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TUESDAY, MARCH 24, 2020

Local company wants to spread the sanitizer, not the virus

By Matthew McCully

Canada Candle Supply, a home-based company in Hatley Township, has modified its bottling line to produce a disinfectant spray and is looking for local partners to get the product into and onto the hands of the people in the community who need it most.

"It was one of our products, but there was never a real demand for it," explained Andrew Wanka, who owns the company with his wife Robyn Toohey.

The company, which started four years ago, sells natural products for the candle industry including wax and jars, as well as essential oils.

Wanka explained that he already had the bottles and spray tops on hand. With the current demand for hand sanitizers so high, he decided to purchase a barrel of isopropanol. He then got a recipe for a high efficiency hand sanitizer certified by the Centers for Disease Control and the World Health Organization, and modified his bottling line to make the product.

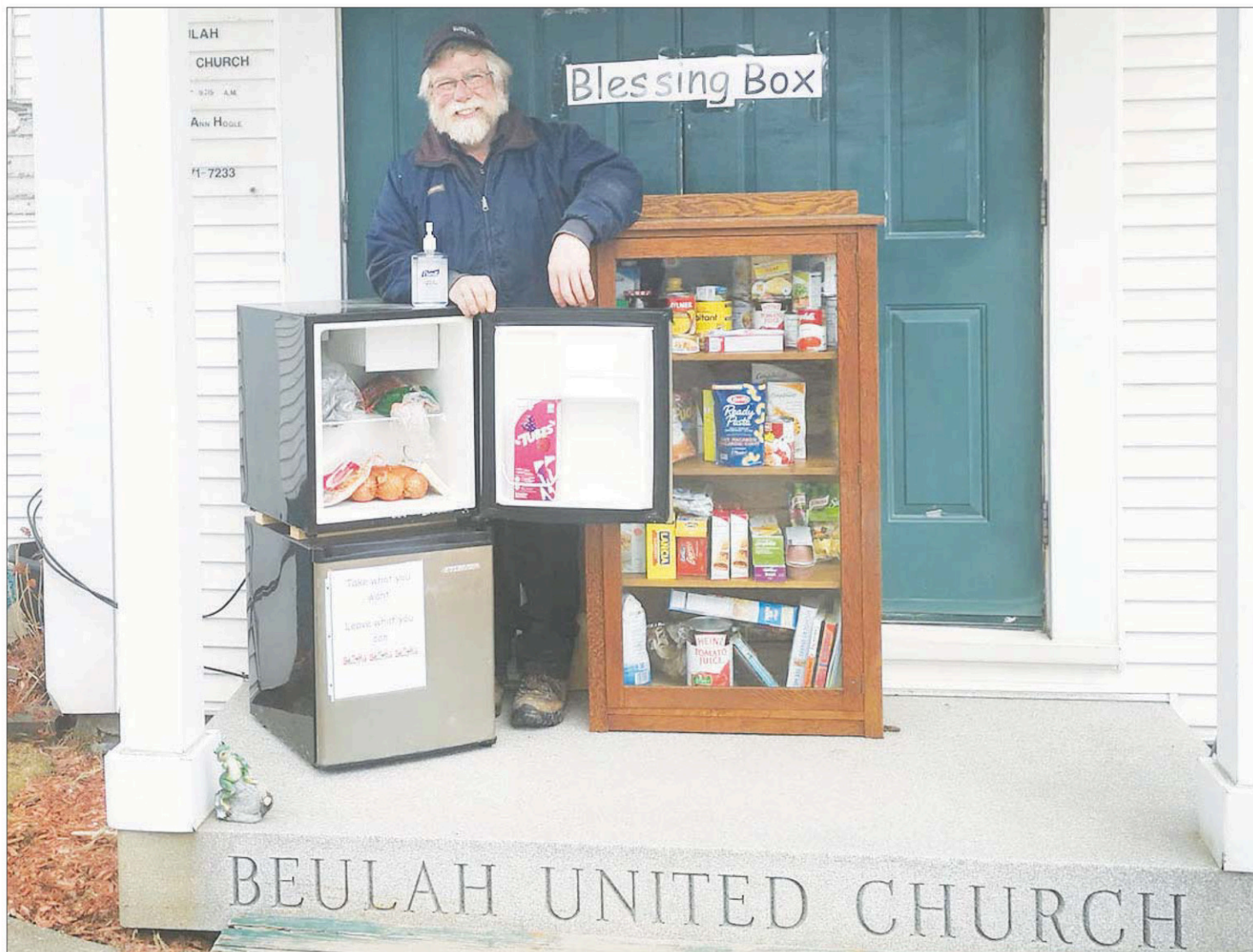
The spray is a blend of isopropanol and tea tree, lavender, eucalyptus and lemon essential oils.

"This stuff will kill anything," commented Wanka.

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"Take what you need and leave what you don't"

A little outdoor food bank comes to Ayer's Cliff



SUE YOUNG

By Gordon Lambie

Leaning in on the idea that we get by with a little help from our friends, a little outdoor food bank has popped up on the steps of Beulah United Church in Ayer's Cliff. The project was set up by Dean and Sue Young, although Dean said that it has quickly been adopted by the community.

"What we did was set up a sign that

says take what you need and leave what you don't, and people have been dropping off food," he said, explaining that food has already come and gone consistently in the few days since the space was set up.

Young credited his wife with the idea.

"We usually work on Christmas baskets here and we still have lots of extra stuff come in after we deliver them, so

last year Sue did Easter baskets," he explained. "This year we really can't do that because, well, we just can't, so she thought of an outdoor food bank using the leftover donations from the Ayers Cliff Community Christmas basket."

The inspiration for the idea, which came at 3 a.m. according to Young, was a twist on a plan the Beulah Sunday School already had for creating a little

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Weather



TODAY:
CLOUDY

HIGH OF 7
LOW OF -6



WEDNESDAY:
MIX OF SUN
AND CLOUDS

HIGH OF 8
LOW OF -4



THURSDAY:
SUNNY

HIGH OF 10
LOW OF 1



FRIDAY:
CLOUDY

HIGH OF 7
LOW OF -8



SATURDAY:
60% CHANCE OF
SHOWERS

HIGH OF 7
LOW OF -1

What a difference a week makes



DISHPAN HANDS

SHEILA QUINN

Dear Mum,

What a difference a week makes. A difference that none of us can quite explain...as we sit here and try to figure out this place where we find ourselves.

Last week I wrote my column to you as a letter talking about how I had to stay here in Knowlton, and that we had to all play our parts as the reality of the COVID-19 pandemic began spreading through Quebec and Canada and the first cases were determined in the Eastern Townships. I had shut down my hair-styling services at the salon, anticipating that it was an important move, and slowly but surely we wound things down.

My boyfriend's parents did arrive home from Punta Cana in the way we had hoped. He drove their car to the airport, a friend drove up in his, my boyfriend stood FAR back when they arrived, told them to get in and drive home and not go anywhere else, no stops. He climbed in car with our friend. He had left snacks for them in the car in case they were hungry. He had shopped for them the day before. At first they thought that 'people were trying to scare them' in the airport, many wearing masks and gloves. They arrived home and read the note we had printed out for them, about how they had to self-isolate. When they were missing things we picked them up and left them on their front porch, so we had no contact.

They've been a bit stir-crazy, but great. They really have listened.

There are still people returning home from elsewhere in the world, and many are following suit. Others aren't, running errands before self-isolating, and others aren't bothering to follow the restrictions at all.

