



APRIL 2025

M.E.S.H. Monthly Report: Board of Directors

WhiteStone
A MASONIC & EASTERN STAR
COMMUNITY  EST. 1912

Founded on fellowship. Inspired by you.

WhiteStone A Masonic & Eastern Star Community | 700 S. Holden Road | Greensboro, NC 27407

TABLE OF CONTENTS

VISIBILITY	2
<i>WhiteStone Community Visibility - Leadership</i>	
<i>WhiteStone Fraternal Visibility - Leadership</i>	
<i>WhiteStone Resident: Committees, Services, & Support</i>	
<i>WhiteStone Board of Directors: Committees, Services, & Support</i>	
<i>Life Care Services [LCS]: Services & Support</i>	
<i>WhiteStone Expansion: Project(s) & Reporting (Frank L. Blum)</i>	
<i>WhiteStone Technology Infrastructure: Project(s) & Reporting</i>	
<i>WhiteStone New Resident: Prospecting Events</i>	
<i>WhiteStone Employee: Recognition, Recruitment, & Retainment</i>	
<i>WhiteStone Employee: Service Anniversaries</i>	
 DASHBOARD KPI'S	 5
<i>Summary</i>	
 COVID-19 TASKFORCE & UPDATE(S)	 6
<i>Overview</i>	
 DIRECTOR'S REPORTS.....	 6
<i>Health Center</i>	<i>7</i>
<i>Assisted Living & Memory Care.....</i>	<i>9</i>
<i>Human Resources</i>	<i>9</i>
<i>Marketing</i>	<i>12</i>
<i>Plant Operations</i>	<i>13</i>
<i>Environmental Services</i>	<i>13</i>
<i>Fraternal Friendship.....</i>	<i>14</i>
<i>Finance</i>	<i>14</i>
<i>Food & Beverage</i>	<i>15</i>
<i>Community Life Services</i>	<i>15</i>
<i>Chaplain & Spiritual Services</i>	<i>16</i>

VISIBILITY APRIL 2025

WHITESTONE COMMUNITY VISIBILITY – LEADERSHIP

DATE(S):	MEETING(S)/EVENT(S)
Weekly:	Women's Coffee – Fellowship Hall 9am-10:30am, Wednesdays
Weekly:	Men's Coffee – Fellowship Hall 9am-10:30am, Fridays
Weekly:	Wine Down – Fellowship Hall 3:30pm-5pm, Fridays
Monthly:	Masonic Luncheon [1 st Tuesday] Main Dining Room
Monthly	Resident Council Meeting [Last Thursday] Fellowship Hall
Monthly	New Resident Orientation & Lunch [3 rd Wednesday]
April 8th	Onsite Job Fair: Grill & Chill
April 9th	Everybody Sells – All Staff Inservice by Marie Dunn
April 29th	Triad Honor Flight Send Off Celebration

WHITESTONE FRATERNAL VISIBILITY - LEADERSHIP

DATE(S):	MEETING(S)/EVENT(S)
Monthly:	Masonic Luncheon [1 st Tuesday] Main Dining Room
Monthly:	MESH Chapter #379 Meeting [1 st Saturday] Fellowship Hall
Monthly:	MESH Lodge #771 Meeting [2 nd Saturday] Fellowship Hall
April 6th	Easter at WhiteStone with Grand Chapter

WHITESTONE RESIDENTS: COMMITTEES, SERVICES & SUPPORT

DATE(S):	MEETING(S)/EVENT(S)
Weekly:	Women's Coffee - Fellowship Hall 9am-10:30am, Wednesdays
Weekly:	Men's Coffee - Fellowship Hall 9am-10:30am, Fridays
Weekly:	Caregiver Support Group - Woodbury Game Room 1p-2p, Thursdays
Weekly:	Worship Service – Streamed on Channel 1390 & Chapel 10am-11am, Sundays
Monthly:	WhiteStone Resident Committee: Marketing [1 st Wednesday]
Monthly:	WhiteStone Resident Committee: Spiritual [1 st Wednesday]
Monthly:	WhiteStone Resident Committee: Activities [2 nd Thursday]
Monthly:	WhiteStone Resident Committee: Food & Beverage [2 nd Thursday]
Monthly:	WhiteStone Resident Committee: Buildings & Grounds [2 nd Monday]
Monthly:	WhiteStone Resident Committee: Campus Care Alliance [3 rd Tuesday]

DATE(S):	MEETING(S)/EVENT(S)
Monthly:	WhiteStone Resident Committee: Auxiliary [3 rd Wednesday]
Monthly:	WhiteStone Employee Gratitude Initiative Committee
Monthly:	Resident Council Meeting [Last Thursday] Fellowship Hall
As Needed:	WhiteStone COVID Task Force
April 6 th	Easter at WhiteStone with Grand Chapter
April 7 th	Speaker Series: Larking Pena & Panel of Autism Experts
April 29 th	Triad Honor Flight Send Off Celebration

WHITESTONE BOARD OF DIRECTORS: COMMITTEES, SERVICES & SUPPORT

DATE(S):	MEETING(S)/EVENT(S)
April 11 th	NC Eastern Star Foundation Board Meeting

