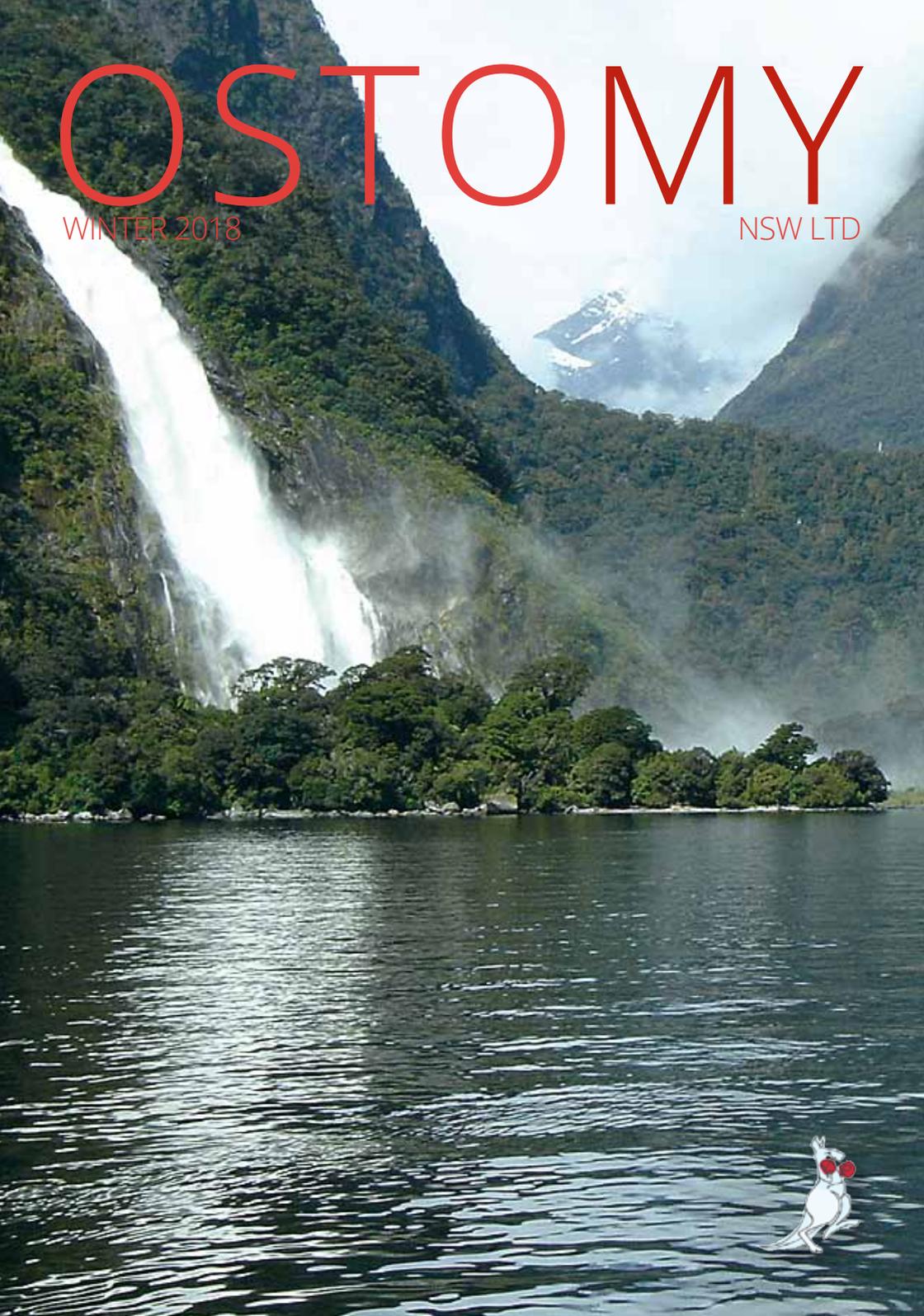


OSTOMY

WINTER 2018

NSW LTD



Ceramide –

A Revolution in

Stoma Skin Care

CeraPlus, the first and only range of barrier products in Australia to be infused with the power of skin protective Ceramides.