Since my letter to you last week your life has changed a lot too. My brothers can only visit from the front porch, keeping you safe inside. You go for a walk with a friend who's self-isolating too, but you walk on opposite sides of the street.

The boys are doing well. They were both terribly sick this winter, and I'm

glad that now they're healthy. I can tell that Angus is wondering what the deal is with this week of Sundays. I wish I could explain to him. If he didn't have Autism, he might be giving me a run for my money too, wanting to spend time with friends and go out, maybe he would have had a job and that would have been challenging too. He also would have been part of the Class of 2020, many of whom right now are devastated as they watch their senior year disappear, wondering if they'll ever get that big graduation celebration and prom. While many young people have been dismissive of the necessity of staying home and keeping to ourselves as families, many have been tremendously aware and careful, concerned and trying to figure out what to do. The Class of 2020 still deserves to mourn. They should be enjoying every single minute right now. Instead they are apart, at home, and wondering what comes next.

Now, there are a few different sources as to the origins of the word 'teenager', some say it originated in the 30s and 40s, and an article from 2007 in the Daily Mail state that it came about thanks to Bill Haley and the Comets, on tour in 1957 using it. You would have been ten years old at the time. That was a time when there was so much youthful energy around the world.

Now I look at my boys, and I see Leo finding ways to meet up with his friends online. As Shanna Bernier, Youth Worker for the United Church in our area, brought her youth delegates (youth leaders) together for a meeting to plan the upcoming Youth Forum retreat planned for mid-May, they resigned to an understanding that it would not happen, and that instead they would create an online youth event that day. As I pattered quietly around the apartment so as to not bother his experience, I listened. While they were quiet a great deal of the time, and Shanna and leadership friends worked to bring the group apart together, I heard them brainstorming things they still wanted to do. They each took turns speaking of concerns and reflected on coming together as a community in different ways at this time.

So, those things have not changed. Some teenagers are rebelling and forming their own strange community that way, and others are listening to things that are happening in the world and trying to figure out a way of building community within that. From both groups there will be good leadership in the future. That doesn't dismiss reckless behaviour, rather it is intended to mean that sometimes, with time, very good things come from places (and sometimes people) we don't expect.

In other family business, today I read Mrs. Tiggywinkle by Beatrix Potter to Laura's girls via Facebook video. My col-

lection of the books is tiny, miniatures, but they have all of the illustrations. I held them up to the webcam and the girls really seemed to enjoy it, especially Milah, who's a little older now. They were having a picnic in the basement. Laura might be my baby cousin by a dozen years, but what an incredible woman she is, a young mother in her mid-thirties now. I asked her if her school board had determined anything regarding schooling. So many people have been making comments about school and teachers, sometimes I wonder if people really think they're just all robots. They deal with huge class sizes, not enough resources or time, and now they're expected to just work through a pandemic, as if they don't have anything else to do. As a lifelong teacher yourself, you know you had as much work at home with us as you did with your students, sometimes more. We will find a way to get our youth through their education. The tools exist. Putting pressure on the teachers doesn't help. Many of them are missing their classes. Laura talked about how much she loves her class this year, and how sad she is to watch this year disappear into this strange mist, and I know there are many others like her out there. Leo has heard from some of his teachers too, and Angus's educator, Gloria wrote asking about him, concerned that he feels that he has been abandoned by them.

So many people have to shift right now, shift everything, as we learn what we have to do to keep ourselves safe and healthy. Thank goodness for the many forms of entertainment and communication. We can be apart together too.

As cases increase, we hope for many things - that the spread is stopped, that those affected recover, that the people working in our health care systems are properly supported to do their jobs, and helped through this time.

I really miss you. I am a hugger and wish I could reach out and hug you. Many of us miss each other and ache for this. For now, let's put as much of our energy as possible into bolstering our essential services, as we learn more and more every day just what those are, and who those people are.

Love,
Sheil

PS A special thank-you goes out to ALL of you who have found yourselves on the front lines of the COVID-19 pandemic, and to essential service people, everyone in healthcare, and in our case like the folks at IGA Knowlton (and all of the grocery stores), the team at Uniprix Jean-Marc Bélanger, all those folks in the transportation industry (we've begun waving to, and applauding at) the truckers we meet while out on our very careful walks every day - they always wave back, with a big smile. Thank you to all of you. You are keeping communities going. And hang in there, Class of 2020!

Ben by Daniel Shelton



Local News

"When we told you no weddings, no funerals, it's not because we don't find them important," he said. "It's because there are situations where people who don't know they're sick, but are sick, can contaminate others."

Quebec to close non essential businesses until April 13 as COVID 19 cases spike

The Canadian Press

Quebec Premier Francois Legault hit the "pause" button on his province's economy on Monday, ordering all non-essential businesses to close until April 13 as the number of COVID-19 cases more than doubled to 628.

Legault said the businesses will be ordered to close no later than midnight Tuesday, adding that grocery stores and pharmacies will be among those allowed to remain open.

"Effectively, Quebec will be on pause for the next three weeks," he said.

"It's important, in order to give us all the chances to reduce the spread of the virus, to take this decision, which is difficult, but in my opinion necessary."

The number of COVID-19 cases in Quebec jumped by 409 since Sunday, with 45 people hospitalized — 20 of

them in intensive care.

Legault noted that the province is now grouping probable and confirmed cases, which accounts in part for the major increase.

Dr. Horacio Arruda, Quebec's public health director, said the increase in positive cases was expected, given the massive increase in testing in recent days.

The province's earlier March break and close ties to hard-hit nations such as Italy are also factors, he said.

But while many or most cases remain linked to travel, he noted the province is also beginning to see community transmission.

"When we told you no weddings, no funerals, it's not because we don't find them important," he said. "It's because there are situations where people who don't know they're sick, but are sick, can contaminate others."

He called on Quebecers to stay home and avoid all travel, including within the province.

There have been four deaths in the province, all linked to the same seniors residence.

Legault announced that from now on, seniors home residents are asked to not to leave without supervision, citing the potentially "disastrous" consequences of the virus running rampant within a group that is statistically the most at risk of complications.

However, he stressed that Quebecers of all ages are to consider themselves essentially locked down.

"What we're saying is confinement, except for essential services," he said. "We're at that point."

He said the measures do not apply to police, firefighters, health-care workers, grocery store employees, journalists or anyone who can do their jobs

completely from home.

But construction sites and aluminum smelters will have to close, he said.

Most people diagnosed with COVID-19 experience mild or moderate symptoms, such as fever and cough, and the majority of those who contract the virus recover. Some may have few, if any symptoms, or may not know they're infected because symptoms of the novel coronavirus are similar to a cold or flu.

However, for some, including Canadians aged 65 and over, those with compromised immune systems and those with pre-existing conditions, the illness can be much more severe. Among the Canadians diagnosed with the illness so far, 10 per cent have required hospitalization, with fewer than five per cent of cases requiring admission to the ICU.

Bishop's to close residences, refund students

By Gordon Lambie

With the announcement on Sunday that schools in Quebec will continue to remain closed until at least May 1, Bishop's University has decided to close its residences after all, effective March 25. According to Bishop's University communications director Olivier Bouffard, however, the school is far from kicking its students out.

"We're not going to put anyone on the street," Bouffard said. "No one is going to be asked to leave unless they have somewhere safe to go."

When speaking with The Record last week, Bouffard pointed out that almost all of the students in residence had al-

ready left. Those who remained did so out of particular need or circumstance.

