



April 9, 2020

As I sit writing today's update, the rain is pouring down outside my window. This is one of those early Spring days when I'd rather be snuggled up with my book by the fire! Any chance of snow? Wouldn't that just be the icing on the cake! Stay safe everyone. Check on your neighbors. If you have any concerns about someone's wellbeing, please let us know. We are checking in regularly with some residents, so don't hesitate to ask us to add someone else to that list. That's what we are here for. And if you yourself could use an extra hand somehow, feel free to reach out too. It's hard to ask for help for ourselves, but it's important right now. We want to hear from you. Our virtual doors are always open.

I am hearing from a few folks that you may not be receiving my daily updates through the Wake Robin RAVE emergency notification system, so may not have gotten the notice of April 7th announcing that we are closing down the campus. If you are on the RAVE system, each day you should be receiving a phone call, text (if you have a smart phone) and an email notifying you that my daily Update is available. If you aren't receiving these, then you may not be correctly set up on RAVE. Leslie Parker can get that fixed for you so just shoot her an email or give her a quick call. And apologies to those of you who were not notified of our decision on Tuesday to close down the campus.

Advanced Directives and COVID-19:

Our providers are currently working with all Linden residents to update their COLST forms with an addendum related to the threat of a potential COVID-19 outbreak. COLST forms are Vermont's Clinician Order for Life Sustaining Treatment.

For any Independent Living residents who are looking for assistance with their current COLST form, please contact the Wellness Center. Any resident looking for assistance to update their advance directive can contact Resident Services Coordinator.

Banking:

I was asked today about banking and how you all might make deposits if you needed to. There are wonderful on-line banking options that Gretchen can help you download on to your computers. And if really stuck, you can mail in a deposit to your bank. Finance can cash a check for you up to \$100 if you are in need of cash.

But we are not allowing residents to leave campus to do banking for the next few weeks. So if you are stuck, please reach out to Gretchen and she can problem solve with you.

Making Charitable Donations:

I was asked yesterday about ways you might donate financially to organizations helping folks in need during this crisis. I am loathe to wade into that arena with recommendations. I have my favorite charities. I suspect you have yours! But I did find a good article on Forbes about how to choose where to donate and what you should look out for/consider. Hope this is helpful:

<https://www.forbes.com/sites/kellyphillipserb/2020/03/21/helping-out-during-the-coronavirus-crisis-where-what--how-to-donate/#41b8258950df>

I'll give you a sneak peak of a letter you will be receiving in the next day or so from the WRRRA about a staff appreciation fund that you can voluntarily donate to if you so choose. A lovely, much appreciated gesture from residents to help support our amazing staff during this really challenging time. Be on the lookout for that. I believe hard copies will be put in mailboxes, and a copy emailed as well. Hard copies will be given to Linden residents as well. Thank you to the WRRRA for your leadership organizing this.

Grocery Update:

Thanks to the talents of the ever-dazzling Dining Services Operations Coordinator, starting this Sunday Dining is pleased to roll out our Wake Robin grocery ordering system. This simple online tool will make it easy for residents to order groceries weekly. **Grocery order forms will NOT be left on your door with your weekend menus (even though that's what I told you in an earlier Update. Sorry! Got my facts wrong!)**

Orders must be submitted by Monday mornings at 8:00 am. Orders submitted after 8:00 am will be placed for the following week. Orders will be delivered to your door on Thursdays between 1:00 pm-2:30 pm.

For residents who don't have access to a computer, paper copies will be left in the vestibule to the Community Center with a bin next to it for completed copies. I cannot stress enough how easy this tool is to use, and we hope that residents will use this tool and keep paper copies to a minimum.

If you have any questions about the online ordering tool please call 264-5126.

Given that this is a temporary option for the next few weeks until we can allow you all to go about your business out in the broader community again, we ask that you make do with the list of items being offered. We really can't accommodate special orders. We also ask that all residents utilize the internal grocery offerings from Shelburne Supermarket and forego having families buying and delivering groceries for the time being. Your loved one is just one more stranger our staff need to interact with and we are trying to limit their exposure to people as much as possible. So, unless what they are delivering is absolutely urgent and essential, please stop any family deliveries at this time.

Alcohol delivery update!

Starting next week, Route 7 Liquor has agreed to deliver beer, wine, and spirits to campus twice a week! You will need to call Meagan at 985-3332 with your order by 1:30 on Mondays and Wednesdays for deliveries to your door on Tuesdays and Thursdays between 1:00 pm-2:30 pm.

Linden update

We are all enjoying the opportunity to virtually connect with friends and families, including residents in Linden. Staff have supported over 16 hours of Zoom and Facetime since April 1st, and we are seeing the hours increase every week. We have added a few more tablet devices to make this even easier. The activities team is spending many hours behind the scenes as well arranging schedules, supporting both residents and families/friends with technology and we are on track for over 50 hours for April.

Resident Council for Linden, scheduled for 4/13 and 4/14 are cancelled, if you have any agenda item please let Kim Surprenant know and we can follow-up one on one.

Thanks everyone,
Martha



Martha E. Maksym
President and CEO