A naturally occurring component of healthy skin, Ceramides lock skin cells together to form a protective barrier that helps skin retain its vital hydration and structure.

Ceramides don't just soothe the sensitive and irritated skin around the stoma, but help the skin to maintain its normal function and assist in preventing issues from occurring.

CeraPlus Ceramide infused skin barriers can help:

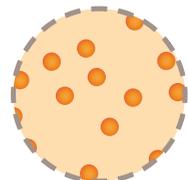
- Prevent water loss that can lead to skin damage
- Protect the skin's integrity
- Maintain healthy peristomal skin
- Reduce itching

Order a FREE CeraPlus sample today.
Call 1800 219 179 www.hollister.com.au/ceraplus

● Natural Ceramides



Healthy Peristomal Skin



Damaged Peristomal Skin

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PRINT DEADLINES

Summer Edition	November 1
Autumn Edition	February 1
Winter Edition	May 1
Spring Edition	August 1

PHONE: 02 9542 1300**ORDERS****WE ARE UNABLE TO ACCEPT PHONE ORDERS**Please email orders to: orders@ostomynsw.org.au

Please fax orders to: 02 9542 1400

Please post orders to: PO Box 3068,

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**PICKING UP ORDERS:
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We are open four days a week

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9:00 am to 2:00 pm

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Account Name: ONL

BSB: 112879 (St George Bank)

Account Number: 45 664 3389

Reference: Your Member Number and Surname

WINTER 2018**President: Tom Flood**
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VOLUNTEERS****DISCLAIMER**

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I CAN *live free*



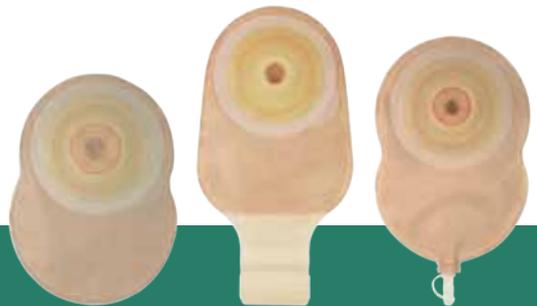
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May 2018 ADO063 AP-16436-MM

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Phone (03) 9239 2700 Facsimile (03) 9239 2742 www.convatec.com.au

 **ConvaTec**
Ostomy Care Solutions

REGIONAL INFORMATION MEETINGS 2018

NOWRA – FRIDAY 22ND JUNE

EX-SERVICEMEN'S SPORTS CLUB (WORRIGEE LINKS)

131 GREENWELL POINT RD WORRIGEE

COMMENCING AT 10:00AM TO APPROX.. 3:30PM

FORBES – FRIDAY 21ST SEPTEMBER

FORBES SERVICES MEMORIAL CLUB

41 - 43 TEMPLAR STREET FORBES

COMMENCING AT 10:00AM TO 3:30PM

SHOALHAVEN SUPPORT GROUP

IN 2018 THE MEETINGS ARE ON WEDNESDAYS. THE REMAINING DATES ARE WEDNESDAY 1ST AUGUST AND WEDNESDAY 7TH NOVEMBER. THE STOMAL THERAPISTS ARE TRACEY NEWCOMBE AND BRENDA CHRISTIANSEN.

NEPEAN EDUCATION STOMA SUPPORT GROUP

THE NEPEAN EDUCATION STOMA SUPPORT GROUP WILL MEET FOR SUPPORT AND AFTERNOON TEA ON FRIDAY AFTERNOON IN 2018 AS FOLLOWS:

TIME: 2-3:30PM

DATES: 18 MAY

27 JULY

28 SEPTEMBER

7 DECEMBER

ADDRESS: 63 DERBY ST, PENRITH (UNIVERSITY OF SYDNEY MEDICAL SCHOOL)

ACCESS: THE BUILDING IS OPPOSITE NEPEAN HOSPITAL'S EMERGENCY DEPARTMENT. ENTER VIA THE SIDE PATH TO THE CLINICAL SCHOOL'S OUTPATIENT WAITING ROOM. PLEASE WAIT UNTIL 2:00 PM WHEN YOU WILL BE DIRECTED TO THE MEETING ROOM.