"Some of them figured they had paid for a semester of a meal plan and rent until the normal end of the exam schedule, so we are announcing that we will be refunding them for what they have paid for but will not be get."

According to a memo sent out to students by BU Principal Michael Goldbloom on Sunday, this refund will apply to all students, regardless of when they left residence, as of March 25.

"The idea is essentially to remove any obstacle for students who were staying."

That said, not all obstacles to leaving are financial.

"There could be an international stu-

dent where international travel is not possible, or someone whose family is already in isolation, for instance," the communications director said. "If your home is quarantined then obviously we don't want people to go back to those kinds of situations."

In order to ensure the safety of these students in exceptional circumstances, the school has left the door open to what Bouffard referred to as "a small minority" of residents who need to stay. These individuals need to make their case to the Dean of Student Affairs and receive written permission to remain on campus.

The letter from the principal notes that even this exception may end if required by the public health authorities.

"The message is, you should be going home" Bouffard said.

The Université de Sherbrooke posted a message on its website Friday inviting students currently in residence to return home or find another option. Similar to Bishop's however, the message does note that no one will be kicked out.

Asked for comment on the situation, Champlain College's Lennoxville Campus Director Nancy Beattie simply said that the matter was under discussion on Monday.

"We are not moving to close at this time," she said. "Legally students do have leases until mid-May."

Local company

CONT'D FROM PAGE 1

The line can produce 160 bottles of 100ml each per run, Wanka said.

So far, he has made 1,000 bottles, half of which are already spoken for by American clients.

"I have access to that market, but I want to help our local community first," Wanka said.

"My big dilemma right now is there are places around here that might need this stuff."

I want to try as much as possible to keep it local."

Wanka said he and his wife aren't great with publicity on social media. They started the company mainly as a hobby four years ago, and through word of mouth alone the business has grown ever since.

Wanka said he tried to reach out to local municipalities, but has had no real feedback so far.

"Presently all sales of this item are being made to the USA and I need help

aligning our company with local stores, hospitals, retirement homes etc..."

"I have enough stuff to make at least 10,000 more bottles," he said. After that, the company will run out of spray tops. Wanka has been in touch with suppliers for more tops, but received a "we'll get back to you" response, suggesting suppliers are likely slammed with orders at the moment. Wanka is hoping to find a local partner to continue production when he runs out of bottles and tops.

"I need to get it to the public," Wanka said, stressing the new product is not a money grab.

"It costs around \$4.70 to bottle. I'm selling it for \$5," he said.

"I want to get it to the people who need it at a reasonable price. A lot of people in the area have helped us," Wanka said, looking to return the favour.

Anyone interested in purchasing the disinfectant spray can contact the company by calling 514-502-3133 or email-

ing robyn@canadacandlesupply.com.

Wanka said arrangements can be made for e-transfers for payment and

contact free exchanges to maintain social distancing protocols.



Working from home and worried about my finances, what do I do?



Ask the Money Lady.ca

CHRISTINE IBBOTSON

Ask The Money Lady,

My employer is closing our office because of the Coronavirus and suggesting we all work from home. I am now starting to really panic about everything and I am worried about not making my payments on my mortgage if my employer decides to lay us off. Is there anything I can do?

Bill

Dear Bothered Bill!

It is not hard to get swept up in the COVID-19 panic these days when you go into any grocery store and see empty shelves. It makes you want to begin filling up your grocery cart with things you normally would never have purchased. Information keeps changing by the hour. We are being inundated with more and more closures, not to mention the feelings of trepidation when it comes to our finances.

The governments today have ensured us that all will be fine and that they will make monetary allowances to those that need it most. We have been told that job protection and security is paramount to our government and that they will be supporting all businesses impacted by this pandemic. That being said, what does that mean for the average person who is wondering what to do about their mortgage payment due this month? Here are a couple of things to keep in mind.

The Bank of Canada has already cut rates and we predict that they may be considering cutting another 50 ba-

sis points before the next meeting on April 15. In an effort to mitigate the continued risk that COVID-19 has on our economy, the banks are considering lower lending rates again. There is an implied expectation of an additional rate cut and this may be a great time to consider refinancing your mortgage or consolidating debt.

If you are concerned about your cashflow, there are a couple of options that you can utilize at your bank to make it easier. All conventional mortgages usually have a "skip-a-payment" option. This allows those mortgages that are in good standing to skip one mortgage payment per calendar year. All the large Tier-One Banks also have embedded cash accounts on their conventional mortgages that clients can access to either skip payments or withdraw funds in times of need.

Why not talk to your bank and see if you can get a line of credit, a lower rate on a re-structured loan or mortgage or even an overdraft on your bank account to tie you over until things recover in the coming weeks. This is not to be viewed as a financial weakness or

a plan to get into more debt; but rather good financial planning to ensure you are equipped for future uncertainties and ensure the stability of your monthly cash flow.

I have received so many emails from readers who have told me stories and experiences of true kindness towards neighbours, friends, family and even strangers. I wish you could read them all Bill. It is inspiring to me to see how truly wonderful we all can be to one another. Patience and time will mend this pandemic. Why not use this opportunity of a low rate banking environment to revisit your portfolio - perhaps change your mortgage or restructure your debt. It could be a good thing!

Good Luck and Best Wishes,
Money Lady

Written by Christine Ibbotson, Author of "How to Retire Debt Free and Wealthy" Follow on Facebook & Instagram

If you have a money question, please email on website at: www.askthemoneylady.ca

New Sherbrooke waste collection schedule on the way

Record Staff

The City of Sherbrooke is reminding the public that its new waste collection calendar comes into effect on March 30. As opposed to the practice in past years, this calendar will not automatically be made available in print but must instead be consulted online at Sherbrooke.ca/collectes.

Along with the new calendar come some changes to details such as collection days and frequency. The new online service allows an individual to enter their home address to receive information about when waste materials will be collected along with a PDF file of their collection calendar for the year that can be printed out or not as desired.

Anyone who is unable to access the website themselves or through a friend or relation can call their local borough office to receive a copy by mail. This measure is also available for people 70 or older who have been confined to their homes.

The Lennoxville borough office can be reached at 819 569-9388

The Brompton-Rock Forest-Saint-Élie-Deauville offices can be reached at 819 564-7444 (Rock Forest) or 819 846-2757 (Brompton)

The Fleurimont office can be reached at 819 565-9954

The Des Nations offices can be reached at 819 822-6060 (Jacques-Cartier) or 819 823-8000, extension 3921 (Mont Bellevue)

Blood donor clinic in Coaticook Tuesday

By Gordon Lambie

Although public gatherings of almost all kinds have been banned, it is still permitted and encouraged to give blood. That in mind, those who are able to should consider dropping by the Elie-Carrier community centre at 464 rue Merrill in Coaticook on the afternoon and evening of Tuesday, March 24.

Between the hours of 1:30p.m. and 8 p.m. Héma-Quebec will be running a drop-in blood donor clinic in the community centre. The organization hopes to get at least 125 donors over the course of the day to help support the medical system.

The Coaticook clinic is the only one scheduled for the Eastern Townships this week, although more are planned for the weeks to come. Information on the location and timing of those later clinics is still in the process of being sorted out, however, as the closure of most public gathering spaces has resulted in a need for reorganization.

Outside of Quebec, Canadian Blood Services says it's concerned that the COVID-19 pandemic has led to a spike in cancellations for blood donation appointments.

