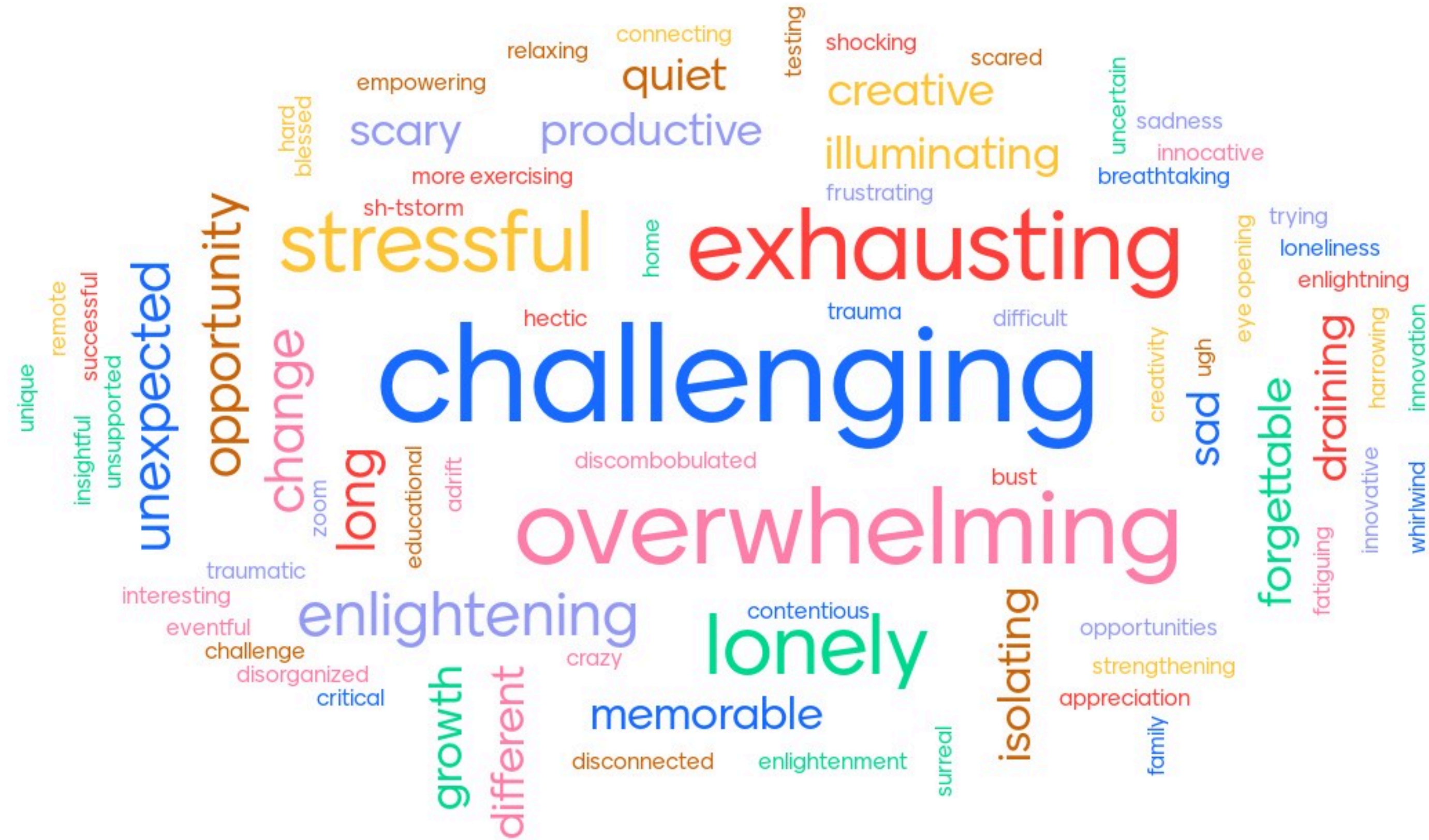




**In three words, how would you describe this last year?**





# What is one thing that you've learned responding to COVID that you will use in the future?

Better and more sustainable selfcare practices

Telehealth works.

Virtual efforts have distinct advantages

Build in options

How to say NO

how to create breakout rooms in Zoom and TEAMS

Everyone's need for support

How important it is to stay connected with those we work with

Flexibility for staff

# What is one thing that you've learned responding to COVID that you will use in the future?

balancing family and work

delegation

Grace

Patience

Continual empathy

How to work remotely effectively

People can be very productive working remotely

That more people can and will use tech if they have access to it.

Patience. Assume good intent.



# What is one thing that you've learned responding to COVID that you will use in the future?

We can expand access far beyond our center by going virtual

Telehealth

Need to take care of yourself and your staff

Using Zoom for national large events and meetings in reasonably interactive ways

Remote connection

how zoom can make things accessible

Hybrid option

There are multiple ways to reach people and we should use them all!

Use of remote technology to conduct our work.

# What is one thing that you've learned responding to COVID that you will use in the future?

How to continue services

Work flexibility

Patience

So much can be done remotely. Don't sweat the small stuff.

Social connections are essential

Flexibility, tolerance and giving people space to navigate their lives as they see fit

The need to provide support & kindness

I will prioritize connecting in meaningful ways

Saying no is okay.



# What is one thing that you've learned responding to COVID that you will use in the future?

Continue to be mindful of 3Ws...wear mask, watch distance, etc.

Collaboration

There is not a one way to do anything with all!!!

There are many ways to do things

Use of a variety of technology tools.  
Leaned that I don't need paper

Adapt to a virtual world

Virtual access opens up opportunities for people with disabilities who often did not participate in the past

Flexible organizational work culture

Importance of organization wide communication

# What is one thing that you've learned responding to COVID that you will use in the future?

Ways to be creative with technology.

Find ways to recognize accomplishments

We must take time to learn from our shared journey

There are more options available than we realized.

The need to take the time, no matter what, to treat people with dignity and respect

The impact of disparities

Flexibility

Our UCEDD has amazing agility

New ways to set boundaries on work and home activities



# What is one thing that you've learned responding to COVID that you will use in the future?

Patience with self

There will always be a need to connect in-person

Keep the good, carry it forward for the future

Resolve to address disparities that we've always known were there

Patience.

Self-care

How to attend conferences and not need to fly places

Dogs love zoom!

The excellent resilience of our staff



# What is one thing that you've learned responding to COVID that you will use in the future?

being creative and innovative

Distance learning

I don't need to eat outing restaurants as much!

Patience and perseverance

Importance of not eating peoples time