CAR PARKING: EITHER ON THE STREET OR IN THE MULTI-STORY CAR PARK ON SOMERSET STREET, KINGSWOOD (FREE FOR PENSIONERS FOR THE FIRST 3 HOURS)

**FAMILY AND FRIENDS ARE MOST WELCOME
ANY ENQUIRIES PLEASE CONTACT NAOMI HOUSTON ON 4734 1245**

NEW

SEALING IN SKIN HEALTH



Dansac TRE Seal is more than just a seal – with three levels of protection, the Dansac TRE Seal has been designed to help keep healthy skin naturally healthy.



Adhesion

Designed to provide a secure, flexible seal to protect the skin from stoma fluid and to be easy to remove.



Absorption

Helps absorb excess moisture to maintain skin's natural balance without the seal losing internal or external strength.



pH balance

Designed to help manage the skin-damaging effects of digestive enzyme activity.

To learn more or to obtain a sample, please contact our Friendly Customer Engagement Team on 1800 220 972 or visit dansac.com.au.

PRODUCT CODE	MAX ISSUE	SAS CODE
072-48	30 per month	80162C

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dansac

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Dansac New Zealand
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STOMAL THERAPY SERVICES

(NSW AND ACT) MAY 2018 DIRECTORY

Any errors or omissions
please email Heather Hill
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phone: 0422 204 497 (M)

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Direct number (02) 9722 7196

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Kerri Houghton STN

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Anne Marie Lyons CNS.

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Lisa Hancock CNS

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Dianne.hooper@sswahs.nsw.

gov.au

Lu Wang CNS 2.

Mobile: 0417 026 109

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Therapy.

Phone: **(02) 9812 3380**

Colette Craft CNS Stomal

Therapy.

Phone: **(02) 9812 3483**

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Julie Choi STN

Phone: **(02) 9900 7381**

Email: Julie.choi@svha.org.au

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Kerrie Wrenford STN.

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Phone the Banksia Ward and

leave a message, Kerrie will call

back.

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Naomi Houston CNS STN.

Phone: **(02) 4734 1245**

Email: [Naomi.Houston@health.
nsw.gov.au](mailto:Naomi.Houston@health.nsw.gov.au)

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text page.

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Sharon Mallary STN

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Lisa Graaf CNC (pager 44403)

Jo de Balasio CNC . Mon& Tues

Office direct: **(02) 9382 3869**

Alison Kennedy STN (pager

44253)

(Children's) (02) 9382 1627

* For ALL pages ring:

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Jean Edge STN

Wed, Thurs and Fri.

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(Direct)

Fax: (02) 9463 2082.

Email: [Kathryn.Bolton@health.
nsw.gov.au](mailto:Kathryn.Bolton@health.nsw.gov.au)

nsw.gov.au

ROYAL PRINCE ALFRED HOSPITAL

Colleen Mendes CNC/STN

[colleen.mendes@sswahs.nsw.
gov.au](mailto:colleen.mendes@sswahs.nsw.gov.au)

gov.au

Cheri Kelcher CNC

Betty Brown STN

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((02) 9515 6111 (page)

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Tamra Webb STN. Mon and Thurs.

Phone: (02) 9858 7888
(page)

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Frances Day STN

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(direct)

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Anne Mamo CNS

Deborah Dutchak CNS

Melanie Perez

Phone: **(02) 9113 3519** or
Pager: (02) 9113 1111

page 224 Email: Daniela.