For more information on the work of Héma-Quebec visit <https://www.hema-quebec.qc.ca/index.en.html>

THE RECORD

THE VOICE OF THE EASTERN TOWNSHIPS SINCE 1897

Please note that due to the Coronavirus outbreak and for the safety of our employees and public, our offices in Lennoxville and Knowlton are closed to the public until April 14.

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Knowlton: 450-242-1188 or by email at bcnews@qc.aibn.com

Thank you for your understanding.

Police now stepping in on social distancing

By Gordon Lambie

As the efforts to control the spread of COVID-19 have intensified across the country, the role of police in enforcing social distancing measures has become more pronounced. While on Sunday Premier

Francois Legault said that the primary role of law enforcement is to inform the population of the measures in place, police in Montreal and Quebec City as well as the Surete du Quebec have reportedly been called upon to intervene in gatherings.

On Monday Sherbrooke Police Chief

Dany McConnell was quoted in several local media as stating that fines of between \$1,000 and \$6,000 could be leveled against anyone who does not comply with the government bans on public assembly. Isabelle Gendron of the SPS confirmed this information to The Record, although she stated that at

this point the focus is on making people aware of the government directives and their importance.

Gendron also said that as the city moves up its emergency measures scale, the police response will intensify. "We are not there yet," she said.

Messages of hope for healthcare professionals

By Gordon Lambie

Putting rainbows in windows is not the only way that people are taking it upon themselves to spread messages of hope.

On Sunday, Sherbrooke resident Ian Verheyden put out a call on Facebook for people to pour a little of their anxious, cooped-up energy into making messages to encourage local healthcare professionals.

"So, true story: My neighbour is the lead doctor on the CHUS's team of 160 people currently working 100 hour weeks, trying to contain the current situation," he wrote. "Her husband came to see me because somebody left a note on her windshield saying "Way to go Genviève, laches pas!". Pretty simple. Her husband told me that she broke

down crying, it meant so much to her. She told him that it was really what she and her team needs at this moment."

Verheyden told The Record that the story inspired him to want to do more.

"If you've got kids at home like me and are looking for some way to help out in all this, maybe put a little of your energy into a little art project, something to encourage all the healthcare workers at the CHUS, and drop it off at my place," he said, noting that he plans to leave all of the messages received in isolation in his shed for a couple of days to help make sure that there is no contamination. "Then I'll give them to my hero of a neighbour to bring to her team."

Verheyden said that anyone looking to participate is welcome to drop their messages off at 635 Rue de Quebec in



COURTESY

Sherbrooke. In light of the fact that some people have been reluctant to deliver physical messages, he said that he

is also considering a digital version of the project although how that comes together remains to be seen.

Canada refuses to go to Tokyo Olympics, Paralympics in 2020

The Canadian Press

Canada won't participate in the Tokyo Olympics or Paralympics _ at least this summer.

The Canadian Olympic Committee and Canadian Paralympic Committee issued joint statements on Sunday saying that they refuse to send their teams to Tokyo unless their respective Games are pushed back a year.

The Tokyo Olympics are currently scheduled to start July 24 and the Paralympics are slated to follow on Aug. 25.

"While we recognize the inherent complexities around a postponement, nothing is more important than the health and safety of our athletes and the world community," reads the

COC's statement.

"This is not solely about athlete health _ it is about public health. With COVID-19 and the associated risks, it is not safe for our athletes, and the health and safety of their families and the broader Canadian community for athletes to continue training towards

these Games."

The COC and CPC's statements come amid a chorus of criticism aimed at the International Olympic Committee's response to the COVID-19 pandemic.

IOC president Thomas Bach said earlier Sunday that they'd set a deadline of four weeks to determine the fate of

the Games, and that the global organization is considering options including postponement.

Cancelling the Games entirely, Bach said, is not being considered. It was the first time since the COVID-19 pandemic began that the IOC had admitted that it would consider other options.

Food bank

CONT'D FROM PAGE 1

library outside the church. Using small refrigerators and a glass-fronted cabinet, the pair set up a space where canned goods but also items like milk, fruit and vegetables, and bread can be left for the good of others.

"People in isolation can't go to the stores, but an outdoor food bank is the ideal thing for them," he said.

Although the give-and-take system of the current arrangement now has its own momentum, Young credited the generosity of local Marché Tradition owner Guy Patry for the excess of donations that made the project feasible in the first place.

"He goes crazy at Christmas time," Young said, sharing that the donations are drawn from bags of donated goods that can be bought for \$10 during the holiday season and sometimes for \$5 during special sales. "We get all kinds of food left over."

Norman Benoit & Associates Tax Services

The latest news

Revenue Canada and Revenue Quebec have announced extensions to June 1st to file your income tax reports to cope with the coronavirus pandemic.

Is this extension to file helpful?

At first glance it might seem so, but after looking it over we have come to the conclusion that it is **preferable to file as soon as possible for the following reasons.**

- The following payments are adjusted July 1st based on tax returns sent by April 30th. Delays in filing a tax return often suspend these payments. It will be interesting to see how the different government departments will cope with the delayed filing.
 - Canada Child Credit & Quebec Family Allowance
 - GST Rebate & Solidarity Tax Credit
 - Federal Old Age Supplement
- More importantly, presently there is a two week recommendation to keep social distances and to stay at home. Current developments make it doubtful that this recommendation will terminate soon. These recommendations could become even more severe or could be supported by enforceable laws

How does this affect our income tax preparation service?

- Our office at 1103 Main St, Ayers Cliff is operating normally and will be opened until May 15th
- After that date, tax services will be available at 2424 ch Benoit, Ste. Catherine de Hatley
- An extra person has been hired to ensure rapid processing of your tax returns
- An infection control nurse is following us on safety procedures for the office
- If you prefer to stay your home several options are possible
 - You can mail your slips, receipts etc., to PO Box 1442, Ayers Cliff, QC JOB 1C0
 - You can fax the information to 1-888-826-4650
 - You can scan or photograph the slips and email them to benoit.associes1@gmail.com
 - If you are unable to leave your home, pick up and delivery of your papers can be arranged
 - You have until August 31st to pay amounts due to the governments

We have been doing income tax returns for 47 years and have never lived such a situation and uncertainty about what's next. Doing your taxes with out delay reduces further possible problems.

You can call us - Norman, Elaine, or Caroline at 819-838-4243 for more information about personal, business, estate, corporate, and US taxes.

EDITORIAL

Refrain from sharing utensils, food and drinks. Stay at home as much as you can and if you do have to leave, stay in a separate room in your home away from the older adults and keep a separate bathroom.

Social distancing: 6 ways to help older adults change their routines

By Victoria Atabakhsh
 Doctorate student in Aging, Health and Well-Being/RLS, University of Waterloo

In the midst of the ongoing COVID-19 pandemic, we're all attempting to adapt to new routines and schedules as we adjust to our new social-distancing lifestyle.

Although we're all vulnerable to the coronavirus, we must not forget the population that's most at risk – older adults, 65 and up.

Although almost all long-term and retirement facilities have been closed for visitation to non-health-care workers, there are still many older adults living in our communities – alone or with family members. Already a group vulnerable to both COVID-19 and social isolation, social distancing can therefore be challenging for older adults because they have fewer chances to interact with other people, leave their homes and go to public places.

Some older adults are resisting changes to their routines and adapting to the new COVID-19 lifestyle, leaving their adult children frustrated and fearful.

With the heightened stress of being asked to stay home and refrain from seeing others, older adults may defy the advice and prefer to stick to what they know (going to the gym, seeing their friends, for example), in order cope with changes that may feel overwhelming to them.

