a police information check including vulnerable sector and their references have been contacted. Each provider also goes through an interview process. We want to keep our seniors safe.

Southwest Contact: Barbara (780) 860-2931 homesupport3@jfse.org	Northwest Contact: Kathy (780) 995-2908 homesupport4@jfse.org	Northeast Contact: Amanda (780) 995-8072 homesupport2@jfse.org	Southeast Contact: Jenny (587) 594-7884 homesupport1@jfse.org
T6G T6H T6J T6R T6W T6X T5T T6M T5R	T5M T5E T6V T5N T5G T5X T5P T5H T5L T5S T5J T5T T5V T5K	T5A T5Z T5B T6S T5C T5Y T5W T6A	T6K T6L T6N T6T T6B T6C T6E T6P



FS Delivered by Jewish Family Services Edmonton



Interested in playing Jazz and Rock and Roll?



There has been some interest in starting up a group who enjoys playing Jazz or old Rock and Roll tunes. Please let us know if you're interested by emailing info@centrallions.org.

Open Art Studio

Every Tuesday from 9:00 AM - 12:00 PM

Open Art Studio is a place to help inspire, connect, and create. Whether you are working on a project from class or from home this is a friendly space. Come and join other artists at work. Come find your happy place. All levels of artists are welcome.

Lets Talk About Social Media...



CLSA posts often on **Facebook**, highlighting upcoming events or celebrating the events and people of our community. It's a great way to keep up-to-date. Please like and share each post to get the word out about our great Association.



Instagram is fairly new for our community but, again, its quick and easy to follow us on Instagram. You will receive three to four postings a week to help you keep up-to-date on all the happenings.

Follow us on Facebook and Instagram, just search for:
CentralLionsSeniors

Easy is always on hand.

Open your freezer to many easy meals made especially for seniors, delivered for free*.



Locally owned by Chetan and Roshni Bahl

Get your FREE Menu 780-666-2336

HeartToHomeMeals.ca

*Some conditions may apply.



We accept Veteran Affair Allowances and offer Special Diet Options

With Costs Rising, Your Donation is Needed More Than Ever

Did you know that CLSA is a charity? Like all senior serving organizations, the past two years have been difficult. With costs rising our budget is stretched tight. If you are in a position to give to our community it would benefit all. All donations over \$20 receive a tax receipt.

Ways to give...

- Go to our give.crowdfunding.alberta.ca/GivetoCLSA
- In person at 11113-113 Street, Edmonton
- ◆ By phone: 780-496-7369
 ◆ By mail: 11113 113 St.,
 - Edmonton, AB T5G 2V1





INDEPENDENT LIVING

At Christenson, we understand that each lifestyle is unique, which is why we offer maintenance free living with optional meals and personal services at each of our vibrant retirement communities.

Visit us to learn how you can choose the best options for your current and future lifestyle.

CDLHomes.com



Support for Low Income Members at CLSA

CLSA has received generous donations that allow us to provide scholarships for low income seniors. Those Members who qualify may receive up to \$150 towards an activity of their choosing each qualifying year.

To qualify, Members need to acquire a City of Edmonton Leisure Access Pass and bring the pass to CLSA to register in your activity. For more information on the Leisure Access Pass go to www.edmonton.ca/programs_services/leisure-access-program.

For more information, talk to Tracy in the office.

Navigating Life's Challenges: Expert Advice for Seniors

In this column, we enlist the expertise of a seasoned professional. Tammy Lautner is the owner and operator of **Peace of Mind Concierge.** She has dedicated her 22 year career as a Registered Social Worker to supporting seniors and their family caregivers.

Question: How can I prevent caregiver burnout?

Some signs and symptoms that you may be headed for burn out:

- Anxiety, depression, irritability
- Feeling tired and run down
- Difficulty sleeping
- Overreacting to minor nuisances
- New or worsening health problems

- Trouble concentrating
- Feeling increasingly resentful
- Drinking, smoking, or eating more