Levido@sesiahs.health.nsw.
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Vicki Patton

Phone: 9113 2715 or
9113 1111 page 976

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Jackie Johnston CNC.

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(pager 0413) or

Office: (02) 8382 7010

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Mark Murtagh CNC.

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(page 6158)

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8

Lyn Archibald CNC

Glenda Flew CNS

Sandra Cryer

(Relieves when necessary)

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org.au

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CNC Stomal Therapy/
Wound Management.

Phone: **(02) 9845 2148**

or Email: Charmaine.

Richards@health.nsw.gov.
au

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Fiona(Lee) Gavegan CNC.

Phone: **0409 962 111** or
Fiona.Gavegan@health.nsw.
gov.au

Karen Shedden CNC.

Phone: 0427 127 795

or Karen.Shedden@health.
nsw.gov.au

Phone: (02) 9845 5555

(page 22888 or 27904).

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Email: Julie.metcalf@health.
nsw.gov.au

P O Box 173, Bega NSW

2550

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Nowra 2541. Stomal

Therapy Clinic: Mondays by
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Or Fax: (02) 4424 6347

Brenda Christiansen STN

(Mon-Clinic, Wed & Thurs).

Tracey Newcombe STN

(Mon & Tues). Email: Tracey.

Newcombe@sesiahs.health.
nsw.gov.au

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Julia Kittscha CNC

Phone: **(02) 4222 5303**

or 0414 421 021

Julia.Kittscha@sesiahs.

health.nsw.gov.au

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Helen Richards CNC.

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Fax: 4286 1312

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Dee Coulton (Reliever)

4324 7111

WINTER 2018

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Lara Riley STN
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org.au

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Karen Cole STN
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HNELHD_JHHStomal@
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NEW

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WITH EXTRACTS OF
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Recognising Salts research
into healthy stoma skin



DERMATOLOGICALLY
ACCREDITED

Help prevent sore skin with our complete Aloe range

Salts Aloe Rings can be stretched to suit moderately oval stomas and retain their shape for a secure fit. While NEW Salts Mouldable Seals with Aloe are highly absorbent and can be moulded to create a customised, comfortable, leak-resistant seal.

For free samples call Toll Free 1300 784 737 (NZ 0800 100 146) or visit www.ainscorp.com.au



FROM THE OFFICE

HELP US TO HELP YOU

Ostomy NSW Ltd (ONL) has over 6,500 members, supported by a small team of employees and volunteers. Please

help us continue to provide you and other members with timely support by following these points.

PLANNING YOUR ORDER

- Keep enough stock at home to cover processing and postage times (we recommend keeping a month's supplies on hand). We enter orders into the system in order of receipt. Some days are busier than others and your order may not be processed on the same day as receipt.
- Order in advance – your stock may not be held in the warehouse which will add to the time it takes to process and pack the order.
- Submit your order on any day in the month up to the last working day of the month – no later than 4:00pm.
- Only order what and when you need to keep your home supplies adequate.

ORDERING

- All orders need to be in writing – preferably using the order form supplied with your last order. The form can also be downloaded from the home page of our website.
- All orders need to have supplier codes and quantities.
- Please fill in the form clearly so staff can supply you with the correct appliances.
- Please fill in your name and membership number.

POSTAL ORDERS

- Please allow 7-10 days for your letter to arrive by ordinary mail as well as allowing time for processing and return post.

EMAIL ORDERS

- We prefer you to attach a completed order form to your email.
- If unable to attach the form, please put all the information requested on the form - including your membership number, name and address – into the email body.
- Write all product codes and quantities on separate lines to make it easier for us to input in the system.

PAYMENTS

- Cheque payments: make sure you have filled it out correctly and signed your name.
- Credit card payments: make sure you have all 16 digits plus expiry date and CVC.
- EFT (bank transfer) payments: ensure sure you put your name or membership number in the reference field – otherwise we can't credit your account.
- Please make sure your current balance will cover your order/delivery costs and if necessary make a new payment. We can't fill orders with insufficient funds.
- Each delivery contains a packing slip which tells you the amount that your account is in credit (or debit) after that order.
- Please also keep your own record of financial balance (and if applicable current additional supplies certificate expiry dates) to avoid errors.