This spurs strong emotions, fear, anxiety and potential conflicts with the younger population.

Easing social distancing

Having worked in various long-term care units and currently a doctorate student in aging, health and well-being, my attention is always drawn to the needs of older adults, especially amid this global pandemic.

Here are a few things you can do to

make this transition of social distancing easier for yourself and the older adults in your life:

Limit the non-essentials: Encourage the older adults in your life to cancel any appointments and outings that aren't essential. If it is essential, contact a health-care provider and ask for the best course of action for the older adult to stay as safe as possible.

Intergenerational cohabitation: If you're engaged in an informal care partnership (meaning you are an informal caregiver to an older adult) and are living in an intergenerational household (multiple generations under the same roof), you as a family can implement minor yet effective changes during this time.

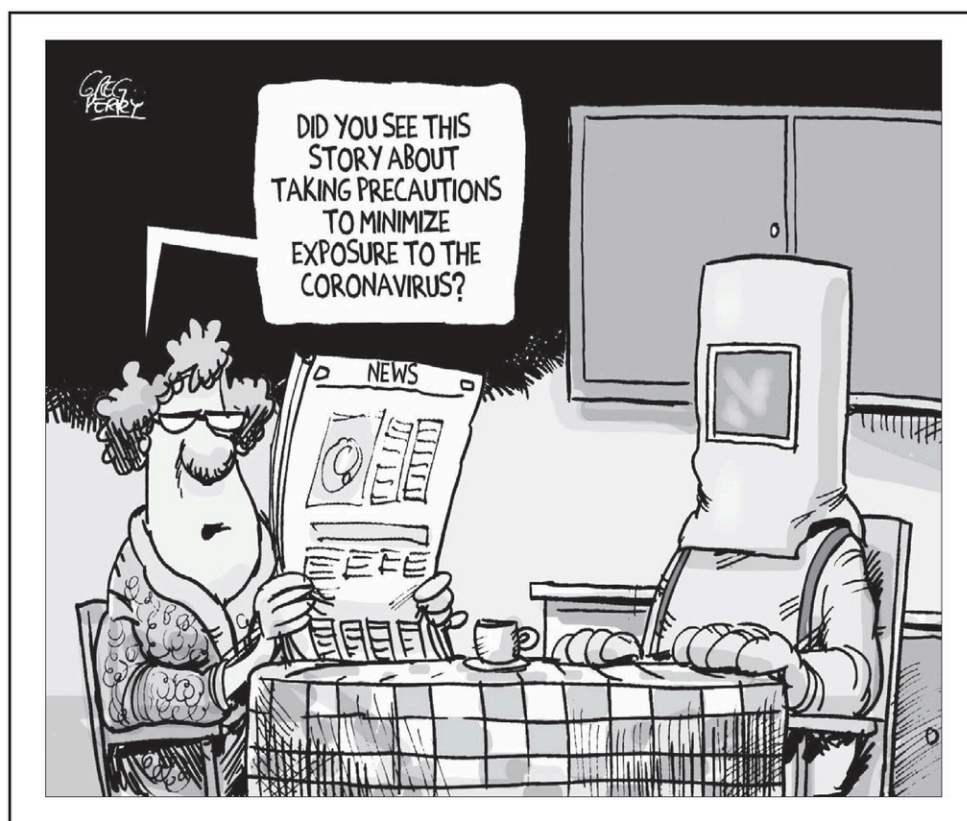
Refrain from sharing utensils, food and drinks. Stay at home as much as you can and if you do have to leave, stay in a separate room in your home away from the older adults and keep a separate bathroom.

It's critical to recognize every generation's needs in the house so now is the time to exercise empathy, patience and unity.

Communicate: It's best to distance yourself from older adults at this stage in the pandemic; however, you can still keep them in the loop. Let them know what is going on by keeping them up to date with daily news.

Since it's best to keep a physical distance, now is the greatest time to have conversations via phone calls, video chats and e-mail. Talk about the small stuff – from how good your coffee was this morning, what book you are reading and how cute the dog looks when he sleeps. Every little bit is worth the conversation.

Offer help: If you live with any older adults or know any in your life, from a family member to a neighbour, ask how you can help them. Ask if they need a medication refill, see how they are doing with toilet paper, if they have enough food, and let them know that



you are in their corner and they are not alone. Remember to respect older adults' autonomy and self-rule, so always ask before you assume.

Well-being: Remind older adults to constantly wash their hands. If you can, encourage the older adults in your life to engage in at-home stretches, open the blinds to let natural sunlight in, watch funny movies, read books and to do things that are fun for them in the comfort of their own home.

Talk about the future: When the world is in a state of panic, we need to remember that remaining hopeful helps ease new transitions. In your phone calls or video chats, talk about plans for the future with any older adult in your life. Talk to your grandmother about how much you love her chicken pot pie and how excited you'll be to have it again. Talk to your older neighbour about your excitement for

the warmer weather, and how these video calls make it easier to avoid the chilly weather!

We all need hope in times like these, so remember to pass it on to the older adults in your life.

Don't be too negative

Although a vulnerable population, it is important to remember that older adults still have autonomy and it is essential to respect that.

As much as it is critical for older adults to practise social-distancing, try not to scare older adults into staying home by emphasizing how dangerous COVID-19 is.

Simply communicate effectively and calmly. This is a stressful time, so more than ever, we must practise peaceful unity.

Letters

The Record welcomes your letters to the editor. Please limit your letters to 300 words. We reserve the right to edit for length, clarity, legality and taste. Please ensure there is a phone number or email where you can be reached, to confirm authorship and current town/city of residence. Names will not be withheld but the address and phone number of the writer are not published, except by request. Please email your letters to newsroom@sherbrookerecord.com. Preference is given to writers from the Eastern Townships.

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Death

Death



PAULETTE, Robert Edwin
March 30, 1930 – Sherbrooke, Quebec
March 21, 2020 – Calgary, Alberta

It is with great sadness that we announce the passing of Dr. Robert Paulette, beloved husband of, Jane Ann Poole (nee Campbell) of Calgary, AB. He passed away after a short battle with cancer on Saturday, March 21, 2020 in his 90th year. Dr. Bob's faith in Jesus Christ as his Lord and Saviour was firm to the end. (Prov. 3: 5-6; 2 Tim. 4:7-8).

Dr. Bob was a graduate of McGill University's Faculty of Medicine. Following postgraduate surgical training in New York, and Missouri, he returned to his native Eastern Townships where he became a much-loved and respected surgeon at the Sherbrooke Hospital. A pillar of the Christian community, he was deeply involved with Grace Chapel, Sherbrooke, and Frontier Lodge Christian Youth Camp. In 2007, he married Ann Poole and moved to Calgary, AB where he lived for the remainder of his life. Proximity to the Rocky Mountains allowed him to continue his love for photography. Despite living in Calgary where he gained first-hand knowledge of hockey's 'battle of Alberta', he remained a passionate Hab's fan. He is survived by his wife, Ann (Poole); his children, Wendy (Richard), Woody (Diane), Laurie (Marty) and Jane; his grandchildren, James, Eric, Elly, Edward, Josh, Cameron, and Maggie; his step-children, Peter, Jane, Judi (Phil), Doug (Roselle), and Alex (Hildur); and his step-grandsons, Sam, Will, Norman and Leif. Also left to mourn are numerous nieces and nephews and a wide circle of friends throughout Canada and the United States. Bob was predeceased by his wife Madge and his siblings Nelson, Uldene, and Doug. A Memorial Service will be held at a later date. Condolences, memories and photos may be shared and viewed on Robert's obituary at www.McInnisandHolloway.com. If friends so desire, donations can be made in Dr. Robert Paulette's name to Frontier Lodge Christian Youth Camp, Frontier Lodge c/o C. Hortop, 2100 chemin Lehoux, RR3 Coaticook, QC, J1A 2S2, 1(819)844-2277, <https://frontierlodge.org/support/#Give>. A fund will be established to enable children in financial need to attend camp. In living memory of Robert Paulette, a tree will be planted in the Ann & Sandy Cross Conservation Area by McINNIS & HOLLOWAY FUNERAL HOMES, Chapel of the Bells, 2720 CENTRE STREET NORTH, CALGARY, AB, T2E 2V6, Telephone: 403-243-8200.



