BUSINESS connections

A Caring Staff and Range of Services at Mountain Health Center

The staff of Mountain Health Center gather outside the facility in Bristol.

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Benjamin Franklin said, "An ounce of prevention is worth a pound of cure." Those words are as true today as they were when first spoken, and you'll be reminded of Franklin's wisdom throughout our Spring 2018 issue of *Business Connections*.

Prevention of data loss to your business is the goal of **8 Cybersecurity Tips for Small Businesses** on page 3. It's much better to take precautions now than try to repair the damage later.

Both prevention and cures take place as a result of the dedicated work of **Mountain Health Center (MHC)** in Bristol, the subject of our Business Spotlight on pages 4 and 5. MHC provides a variety of health care services to people of all ages in Addison County, regardless of insurance status or ability to pay. Hosted IP Phone Service from Waitsfield and Champlain Valley Telecom (WCVT) enables the practice to manage its calls more efficiently.

If you'd like to prevent having to deal with Wi-Fi troubleshooting at your business, turn to page 6 and discover why **It's Easy to Like Business-Class Wi-Fi**. Then on page 7, check out the latest on **WCVT in the Community**. We believe pitching in to support local community programs can help prevent some of the declines experienced by other small towns across the country.

Whether your business is concerned about preventing data loss, preventing internet downtime, or preventing workplace inefficiencies, WCVT is here to help. Contact us soon for assistance.

Sincerely,
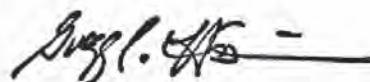
Gregg Haskin
President & CEO
Waitsfield and Champlain Valley Telecom

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8 Cybersecurity Tips
for Small Businesses
An ounce of prevention is worth a pound of cure

The Federal Communications Commission (FCC) offers these tips to help protect your business, customers, and data from cybersecurity threats:

1. Keep clean machines.

All computers should have the latest security software, web browser, and operating system. This is the best defense against viruses, malware, and other online threats. Set antivirus software to run a scan after each update and install other key software updates as soon as they're available.

2. Provide firewall security for your internet connection.

Make sure the operating system's firewall is enabled or install free firewall software available online. If employees work from home, their home system(s) should also be protected by a firewall.

3. Create a mobile device action plan.

Mobile devices can create significant security and management challenges, especially if they hold confidential information or can access the corporate network. Require users to password-protect their devices, encrypt their data, and install security apps to prevent criminals from stealing information while the phone is on public networks. Be sure to set reporting procedures for lost or stolen equipment.

4. Make backup copies of important business data and information.

Regularly back up the data on all computers. Critical data includes word processing documents, electronic spreadsheets, databases, financial files, human resources files, and accounts receivable / payable files. Back up data automatically if possible and store the copies either offsite or in the cloud.

5. Control physical access to your computers and create user accounts for each employee.

Prevent access or use of business computers by unauthorized individuals. Laptops can be particularly easy targets for theft, so lock them up when unattended. Make sure a separate user account is created for each employee and require strong passwords. Administrative privileges should only be given to trusted IT staff and key personnel.

6. Secure your Wi-Fi networks.

The Wi-Fi network for your workplace needs to be secure, encrypted, and hidden. To hide your Wi-Fi network, set up your wireless access point or router so it does not broadcast the network name, known as the Service Set Identifier (SSID). Also, password-protect access to the router.

7. Limit employee access to data and information and limit authority to install software.

Don't give any one employee access to all data systems. Employees should only be given access to the specific data systems required for their jobs and shouldn't be able to install any software without permission.

8. Have password requirements and consider multi-factor authentication.

Require employees to use strong, unique passwords and change them every three months. Also consider implementing multi-factor authentication that requires additional information beyond a password to gain entry.

Business Class Wi-Fi from WCVT can assist you with Wi-Fi network security. See page 6 to learn more.

Mountain Health Center

All kinds of health care without all kinds of barriers

Located at 74 Munsill Avenue, Suite 100 in Bristol, Mountain Health Center (MHC) provides broad-based preventative, dental, mental, and primary care to people of all ages in Addison County, regardless of insurance status or ability to pay. The practice averages more than 10,000 patient visits per year.

Its health care services include:

- Family planning and birth control
- Physical examinations for all age groups
- Pediatric care from infants to teens
- Adult and geriatric medicine
- Laboratory services
- Nursing home care
- Minor surgery including skin biopsies and excisions
- Nutritional and dietary counseling
- Behavioral health
- Medication-Assisted Treatment for opioid and alcohol dependence
- Alternative therapies such as acupuncture for pain and anxiety
- Dental care and dental programs for schools

MHC also makes referrals to specialists and works with home health services to provide in-home support to patients when needed. Comprehensive care plans which include patient-generated goals and coordination of care are integral to the practice, which describes itself as "a medical home."