DELIVERIES

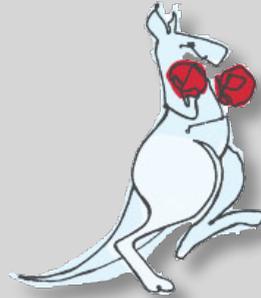
- Please allow 7 – 10 working days for the delivery of your parcel.
- All deliveries are with Australia Post via eParcel.
- If you have supplied us with your email address you will receive an email from Australia Post with a tracking number when your parcel leaves our warehouse.
- Send us your email address if you have not already done so and would like this service.

COUNTER PICK UPS

- Counter hours are strictly 9am to 2pm Monday to Thursday. If you arrive outside these hours you will not be served.
- Monro Ave is the main counter and has a dedicated member parking spot for 10 minute pickups or the 5 minute pickup outside the shop.
- Pre-submitted orders will get preference over any orders submitted the same day.
- Express counter pickups (Princes Hwy entrance) must be submitted in writing two days in advance.
- Please call the office before coming to collect to check that your order is completed.

HOLIDAY ORDERS

- The Government allows a once-a-year holiday double entitlement.
- If you are going away you can order two months' entitlement on one order form. Please make a note on the form that you are using your holiday entitlement.
- If you are going away for longer and need more than one month extra you will need to provide your itinerary or booked tickets to show departure and return dates.
- Holidays over 6 months cannot be supported this way.



MEMBERSHIP FEES ARE DUE TO BE PAID BY JULY 1 2018

Membership Fees
for 2018/19

Full Member: **\$60**

Concession Member: **\$50***

Please Note as
per the Operational
Guidelines
of the Stomal

Appliance Scheme
ALL OUTSTANDING AND
CURRENT FEES MUST BE
PAID BY JULY 1 2018 FOR
SUPPLIES TO BE ISSUED
FROM JULY 1 2018

*** A concession member
must hold a Centrelink issued
pension or health care card**

60 YEAR CELEBRATION

In the Autumn edition of Ostomy we started an item on the history of Ostomy NSW Ltd, covering the years 1957-1975. (You can see this newsletter on our website at www.ostomynsw.org.au.)

In this edition we bring you the history from 1976 to 2008.

If the previous period of history was characterised by ostomates and concerned professionals lobbying for better provision of appliances and support to ostomates, the next phase is notable for physically and constitutionally establishing the organisation to support members.

Before 1976 supplies had been distributed from a member's butcher shop but in 1976 the Ileostomy Association (IA) obtained rooms in George Street for appliance distribution at no cost to members. The association could also focus better on member support by commencing regional meetings and training seminars for hospital staff. Meetings took place in Sydney Hospital and Worker's Federation Hall in Sussex Street.

By 1985 accommoda-



The new rooms are opened by then Parliamentary Secretary for Health Dr Andrew McDonald MP

tion issues in the city were problematic and the association was offered an opportunity to move to rooms in the old Lewisham Hospital owned by Catholic Health. Under the terms of the concessional rent-

al arrangement IA had to keep up the old building which was not ideal for IA operations. The association established a building fund and during the twenty years at Lewisham saved one million dollars.

60 YEAR CELEBRATION



The old Lewisham premises

In its 50th Year, 2008, IA purchased strata commercial premises at Princes Highway, Kirrawee. These premises were relatively new but needed renovation to make them suitable and efficient. This location now provides a warehouse and office for effective distribution of products to over 6,000 members.

In the 1980s the op-

erations were growing in size and financial complexity so in 1985 the Board determined that it was time to change from being a community organisation to incorporate as a company limited by guarantee.