McInnis & Holloway
403-243-8200

Datebook

TUESDAY, MARCH 24, 2020

Today is the 84th day of 2020 and the sixth day of spring.

TODAY'S HISTORY: In 1882, Robert Koch announced the discovery of the tuberculosis bacterium.

In 1958, Elvis Presley reported to the Memphis Draft Board and began service in the U.S. Army.

In 1989, the Exxon Valdez ran aground in Prince William Sound, spilling millions of gallons of oil off the coast of Alaska.

In 1999, the NATO alliance began air strikes against Yugoslavia.

TODAY'S BIRTHDAYS: Andrew W. Mellon (1855-1937), financier; Harry Houdini (1874-1926), magician; Roscoe "Fatty" Arbuckle (1887-1933), comedian/director; Thomas Dewey (1902-1971), politician; Joseph Barbera (1911-2006), animator; Steve McQueen (1930-1980), actor; R. Lee Ermey (1944-2018), actor; Tommy Hilfiger (1951-), fashion designer; Star Jones (1962-), TV personality;

Tig Notaro (1971-), comedian; Jim Parsons (1973-), actor; Alyson Hannigan (1974-), actress; Peyton Manning (1976-), football player; Jessica Chastain (1977-), actress; Lake Bell (1979-), actress.

TODAY'S FACT: The Exxon Valdez was repaired and returned to service following its 1989 oil spill. It continued in operation under different names and ownership before being beached for scrap in India in August 2012.

TODAY'S SPORTS: In 1936, the Detroit Red Wings won the longest game in NHL history, scoring in the sixth overtime period of a playoff game to beat the Montreal Maroons 1-0.

TODAY'S QUOTE: "Pressure is something you feel when you don't know what the hell you're doing." – Peyton Manning

TODAY'S NUMBER: 19 – minutes of footage broadcast to normal American televisions on this date in 1965 by the Ranger 9 lunar probe before its intentional impact with the moon's surface.

TODAY'S MOON: New moon (March

Keeping your hands clean best way to stay healthy



ASK THE DOCTORS

By Eve Glazier, M.D., and Elizabeth Ko, M.D.

Dear Doctor: Why do you have to wash your hands with soap and warm water for at least 20 seconds? Are they not getting clean if you've only got cold water? And why is 20 seconds the magic number? What about hand sanitizers?

Dear Reader: Handwashing is in the news right now due to the coverage of the new coronavirus, COVID-19, as well as our ongoing flu season. It's an important topic because, although the exact means of transmission of the new coronavirus isn't clear yet, we do know how influenza spreads, and COVID-19 is likely to be similar.

In addition to inhaling aerosolized droplets from an infected person's cough or sneeze, influenza spreads through contact with surfaces that have been contaminated by the virus. This can be direct contact, such as when you shake hands with someone infected with the virus, or indirect contact via a contaminated surface or object. If you come into direct contact with the virus and then touch your own mucous membranes, you risk infecting yourself. This includes rubbing your eyes, nose or mouth; biting your nails; eating with your hands; dabbing on makeup; or just resting your chin in your hands. All of this leads to two bits of important advice – don't touch your

face, and do wash your hands. The first relies on awareness, while the latter is all about technique.

Start by wetting your hands with clean, running water. The temperature of the water doesn't play a role in efficacy; it's just that warm water is more comfortable to use. If cold water is the only option, that's fine. What matters most is that you work up a lather with soap – any kind of soap will do – and carefully clean all of the surfaces of your hands. Be sure to wash the palms and backs of the hands, the fingers, the knuckles, the webs between the fingers and the areas around and beneath the nails. Doing this carefully and thoroughly, with gentle pressure to create friction, takes in the neighborhood of 20 seconds. Then rinse well and dry thoroughly. Frequent handwashing can dry out the delicate skin on your hands, so carrying a travel-size moisturizer can be a good idea.

As for hand sanitizers, studies have shown that although they can be helpful, washing with soap and water is the most effective at removing a variety of pathogens. Hand sanitizers may not be as effective when used on hands that are dirty or greasy.

When using a hand sanitizer, it's important to choose one that is alcohol-based, at a concentration of no less than 60%. The product label will state the concentration of alcohol. Don't skimp. Always use the amount of sanitizer that the label recommends. Then spread the liquid over all of the surfaces of your hands and rub gently until they are dry.

Hands clean? You're not quite done yet. There's another object that that makes frequent contact with your hands and face – your phone. Check manufacturer directions, and add cleaning your phone to your daily routine.

Eve Glazier, M.D., MBA, is an internist and associate professor of medicine at UCLA Health. Elizabeth Ko, M.D., is an internist and assistant professor of medicine at UCLA Health.

MS lives here.

MS is the most common neurological disease affecting young adults in Canada.

MS Multiple Sclerosis Society of Canada

1-800-268-7582 www.mssociety.ca

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Text only: 40¢ per word. Minimum charge \$10.00 (\$11.50 taxes included)

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BIRTHDAY, ANNIVERSARY & GET-WELL WISHES, ENGAGEMENT NOTICES:

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With photo: \$26.00 (\$29.90 taxes included) **DEADLINE:** 3 days before publication.

WEDDING WRITE-UPS:

\$26.00 (\$29.90 taxes included) WITH PHOTO: \$36.00 (\$41.40 taxes included)

Please Note: All of the aforementioned (except death notices) must be submitted typewritten or neatly printed, and must include the signature and daytime telephone number of the contact person. Can be e-mailed to: classad@sherbrookerecord.com - They will not be taken by phone.

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For Monday's paper, email production@sherbrookerecord.com or call 819-569-4856 between 1 p.m. and 5 p.m. Sunday. For Tuesday, Wednesday, Thursday or Friday's edition, email production@sherbrookerecord.com, call 819-569-4856 or fax 819-569-1187 (please call to confirm transmission) between 9 a.m. and 5 p.m. the day prior to the day of publication. The Record cannot guarantee publication if another Record number is called. Rates: Please call for costs.