PROU

- Neglecting responsibilities
- Cutting back on leisure activities

Preventing caregiver burnout

- •Focus on the things you can control You can't wish for more hours in the day or force that family member to help out more. Rather than stressing out over things you can't control, focus on how you choose to react to problems.
- Celebrate the small victories If you start to feel discouraged, remind yourself that all your efforts matter. Don't underestimate the importance of making your loved one feel more safe, comfortable, and loved!
- Talk to a supportive family member or friend Don't expect friends and family members to automatically know what you need or how you're feeling. Be up front about what's going on with you.
- Look into respite care Enlist friends and family who live near you to run errands, bring a hot meal, or watch your loved one so you can take a well- deserved break. Or you can explore out-of-home respite programs such as an adult day program such as the Elder Day Program at CLSA.
- Say "yes" when someone offers assistance Don't be shy about accepting help. Let people feel good about supporting you. It's smart to have a list ready of small tasks that others could easily take care of, such as picking up groceries or driving your loved one to an appointment.
- Take care of your own health It's easy to forget about your own health when you're busy with a loved one's care. Don't skip check-ups or medical appointments. You need to be healthy in order to take good care of your family member.
- Prioritize activities that bring you enjoyment Make regular time for hobbies that bring you happiness, whether it's reading, working in the garden, listening to music, knitting, playing with the dogs, or watching sports.
- Get out of the house. Seek out friends, family, and respite care providers to step in with caregiving so you can have some time away from the home.
- Exercise Exercise is a powerful stress reliever and mood enhancer. Aim for a minimum of 30 minutes on most days—break it up into three 10-minute sessions if that's easier. When you exercise regularly, you'll also find it boosts your energy level and helps you fight fatigue.

To speak directly to Tammy, call 780-720-3035 or email info@peacemindconcierge.com

We encourage readers to submit their questions to 'Dear Tammy' by submitting them to info@Centrallions.org





Why Senior Associations are Important!

Senior isolation has emerged as a critical public health issue, significantly impacting health outcomes among older adults. Studies have consistently shown that social isolation and loneliness are linked to a range of adverse health effects, including increased risk of chronic conditions, mental health disorders, and mortality.

One major consequence of isolation is its impact on physical health. Isolated seniors are more likely to suffer from conditions such as heart disease, high blood pressure, and weakened immune systems. The lack of social interaction can lead to sedentary behaviors, poor nutrition, and reduced



access to healthcare services, exacerbating these health issues.

Mental health is equally affected by isolation.
Loneliness among seniors is closely associated with higher rates of depression, anxiety, and cognitive decline, including dementia. Social connections are crucial for maintaining mental stimulation and emotional support, which are vital for cognitive health.

Moreover, isolation can lead to a vicious cycle of deteriorating health and future social withdrawal. Health issues may prevent seniors from engaging in social activities, leading to increased isolation, which in turn worsens their health.

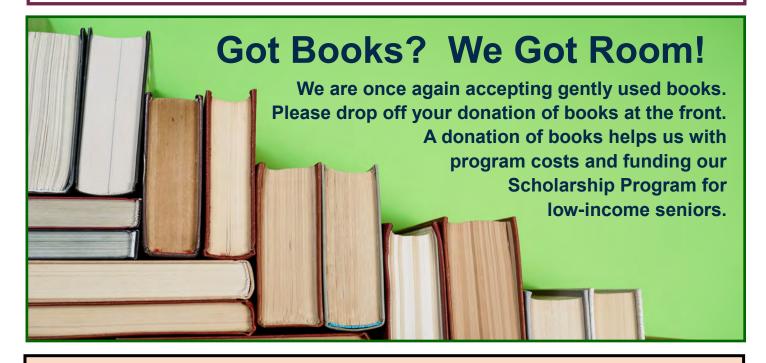
Addressing senior isolation requires a multifaceted approach, including community-based programs, improved transportation options, and the use of technology to foster connections. By mitigating isolation, we can significantly improve health outcomes and enhance the quality of life for older adults.

A Final Thought....

The first week of June is the celebration of older adults in our community. There contributions to our communities is worth celebrating, from volunteerism, assisting charities, supporting family members and friends. There are a number of activities planned in Edmonton including:



- City Hall kickoff celebration including an art walk, information tables, and food.
 June 3.
- Churchill Square is home to a free concert on June 6, 12 1 PM featuring The Parklanders.
- Free entrance to the Royal Alberta Museum from June 4 9 for people 65+.
- CLSA has several planned activities. A list is provided on page 2.



Let's Talk Refunds

CLSA, along with other senior associations in the city, have a no refund policy. Why? Our instructors' contracts are set based on the number of people signed up for an activity. There are always exceptions and, if you feel you need a refund, please write a note to Janice, who will make the final decision. Thank you for understanding.