At this time IA was not the only organisation providing support to ostomates. In addition to IA there was the

Colostomy Association NSW at Stanmore, specialising in providing appliances and support for people with colostomies. In 1987 the two associations established an informal alliance to improve coordination and consistency of supports for members. This was named the United Ostomy Associations of NSW.



OCTOBER 6 - WORLD OSTOMY DAY

World Ostomy Day is celebrated every three years to bring to the attention of the general public and the global community the needs and aspirations of ostomates. This year World Ostomy Day will be held on Saturday, October 6, 2018. The theme this year is "Speaking out changes lives".

Ostomy NSW is planning some activities for the day including some publicity to bring attention to ostomates' experiences. As part of that we would love to have some stories and quotes from members. Maybe you can help us to speak out and change lives?

If you're feeling positive and have something to say about it we invite you to send us a short written blurb (no more

300 words) on how having a stoma has made a difference to your life compared with being unwell, and what made a difference to your recovery.

Let us know if we can contact you for further information and if you would like to be identified or remain anonymous if we use some of your story.

Contributions can be sent to manager@ostomynsw.org.au

Or by post to:

The Manager
Ostomy NSW Limited
PO Box 3068
Kirrawee 2232



OCTOBER - ACSA NATIONAL CONFERENCE – WELCOME TO SYDNEY

This year the ACSA 2018 National Conference is being held in Sydney. The meeting is being arranged by a sub-committee from both NSW Stoma and Ostomy NSW.

Dates: Thursday 18th October 2018 to Sunday 21st October 2018

Venue: Rydges Sydney Central

Activity: Company Representatives will be onsite to meet with members on Friday and Saturday, from 9am to 3pm. Please come in and meet with our appliance suppliers.



NOVEMBER 17 OSTOMY NSW MEMBER MEET AND GREET AND AGM 2018

This year is our 60th Anniversary as an Ostomy Association and support group. Come along and help us celebrate, talk with suppliers and join fellow ostomates.

Date: Saturday 17th November 2018

Time: Commencing at 11:00am

Venue: Club York, 99 York Street Sydney

We will announce during the year our guest speaker and celebrations.



**"It's so flexible.
It just moves
with my body."**

Brittany, SenSura® Mio Convex user

SenSura® Mio Convex

Brittany gained new comfort and confidence with **SenSura Mio Convex**.

Brittany loves to stay active. She has an inward body profile and needs a product that stays in place and is comfortable to wear. **SenSura Mio Convex** is a good solution for her because it is specially designed for inward body profiles and body movement. Its elastic adhesive creates a reliable seal between the skin and baseplate – and it is proven to reduce leakage!¹

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 Free call 1800 531 823

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1. Reduces leakage compared to Standard of Care. Walker et al. Raising the bar: New flexible convex ostomy appliance – a randomised controlled trial. WCET supplement 2016

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SenSura Mio Convex has integrated flexlines in the center of its shell. These provide flexibility so the baseplate can bend and stretch during body movement.

There's a **Mio** for *every* body



CAR PARKING FOR REAR ENTRANCE AT MUNRO AVE KIRRAWEE



LONGER VISIT PARKING

Commencing in January we will have one dedicated member parking spot outside the shop. If you intend to do more than a quick pick up, please use this space. It will be clearly marked for use by Ostomy NSW pick-ups ONLY. If there are no Ostomy NSW parking spaces available, you must find parking on the street. All spaces within 18 Monro Avenue are allocated to tenants.

QUICK PICK UP

We can continue to utilise the immediate space outside the shop for less than 5 minutes – see the blue space in the photo below. If you stay here longer you may be asked to move or donate a gold coin to our cause!

NO STANDING ZONE

The driveway area is a “No Standing” zone, as it is required for access by our neighbours. Please do not park across the chain as 24-hour access is required. The car park area behind the chain is not owned by ONL and movement inside has been restricted by the owner.