NEA Crossword Puzzle

Your Birthday

TUESDAY, MARCH 24, 2020

Answer to Previous Puzzle

END		UTE		ZOO
MOI		SNARL		OVA
UTA		ASTRO		NET
AZ	ALEA	TEENS		
	WAR	QUO		
SHRED		FUSSIER		
HOED		GOA		NRA
APE		ANY		RING
WILDEST		MOTES		
	ALP	MOA		
GLAND		TAWDRY		
NOD		ERASE		EON
USA		RUMOR		ADE
STY		TEN		DAB

- ACROSS**
- 1 On the — vive
 - 4 Big hairdo
 - 8 Intuit, in sci-fi slang
 - 12 "Waterfalls" group
 - 13 Victuals
 - 14 Auto part
 - 15 Sign a contract
 - 16 Asian royalty
 - 17 Butter substitute
 - 18 Check endorser
 - 20 Medieval adventure
 - 21 Cask
 - 23 "Alice" diner owner
 - 24 South Seas getaway
 - 27 Matured
 - 29 Force open
 - 32 Pretty soon
 - 33 Large vase
 - 34 Airport exit
 - 35 Antler bearer
 - 36 Traipse about
 - 37 Oil cartel
- DOWN**
- 1 Ear swab (hyph.)
 - 2 Bone below the elbow
 - 3 Gross
 - 4 Achieve harmony
- 38 Big amount**
- 39 Grant
 - 40 Poison ivy symptom
 - 41 Airline to Stockholm
 - 42 Kennel user
 - 44 Cooked in oil
 - 47 Lettuce buys
 - 51 Super-man's mother
 - 52 Auel heroine
 - 55 Woolly animal
 - 56 Spoken reader
 - 57 Tea leaves
 - 58 Virus infection
 - 59 Writes
 - 60 Leg joint
 - 61 Perch

- 5 Friar's title
- 6 Operate
- 7 "Shogun" apparel
- 8 Horror flick extra
- 9 Butler, to Gable
- 10 Blast furnace inputs
- 11 Snarl
- 19 Making do
- 20 Proof ender
- 22 Dials
- 23 Healed, as a bone
- 24 In a jiffy
- 25 Not out of
- 26 Baez or Rivers
- 28 Diploma possessor
- 29 Family man
- 30 Country addr.
- 31 Gross!
- 34 Chasm
- 39 Heel
- 41 Water-proofs
- 43 Windy City airport
- 44 Dud
- 45 Unusual
- 46 Persia, now
- 48 Pet shop sounds
- 49 Surrealist painter
- 50 Chimney dirt
- 52 Invite
- 53 Desire
- 54 Harper or Stan

1	2	3		4	5	6	7		8	9	10	11
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44	45	46					47		48	49	50	
51					52	53	54		55			
56					57				58			
59					60				61			

Settle down and give yourself a chance to put a strategy in place. Try to shed what is no longer working and replace it with something better. Make this a year of transition. Slow down and take the time to do things properly.

ARIES (March 21-April 19) - Keep your emotions under control and your thoughts practical. Overreacting will hold you back. If you look for the positive, you'll discover the best way to move forward.

TAURUS (April 20-May 20) - Don't give in to a bully or to emotional manipulation. If you have reservations about someone, back away and take care of matters on your own. It's better to be safe than sorry.

GEMINI (May 21-June 20) - Spend time with people you can learn from, not with those who continually want something from you. A self-improvement project will get good results. A spa day will ease stress.

CANCER (June 21-July 22) - Too much or too little will be problematic. Don't put yourself in financial jeopardy. Don't spend more than you can afford and don't feel compelled to impress someone.

LEO (July 23-Aug. 22) - A physical challenge will keep you on your toes. Don't take an unnecessary risk. Associate with people who inspire and encourage you. Share your plans with someone you want to work alongside.

VIRGO (Aug. 23-Sept. 22) - Channel

your energy into nurturing meaningful relationships. Home improvements that fit your lifestyle will add to your convenience and give you more time to share with a loved one.

LIBRA (Sept. 23-Oct. 23) - Take a look at what you've accomplished and what's still on your to-do list. Align yourself with people who can provide what you lack and be part of an unbeatable team.

SCORPIO (Oct. 24-Nov. 22) - Make adjustments that will result in a better life. If you take action first, everyone who counts will follow. Set the standard and live up to your promises.

SAGITTARIUS (Nov. 23-Dec. 21) - Do what works best for you. Don't let anyone disrupt your plans or life. Remain focused and intent on reaching your goal. Know your worth, and don't settle for less.

CAPRICORN (Dec. 22-Jan. 19) - Take what's said at face value. Verify any information you receive before you pass it along or make a change based on what you are led to believe. Romance is featured.

AQUARIUS (Jan. 20-Feb. 19) - Pay it forward. Offer assistance and understanding to someone in need. A new relationship will develop that has the potential to lead to a serious commitment.

PISCES (Feb. 20-March 20) - If you listen and observe, you'll pick up on a vibe someone is sending you. You'll be attracted to someone very different from yourself. Romance is in the stars.

TUESDAY, MARCH 24, 2020

How to split up language and cards

By Phillip Alder

At a dinner in New York, Mark Twain said, "A verb has a hard time enough of it in this world when it's all together. It's downright inhuman to split it up." To what was he referring?

Probably, like me, you thought it was the split infinitive. Some writers are happy to boldly split the infinitive, where others refuse to go. But actually Twain was talking about German. He claimed that one part of the verb is put down here, one part over yonder, and German is just shoveled in between!

On today's deal, North-South bid to six clubs. After West led the heart queen, declarer won with dummy's king and played a club to his ace. When West discarded a heart, South thought, "Nein, we did not miss sieben Treff." How did declarer continue?

South cashed the spade king and diamond ace, ruffed a diamond on the board and took the spade ace, discarding a diamond from his hand. Now came the spade queen, which East ruffed with the club seven. Declarer overruffed with the nine, cashed the heart ace and ruffed a heart on the board. East ruffed the next top spade with the club

North		03-24-20	
♠ A Q 10 8 5 4			
♥ K 2			
♦ 6			
♣ K 10 5 3			
West		East	
♠ 7 6 3 2		♠ J 9	
♥ Q J 10 7 5		♥ 8 6 3	
♦ K Q 10 7		♦ 9 5 4	
♣ —		♣ J 8 7 4 2	
South			
♠ K			
♥ A 9 4			
♦ A J 8 3 2			
♣ A Q 9 6			
Dealer: North			
Vulnerable: Both			
South	West	North	East
		1♠	Pass
2♦	Pass	2♠	Pass
3♣	Pass	4♣	Pass
6♣	Pass	Pass	Pass
Opening lead: ♥ Q			

eight, and South overruffed with the queen. South trumped a diamond with dummy's club king, his 11th trick. East was left with the club jack-four; South had the diamond jack and club six. The lead of a spade from the dummy allowed declarer to score his club six with a coup en passant. "You managed to nicely play the cards," complimented North.

CELEBRITY CIPHER

by Luis Campos

Celebrity Cipher cryptograms are created from quotations by famous people, past and present. Each letter in the cipher stands for another.