New Name, Same Communications Provider

In 2012, Five-Town Health Alliance, Inc took over MHC, which was already a WCVT customer. Martha Halnon, Chief Executive Officer of MHC, recalls, "I talked to the employees there, and they wanted to keep using WCVT phone service since everything was working well. We also wanted to use a local provider, so staying with WCVT was an easy decision to make."

WCVT now provides Hosted IP Phone Service to MHC. This powerful, business-class system offers many advantages including a lower Total Cost of Ownership and easy self-management capabilities.

Strengths of Hosted IP and WCVT's Customer Service

Notes Halnon, "Before we switched from the previous phone system to Hosted IP Phone Service, I checked with our IT staff and other employees. What impressed us about Hosted IP is that WCVT technicians are able to troubleshoot remotely rather than having to make onsite visits. Also, when changes to our phone service need to be made, WCVT can also handle those remotely rather than someone at MHC having to go to all the phones and make changes."

What does Halnon appreciate most about Hosted IP Phone Service? She replies, "Hosted IP has cut down on lost calls, and the call routing feature minimizes wait times for our callers. The option to have faxes and voice mail messages come to us via email is also a very handy feature. In addition, our phone greetings can be updated remotely, particularly useful in cases of weather-related closings, and we can easily switch to on-call services after hours."

Halnon also appreciates the customer service provided by WCVT. "Their technicians are like part of our family, and we can call Nick Sterner, our contact at WCVT, directly with any questions. WCVT gives us wonderful customer service."

" *What impressed us about Hosted IP is that WCVT technicians are able to troubleshoot remotely rather than having to make onsite visits."*

— MARTHA HALNON, CHIEF EXECUTIVE OFFICER, MOUNTAIN HEALTH CENTER

Facing Challenges and Expanding Care

The family of people working for MHC are a big source of pride for Halnon. She notes, "Our staff and community board of directors have a deep commitment to our mission and to meeting challenges. For example, we're facing an opioid addiction crisis in this area. Our people think outside the box to generate creative ideas, including ways to partner with other health organizations. It's a win-win—we all work together to serve our community's health needs."

As a response to opioid addition, Mountain Health Center added Medication-Assisted Treatment in October 2017. This includes on-site counseling, support, and prescription of buprenorphine (Suboxone), naltrexone, or Vivitrol.

Other recent developments at the practice include the addition of two physicians to the MHC team of health care providers. Dr. Brian Bates is a board-certified family practice physician who is providing comprehensive primary care services to children and adults of all ages as well as minor surgical procedures. He is particularly interested in preventive medicine and health promotion. Dr. Kate LaMancuso will be joining MHC in mid-September and is certified by the American Board of Family Medicine. Like Dr. Bates, Dr LaMancuso will provide comprehensive primary care services to patients from babies to adults and is also licensed to prescribe Suboxone for MAT (Medication-Assisted Treatment) patients with opioid and alcohol dependence.

Halnon says, "We're pleased to have Dr. Bates and Dr. LaMancuso join MHC. They're both extremely committed to our mission and will round out our primary care team."

(L to R) Kevin Davis, Business Systems Specialist; Dan Fuller, Business Systems Project Coordinator; Kris Merchant, Sales Manager; and Nick Sterner, Business Systems Specialist

MEET OUR HOSTED IP TEAM

When your business uses one of WCVT's Hosted IP products—such as Hosted IP Phone or Business Class Wi-Fi services— you benefit from an expert team behind the advanced technology.

The WCVT Hosted IP team includes:

- **Dan Fuller**
  Business Systems Project Coordinator
- **Kevin Davis**
  Business Systems Specialist
- **Nick Sterner**
  Business Systems Specialist
- **Kris Merchant**
  Sales Manager

This team is responsible for the overall coordination of project resources in support of WCVT's Hosted products as well as wiring installations. They plan and organize all aspects of complex projects from inception to conclusion. This helps to provide excellent customer service by building and maintaining productive working relationships with WCVT's customers, suppliers, contractors, and vendors.

Have Questions or Need Support for Your Hosted IP Phone Service?
Email: HPBX@corp.wcvt.com
Telephone: 802.496.8309

It's Easy to Like
Business-Class
Wi-Fi

Because we make everything so easy for you

You have enough hard work to do when running a business, so why include Wi-Fi management on your to-do list? Instead, turn those tasks over to Green Mountain Access. Our Business-Class Wi-Fi is the easy route to reliable and secure Wi-Fi connectivity for your employees, guests, and customers.

Easy to Meet the Demands of Your Business

Green Mountain Access uses commercial-grade Wi-Fi access points specifically designed for the business environment. They provide stronger, more reliable, and more secure signals than the consumer-grade Wi-Fi access points available through retail channels, and are linked to ensure you always have the best possible Wi-Fi connection.

