



April 7, 2020

To the Wake Robin community,

A different sort of update for you today. I have spent the weekend and the early part of this week talking with several CEOs in Senior Living Communities around New England, some of whom are in areas where the community spread of COVID-19 is a week or two ahead of those of us in Vermont and others here in Vermont where the virus has taken hold in their facility. Many have had positive cases and deaths in their communities. All wish they had closed their campuses and instituted stricter guidelines sooner.

After much consideration and multiple in-depth discussions among our leadership team and Board, we have decided to **completely close the Wake Robin community for the next two weeks effective tomorrow, Wednesday April 8, 2020**. This decision was made for the health and well-being of our residents and staff and will be reevaluated at the end of this two-week period. **No resident will be allowed to leave campus for any reason except a critical medical appointment, and that must be approved ahead of time by Meagan Buckley, Health and Resident Services Director. If you must leave campus for a pre-approved critical appointment, you may be asked to self-quarantine in your residence for two weeks upon your return.** We ask that you postpone any appointments you may have scheduled for the next two to three weeks off campus.

We did not make this decision lightly. We know this is an extreme measure, but we genuinely believe it is the right thing to do at this time in the virus' spread in Vermont. What we are learning about the ability to spread this virus through informal social contact is alarming. We don't want to look back a month from now and wish we had taken stricter measures when we had the opportunity. At the moment, our community is COVID-19 free. Our goal is do everything we can to keep it that way.

No visitors will be allowed on campus for any reason (critical care exceptions will be made by Meagan only). No residents may leave campus for any reason except a critical medical appointment preapproved by Meagan. Security will be stopping all cars at the bottom of Wake Robin Drive, and everyone except a staff person or vendor of critical services will be turned away or returned home. Walking outside

on the Wake Robin campus and trails is allowed as long as everyone is covering their faces and keeping six feet or more apart. I know many of you like to drive over to Meach Cove for walks, but that will not be allowed for the duration of this shut down.

Through an expanded partnership with Shelburne Market, we're excited to introduce Wake Robin's own version of Instacart (albeit with a smaller list of offerings)! At times like this, it's a great compromise, offering reliable delivery to your door and no more stress and competition for slots! This is a fantastic way to have some real choice, without the worry of going to the grocery store. So, starting this Sunday, Dining will be expanding our grocery list (attached) and offering on-site grocery shopping once a week. A grocery list will be placed on your front door with your menu Sunday mornings at 9:00am and your completed order will be picked up off your door the next day, Monday morning at 8:00am. Groceries will be delivered to your door on Thursdays between 1:00-3:00pm. What a great partnership with a local business in a time of need!

Any currently scheduled Instacart grocery orders and tomorrows call-in order to the Shelburne Supermarket will be the last grocery deliveries to Wake Robin. **For the next few weeks, you will only have the option to order from the expanded list of grocery items from Shelburne Supermarket through Dining.**

Kinney Drug is offering free delivery on all items they have in store. This includes both pharmacy and retail items. To place an order for non-pharmacy items, please call Kinney at 985-0008 and press 4 for Customer Service. A staff member will take your order and, depending on how many orders they receive, it will be left with Security at the bottom of Wake Robin Drive within 1-2 days for delivery to your door.

Packages, prescriptions and family drop-off items will all be left with Security at the bottom of Wake Robin Drive and delivered to your homes. Mail will continue to be delivered to your boxes. You are still able to come to the Community Center to pick up at your scheduled time slot. You can also pick up the New York Times as currently organized in the vestibule. This will not change. Burlington Free Press will be delivered by staff, although maybe a bit later than in the past.

What this means for our staff is that most will be redeployed to assist with the variety of tasks these changes require. We hope to assign dedicated staff to certain neighborhoods so we limit daily contact. Normal work responsibilities may not be happening as scheduled for this time of year. Groundskeeping, trail grooming, etc.

will be on hold for a few weeks. Obviously housekeeping will continue to be on hiatus. I know that many of you are itching to assist with some of these chores, but for the moment we are asking everyone to wait a few weeks until we are through this most critical time in the virus' spread. Staff have a lot happening that we need to attend to right now. Every day brings a new wrinkle that we need to iron out, so our bandwidth to respond to a variety of resident requests is extremely limited.

Please share this information with your families and loved ones. It will be important for them to hear about this from you and not when they are en route to drop off something to you.

Finally, I need to say thank you to each of you. What I am sharing with you is not easy to digest. As we know, every crisis has a beginning, a middle, and an end. We are past the beginning, but we are not likely at the middle yet here in Vermont, and we don't know when the end will be. We believe the next two to three weeks will be a critical time for us all. However, rest assured, there will be an end. The small sacrifices we are making now - big as they feel in the moment - such as travel and visitor restrictions, avoidance of social gatherings, and self-quarantine, will be key to our community remaining as safe as possible through the duration of this crisis.

If you have any questions, don't hesitate to reach out. **Please don't forget to report any respiratory, cough, or fever symptoms you might be experiencing with a phone call to the Wellness Center as soon as possible.** And above all, thank you again for your full cooperation and understanding. This too shall pass.

Sincerely,



Martha E. Maksym  
President and CEO