“ TWTDEACTDT EIK FI, JCTDT’M Y
MIKPHJDYVO. EIK VYP’J ... SKUJT
CTYD UJ. UJ’M BKMJ Y XUJJXT IKJ
IR JCT DYPFT IR CTYDUFF.” — XUPHY
DIPMJYHJ

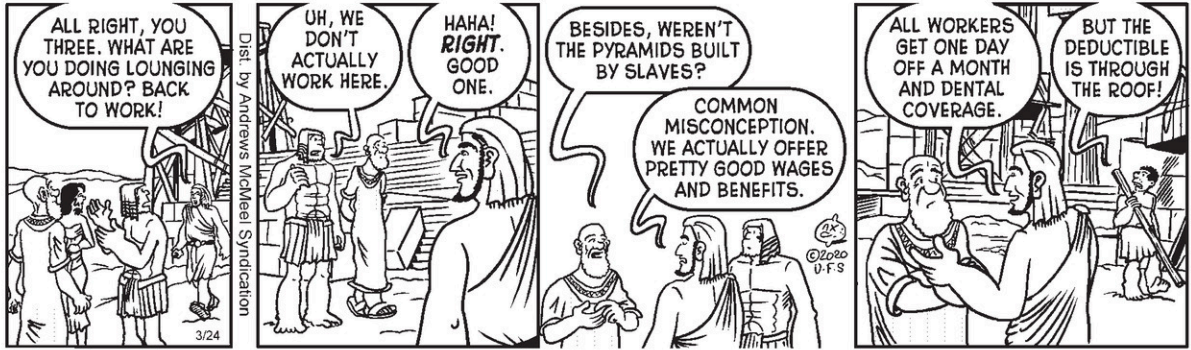
Previous Solution: “You have to grow up, start paying the rent and have your heart broken before you understand country.” — Emmylou Harris

TODAY’S CLUE: M sjenba v

REALITY CHECK



ALLEY OOP



ARLO & JANIS



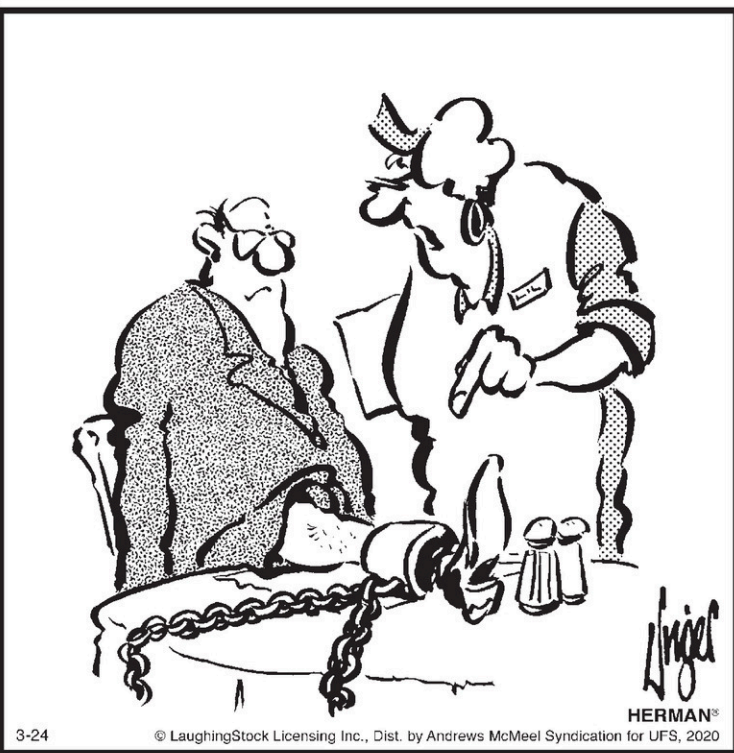
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THE RECORD

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Job opportunity - Reporter

The Record is seeking a full-time reporter to work in its newsroom thanks to funding provided by the Local Journalism Initiative, a Canadian Heritage program, administered in Quebec through the Quebec Community Newspapers Association.

The Record is the only English-language daily newspaper serving the Eastern Townships and has been recognized as the 'Voice of the Eastern Townships' for 123 years. It covers some 27 communities with significant English-speaking populations situated throughout the vast territory of the Eastern Townships

The Record is seeking a bilingual reporter with excellent English-language writing skills who understands the mandate of community journalism and the important role the newspaper plays in keeping readers informed on the social, political and economic issues that concern them in their daily lives. The position would include covering municipal council meetings, school board meetings, environmental and agricultural consultations, the courts and researching subjects that affect the community.

Given the vast territory, the successful candidate would need to be bilingual, flexible, have access to a vehicle and able to work well with the newsroom team to produce stories of the highest standard for both print and the web.

Qualifications

The ideal candidate is:

- . a graduate of a college or university journalism program and/or significant professional experience working as a journalist
- . an excellent communicator in English with a good working ability in French
- . familiar with basic computer software including InDesign
- . a capable photographer
- . a licensed driver, preferably with a car
- . deadline-oriented

An ability to work some evenings and weekends is essential (with time off provided during the week as compensation). Appreciation of community journalism and familiarity with the Eastern Townships are strong assets.

Applicants are invited to send a one-page covering letter along with a résumé to Sharon McCully, Publisher, The Record, at outletjournal@sympatico.ca
Deadline for application: Immediate

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LENNOXVILLE

CANCELLED. The HCC Senior Luncheon scheduled for Thursday, March 26 at Hope Community Church, 102 Queen St., Lennoxville has been cancelled.



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A ripple effect of smiles

Dear Annie

TUESDAY, MARCH 24, 2020

Dear Annie: I'm an older gent who has been doing weight training for years. I was walking down the beach one day, wearing my swimsuit, and a young lady approached on a bicycle from the opposite direction. She pointed toward me, and I turned to look at the water thinking the dolphins that had been swimming close to shore were back. She said, "No, you!"

Wow. I was blown away. That unsolicited compliment made me feel great the entire day. But it also rang a bell.

Since then, I've started the practice of making appreciative comments, even to strangers, when they're deserved. "That's a really good color for you," or "Good form on that bicep curl" – that sort of thing. The key is that the comment has to be legit. People know when they're being patronized.

And guess what. It doesn't cost a dime and makes both parties feel better. – Doesn't Cost a Dime

Dear Doesn't Cost a Dime: It is interesting that right before you had this beautiful realization of kindness, you saw dolphins. Dolphins structure their lives around a social group, called a "pod." They are said to communicate with the others in their pod by making sounds such as clicks and squeaks.

You took this wave of kindness to heart and applied it to your life. It just goes to show that when we lead with kindness and see the good in others, others see the good in themselves and want to share it, and so on and so on. What a beautiful realization and ripple effect. And, yes, the comments have to be genuine.

One of my favorite expressions is

"One smile will get you two." I hope your letter encourages people to be kinder to one another, themselves and the animals that inhabit this beautiful Earth.

Dear Annie: As the mother of three sons, I taught them that the thing that separates men from animals is the ability to write thank-you cards. I now have two grandchildren, and when they can write, I will expect to receive thank-you cards from them. If not, then the phone call I will make will be to my sons to remind them of what they were taught.

Writing in appreciation for what has been done for you is an additional gift to you, not the giver. Children are then taught to be thankful and not feel entitled.

Grandparents should recognize that we are doing our grandchildren a favor when we support them in doing what is right just because it is right. – Indiana Mom and Grandmother

Dear Indiana Mom and Grandmother: Congratulations on giving your sons, and now your grandchildren, the gift of gratitude. Showing appreciation does make both parties feel good. They can't help but feel more joy. As author and philanthropist Lynne Twist shared with Oprah Winfrey, "What you appreciate appreciates" – one of my favorite quotes.

"Ask Me Anything: A Year of Advice From Dear Annie" is out now! Annie Lane's debut book – featuring favorite columns on love, friendship, family and etiquette – is available as a paperback and e-book. Visit <http://www.creatorspublishing.com> for more information.

Send your questions for Annie Lane to dearannie@creators.com.

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Owner

**Long live
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In our store

**CHANCE TO WIN
\$1,000 IN GROCERIES**

Get a chance to win one of four \$250 IGA gift certificates by visiting our Facebook page or in-store*.

*The draw for the 3 \$250 gift certificates will be done from the completed and deposited entry forms from March 26 to 28. The draw for the \$250 gift certificate will be done among the people who liked our Facebook page from March 26 to 28, 2020. The draws will take place on March 29th at 9:00 a.m. Details in store.



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