Easy to Expand as Your Business Grows

Need additional coverage? No problem. Business-Class Wi-Fi offers flexible Wi-Fi network design, so we can easily add access points when your needs increase. We can also add a guest network to keep your business and customer traffic separate and highly secure.

Easy to Collect User Data

With Business-Class Wi-Fi, you can have us create a captive portal hotspot that gives your customers the convenience of fast, free Wi-Fi. This also allows you to collect customer data such as email addresses and manage users.

Easy to Get Wi-Fi Issues Resolved

Should your business experience Wi-Fi performance issues, all you have to do is contact Green Mountain Access. Your Business-Class Wi-Fi includes 24/7 Technical Support, so you'll get a fast response from a local company you know and trust.

Easy to Fit in Your Budget

Business-Class Wi-Fi offers competitive pricing options to accommodate any size of business. Our team can select from a range of Wi-Fi products from leading manufacturers including Ubiquity and Ruckus—starting as low as $14.95 per month—to design the most efficient network for your space and meet all your Wi-Fi needs. Plus, there are no surprise maintenance, upgrade, or replacement costs since the ongoing support is included in your monthly fee.

It's easy to find out more about Business-Class Wi-Fi. Contact Kris Merchant, Sales Manager, at 802-496-8554 or kmerchant@wcvt.com to discuss a Wi-Fi solution for your business. He can also conduct a free on-site assessment to determine your Wi-Fi coverage needs and make recommendations for the number and placement of access points.

WCVT in the Community

Being a local business means that our customers are also our neighbors and friends. Waitsfield and Champlain Valley Telecom feels strongly that community involvement isn't just a nice thing to do; it's the right thing to do. Here are some highlights of our upcoming and recent activities.

Come See WCVT at the Vermont Business Expo May 24 in Burlington

Get ready for the Vermont Chamber Business Expo on Thursday, May 24 at the DoubleTree by Hilton Hotel Burlington (formerly Sheraton) in Burlington, Vermont. This event is northern New England's largest business-to-business trade show, attracting over 3,000 business leaders and hosting nearly 200 exhibitors. As in previous years, it promises great networking events and a fantastic lineup of speakers, seminars, meals, and award presentations. Make sure to stop by our WCVT booth and say hello!

WCVT Will Support Many Local Events This Summer

Year after year and season after season, WCVT demonstrates our commitment to the communities we serve through our community relations programs and our support of local events. We are proud to sponsor the following events which will take place this summer:

• Addison County Fair & Field Days

• Mad Marathon

• Movies in the Park - Bristol

• Summer Concerts in the Park - Hinesburg

• Vermont Festival of the Arts

Community Easter Egg Hunt Was a Sweet Success

Fun was had by all at our annual community Easter Egg Hunt on March 24! Over 200 Valley residents attended the event on a beautiful crisp, sunny day. Children of all ages enjoyed hunting for Easter eggs in the snow, getting their pictures taken with the Easter Bunny, and filling their baskets with goodies. Thank you to the WCVT employees who hopped into action and volunteered.

If your organization has a project in the making and is looking for help, contact Lorraine Keener at 496-8379 or lkeener@corp.wcvt.com to discuss the possibility of WCVT participation.

WELCOME NEW BUSINESSES

When you buy local (and dine local, play local, and give local), everyone benefits. It improves our local economy, creates more local jobs and opportunities, and retains the unique character of our local communities.

Please support these new businesses by welcoming them to your community and doing business with them whenever possible.

Horacemann Insurance
Waitsfield – 496-3880

Ideas
Waitsfield – 583-4744

KMK Property Management
Waitsfield – 496-4760

Mad River Valley Law
Waitsfield – 496-2267

Mazer Performance
Bolton – 434-6688

Opulent Design
Waitsfield – 496-9273

The Bristol Cliffs Café
Bristol – 453-3280

358 Fleming Rd, LLC
Warren – 583-4128

Zeno Family Sugar Works
Starksboro – 453-7853

BUSINESSES RUN ON STRONG COFFEE AND STRONG WI-FI

Whether you just need a strong and secure Wi-Fi network for employees or also a reliable hot spot for customers and guests, our Business-Class Wi-Fi solution makes it easy. We take care of everything for you, from the selection and installation of the right Wi-Fi equipment for your space to ongoing maintenance, upgrades, and technical support. If do-it-yourself Wi-Fi management isn't your cup of tea (or coffee), contact us to discuss the perks of Business-Class Wi-Fi.

Call 1-888-321-0815 to arrange a FREE on-site assessment.

GREEN MOUNTAIN **ACCESS**

www.greenmountainaccess.net