ACCESSING THE PRINCES HWY COUNTER

If you need to use the express counter at the Princes Hwy entrance for picking up supplies you will find 2 parking spaces in the first driveway after McDonalds. These spaces are usually taken with staff and they can be “parked in” while collecting your order.

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Bladder Cancer Australian Study 2018

AUSTRALIAN BLADDER CANCER PATIENT VOICE INITIATIVE

The Centre for Community-Driven Research is a non-profit organisation conducting the Australian Bladder Cancer Patient Voice Initiative. This is a study to help us understand the experience of people diagnosed with bladder cancer and what they would like to see from future treatment, care and support. The study involves an online question-

naire and telephone interview with one of our lovely nurses. This will be the first study of its kind in bladder cancer in Australia.

**TO REGISTER OR FOR
MORE INFORMATION**

**Email administration@cc-dr.org
Phone (02) 8294 6760**



Welland Barrier Film

From July 1st 2018, 3M Cavilon No Sting Barrier Film wipes will no longer be available on the Stoma Appliance Scheme.

Omnigon continues their support of ostomates by retaining WBF Welland Barrier Film Wipes on the Stoma Appliance Scheme.

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ACTIVE
INGREDIENT
AS CAVILON**



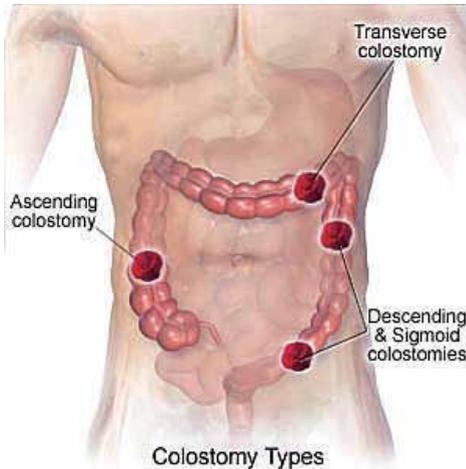
Code	WBF100
Contents	30 sachets
Allowance	1 box per month

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STOMAL THERAPY EDUCATION DAY IN KEMPSEY



The United Ostomy Associations of NSW kicked off our annual program of regional member Education Days in Kempsey On Friday 16 March. The Hastings/Macleay Ostomy Support Group coordinated the event locally and nearly 100 people attended. Neil Lang, President of the Support Group, opened the event by welcoming guest speakers, suppliers and members. Our guest speakers were local colorectal surgeon Dr Mark Romero and Stomal Therapists from Hastings/Macleay Community Health Maria Emerton-Bell and Casey Luke. Our regular presenters Heather Hill and Anne-Marie Lyons were also there along with Stephen Lardner our ONL General Manager.

Dr. Romero's presentation showed the different types of stoma and how they are formed by surgery. He demonstrat-

ed this with a series of slides to illustrate different stoma. The location of your stoma on your abdomen may indicate the type of stoma that has been formed and will influence how fluid your stoma output will be. If it is an ileostomy the output will be more fluid as it comes from the small intestine before the large bowel has done its work of re-absorbing fluid into the body. Depending on the location of a colostomy along the large bowel the output will be thicker. The lower down the bowel, the more fluid has been absorbed into the body. Dr Romero spoke of the complexities relating to colorectal surgery.

Casey Luke, who has been recently appointed as Stomal Therapy Nurse in the Community Health team, presented on "What is an ileostomy?". Casey explained the two types of stoma that are formed - an end ileostomy and a loop ileostomy - and why a pouch may need to be emptied 4 to 7 times per day. This helps guards against leakage and discomfort. It's important to protect the skin from the enzymes and acids within the output. Many tips and tricks were discussed, noting that everyone is different and people with a stoma, together with their STNs, will work out what is good for them. Tips that may be useful include having smaller, more frequent meals; chewing well to break up fibrous foods, having some foods that may thicken ileostomy output such as bread, pasta, rice, pretzels, marshmallows, smooth peanut butter, potatoes, bananas and



Members of the Hastings/Macleay Ostomy Support Group

oatmeal; being aware that medications can change the colour, odour and consistency of output.

