



April 6, 2020

Hello everyone,

These are really harrowing times for us all. And there's a tendency to narrow our vision to just making sure that we or our nearest and dearest are ok. But I am reminded every day of the truly heroic efforts being made by so many, in Vermont, in the country, in the world, to wrestle this virus to the ground. The stories of selfless acts are numerous and humbling. When you (or I for that matter!) start feeling blue or anxious or simply annoyed, take a second to remember how safe we all are; how privileged we all are to be here at Wake Robin, here in Vermont. Yes, there are many inconveniences and restrictions that just plain bug us every day. But we're sweating the small stuff. I was reminded by a resident that several religious holidays are upon us this week and next. Let's take a moment, every day, to give thanks, to reflect on our good fortune. Let's take a moment every day to laugh out loud at some of the hilarious pandemic humor circulating because laughing is just plain good for us! And let's take a moment every day to say thank you to someone else. It matters so much in these stressful times. And it's really easy too!

Not too many questions this past weekend, so today's update is relatively short! I guess we are finding our groove!

### **IT Updates:**

In response to increased remote access and Internet use during these unusual times, the following increases in Internet speeds were made last week. Please continue to inform us about your Internet experience:

1. The resident Comcast connection has been increased by approximately 4x in download speed, and 2x in upload speed (to 600mb down, 35mb up).
  2. Both administrative internet connections have been approximately doubled in speed.
  3. Internet speed at the cloud data center that hosts our RDS servers has been doubled.
- Bottom line, I think the translation to all this is we should have enough bandwidth for the increase in usage we are experiencing at Wake Robin with all of us Zooming, Skyping, Going-to-Meetings, downloading movies and videos, etc. Keep us posted on how it's working.

### **Zoom snafus:**

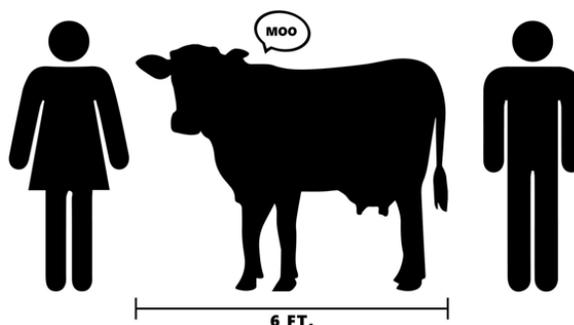
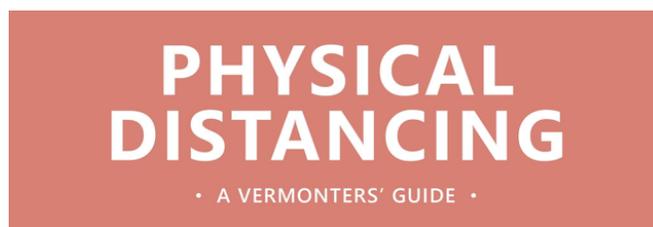
You may have all heard or read of the security breaches during Zoom calls. I have been in contact with our IT consultants and we will be switching from “Zoom” to “Go-To-Meeting” which has a much more secure infrastructure. It should be just as easy to use as Zoom and will always have a call in number for those of you who don’t have computers/tablets with speaker and/or microphone or who just prefer using the phone. An easy How-To guide will be made available very soon. Stay tuned for more info about this switch.

**A green solution for the increasing number of brown bags with handles!:**

These bags can now be brought to Green Rooms for collection. A suitable number will be reserved for the Tag Sale. The Shelburne Food Shelf will take the rest and use them for packaging supplies for their clients. Details are being worked out, but the current plan is that residents will deposit their bags in a designated spot in their Green Rooms. ES will take them away and either store them for the Tag Sale or arrange a handover to the Food Shelf. (Please put bags with food spills in the trash.)

**Outside activities:**

Please remember to wear a face covering when going outside. This is a new recommendation from the Governor and Vermont Department of Health to further slow the spread through social contact. And please remember to maintain a minimum 6-foot distance from others, whether inside or outside. A funny Vermont cartoon the other day had a picture of a sideways cow from head to tail separating two people.



Keep one dairy cow of space between you and others.

That’s six feet in case you were having trouble picturing it!

I understand from several of you that there have been neighbors walking on the Wake Robin trails. A letter was sent on Friday to all residents of the Ridgefield neighborhood alerting them that our campus is now completely closed and no one is allowed on WR property for the duration of this crisis. Added signs will be put along the perimeter of our property as well.

**KUDOS to Steve and the WRTV crew:**

What a remarkable job Steve (leader of WRTV) has been doing in managing our TV stations 918 and 919. He recently assumed leadership and has managed to train his crew to work remotely so that the exercise programs, daily program changes, important messages, and special additions can go forward pretty smoothly. Steve had to learn and teach his crew to use Zoom to enable them to manage programs remotely. Steve has spent lots of time with the crew collectively using Zoom and individually by phone. If a problem arises, he's there to help sort it out. He remains patient when other leaders might have become exasperated. We're really fortunate that he is willing to share his talents and spend so much time on our behalf. Thanks Steve and please extend our gratitude to all your team!

A beautiful short video for your enjoyment. <http://volkerpannes.de/portfolio/bird-song-opera/> Even in trying times, nature can always amaze! And I don't even want to think about what it took to produce this video! It's gorgeous and joyous. Enjoy.

Thank you everyone. Stay well.

Martha

A handwritten signature in cursive script, appearing to read 'Martha', written in black ink.

Martha E. Maksym  
President and CEO