Anne Marie Lyons, Clinical Nurse Consultant, gave a talk on the formation of a colostomy and living with this form of stoma. A colostomy may be located in one of four different locations on the large bowel; an ascending colostomy is formed on the right side close to the beginning of the large bowel; a transverse stoma is formed high on the left side about half way along the large bowel; a descending stoma is formed as the large bowel begins to descend and a sigmoid stoma is lower on the left side. Among the many key points raised, with regard to diet, your body's ability to digest food has not been affected by having a colostomy. Usually you do not have to make any dietary changes. You should aim to maintain a healthy and balanced diet. Finally, eat your meals at regular times and chew your food thoroughly.

At our meetings, the number of people with an ileal conduit / urostomy is always fewer. They were pleased Heather Hill gave a short presentation which promoted discussion on the various issues which may occur with this type of stoma. These are formed primarily following cancer of the bladder, trauma and congenital problems.

Our thanks go to Maria Emerton-Bell and Glennie McCartney for their organisation both prior to and on the day. The Kempsey Macleay RSL Club provided excellent facilities and our many members all contributed to the success of our day. If you are interested in more information on these topics, please consider attending one of our meetings. Our next Education Day will be held in Nowra on the 22nd June, at the Ex-Servicemen's Sports Club (Worrigeer Links), followed by our final Education Day for the year in Forbes on 21st September at the Forbes Services Memorial Club.

Hello From The Clinic

Ileostomy reversal

If your ileostomy is intended to be temporary, further surgery will be needed to reverse it at a later date. I am regularly asked what this involves. Everyone is different and your surgeon will be the one who is able to give you specific advice. It is recommended that you also have a chat to your Stomaltheraapist if you are considering reversal surgery.

The reversal operation will only be carried out when you are in good health and fully recovered from the effects of the original operation. This will usually be several weeks, months or sometimes even longer after initial surgery. There is no time limit for having an ileostomy reversed and some people may live with one for several years before it is reversed. Others may choose never to have reversal surgery.

Reversing a loop ileostomy is a relative straight forward procedure that is carried out under general anaesthetic. An incision is made around the stoma and a section of small intestine is pulled out of the abdomen. The area that had been divided to form the stoma is then stitched back together and placed back inside the abdomen. Most people are well enough to leave hospital within three to five days of having this surgery.

It is also sometimes possible to reverse an end ileostomy if some of the colon (large intestine) has been

sealed and left inside the abdomen. However the surgeon will need to make a larger incision to locate and reattach the small and large intestine. It takes longer to recover from this operation and there is a greater risk of complications.

While you recover from reversal surgery you may have diarrhoea or need to go to the toilet more often than normal. It can take up to several weeks for these problems to settle and your bowel activity may never

return to the same as it was prior to having the ileostomy. Your GP can prescribe medication to relieve the diarrhoea until things improve.

You may also experience a sore anus after the reversal operation. This should improve as the anus becomes used to having stools pass through it again, the application of barrier creams can help. The reversal operation is usually considered to be a smaller procedure than the initial ileostomy procedure however it still takes several weeks to fully recover so take things slowly and be kind to yourself!

**Janet Forsyth RN MACN JP
CNC Stomaltheraapist**





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1. Nichols, T. Hannestad, V. and Purnell, P. Supporting stoma hygiene: a cross-sectional survey on the use of Dansac skin lotion tissue (wipes) - Australia, Supplement to the WCET Journal, 2014 April-June Volume 34, Number 2. * R2 restriction, no authority for an increase in the yearly allocation can be granted.



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ONL is a not-for-profit and is reliant on the support of members, friends, volunteers and very dedicated paid staff.

ONL is endorsed as an income tax exempt charitable entity and as a tax deductible gift recipient. Funds are used to continue our member services by supporting nursing, medical services, and for the distribution of ostomy appliances to our members.

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