LIFECARE SERVICES [LCS]: SERVICES & SUPPORT

DATE(S):	MEETING(S)/EVENT(S)
April 9 th	Everybody Sells – All Staff Inservice by Marie Dunn
April 25 th	WS/LCS BluePrint – Road to 95 Call [Zoom]

WHITESTONE EXPANSION: PROJECT(S) & REPORTING

DATE(S):	MEETING(S)/EVENT(S)

WHITESTONE TECHNOLOGY INFRASTRUCTURE: PROJECT(S) & REPORTING

DATE(S):	MEETING(S)/EVENT(S)

WHITESTONE NEW RESIDENT: PROSPECTING EVENT(S):

DATE(S):	MEETING(S)/EVENT(S)
Monthly:	New Resident Orientation & Lunch [3 rd Wednesday]
April 23 rd	Marketing Event: Happiness blooms at WhaiteStone

WHITESTONE EMPLOYEE: RECOGNITION, RECRUITMENT, & RETAINMENT:

DATE(S):	MEETING(S)/EVENT(S)
Bi-Weekly	New Hire and General Orientation

DATE(S):	MEETING(S)/EVENT(S)
April 2 nd	Autism Awareness Day
April 8 th	Onsite Spring Job Fair: Grill and Chill
April 9 th	Everybody Sells – All Staff Inservice by Marie Dunn
April 18 th	Easter Egg Hunt
April 21 st – 25 th	Administrative Professionals Week

WHITESTONE EMPLOYEE: APRIL ANNIVERSARIES

EMPLOYEE NAME:	YEARS OF SERVICE:	DEPARTMENT:	SERVICE DATE:
Peggie Williams	8 yrs	Assisted Living	4/4
Oluwabukola Amusa	1 yr	EVS	4/11
Robert Cope	1 yr	Security	4/11
Patrice Nixon	1 yr	Nursing	4/11
Tracy Neal	2 yr	Nursing	4/13
Archana Patel	11 yrs	Executive Assistant	4/16
Allie Kaviani	9 yrs	Nursing	4/19
Michael Graham	1 yr	F&B	4/25
Shannon Thompson	1 yr	Nursing	4/25
Kennedy Irogue	1 yr	Nursing	4/26
Nikki Stafford	6 yrs	Business	4/29
Erica Timmons	5 yrs	F&B	4/30

KEY PERFORMANCE INDICATORS – APRIL 2025

GREEN *Light Key Performance Indicators [KPI's]: Summary of Findings –*

YTD NOI	Actual of 1,034,916 on budget of 40,024, a positive variance of 994,891.
YTD IL Closings	Budget of 8 with actual closings of 9.
IL MTD Occupancy	Average occupancy of 200 on budget of 196.
Memory Care MTD Occupancy	Averaged 11.77 on budget of 8.
AL MTD Occupancy	Averaged 18.9 occupied for the month on a budget of 19.5.
YTD EXPPOR	EXPPOR YTD budget at 6,707 with actual 6,188, a +7.7% variance.
YTD REVPOR	REVPOR budget of 6,394 with actual 6,524 a +2.0% variance.

YELLOW *Light Key Performance Indicators [KPI's]: Summary of Findings –*

HC MTD Occupancy	Average occupancy for the month of 76.1 with budget of 77.5
------------------	---

RED *Light Key Performance Indicators [KPI's]: Summary of Findings –*

Days in AR	Days in AR average of 18.2 versus target of 18. 46% of total AR 90 days outstanding versus benchmark of 15%.
YTD Net Sales IL	Budget of 12 with actual net sales at 7.

COVID-19 TASKFORCE & UPDATE(S) – APRIL 2025

For the month of April, we had 1 resident and 1 staff member test positive for COVID-19 in our Assisted Living & Memory Care. Per regulation, visitation continued as usual with the requirement of wearing a mask when visiting.

WHITESTONE LEADERSHIP TEAM: DIRECTORS REPORT

DIRECTOR NAME	DEPARTMENT
<i>Mr. Mark Lewis, LNHA</i>	<i>Executive Director</i>
<i>Mr. Josh Hillegass, LNHA</i>	<i>Health Services Administrator</i>
<i>Mrs. Rachel Atencio</i>	<i>Assisted Living Manager</i>
<i>Mrs. Tracy Armwood, SPHR</i>	<i>Director, Human Resources</i>
<i>Ms. Debi Bryant</i>	<i>Director, Sales & Marketing</i>
<i>Mr. Joel King</i>	<i>Director, Plant Operations</i>
<i>Mr. Leonard Miller</i>	<i>Director, Environmental Services</i>
<i>Mrs. Jenna Grant</i>	<i>Director, Fraternal Friendship Program</i>
<i>Ms. Nikki Stafford</i>	<i>Director, Finance</i>
<i>Mrs. Betsey Johnson</i>	<i>Director, Culinary Services</i>
<i>Mrs. Gina Prevost, LRT/CTRS</i>	<i>Director, Community Life Services</i>
<i>Mrs. Misty McAden</i>	<i>Director, Spiritual Services & Chaplain</i>
<i>Ms. Archana Patel</i>	<i>Executive Assistant</i>
<i>Ms. Crystal Condy</i>	<i>Director, Clinical Services</i>

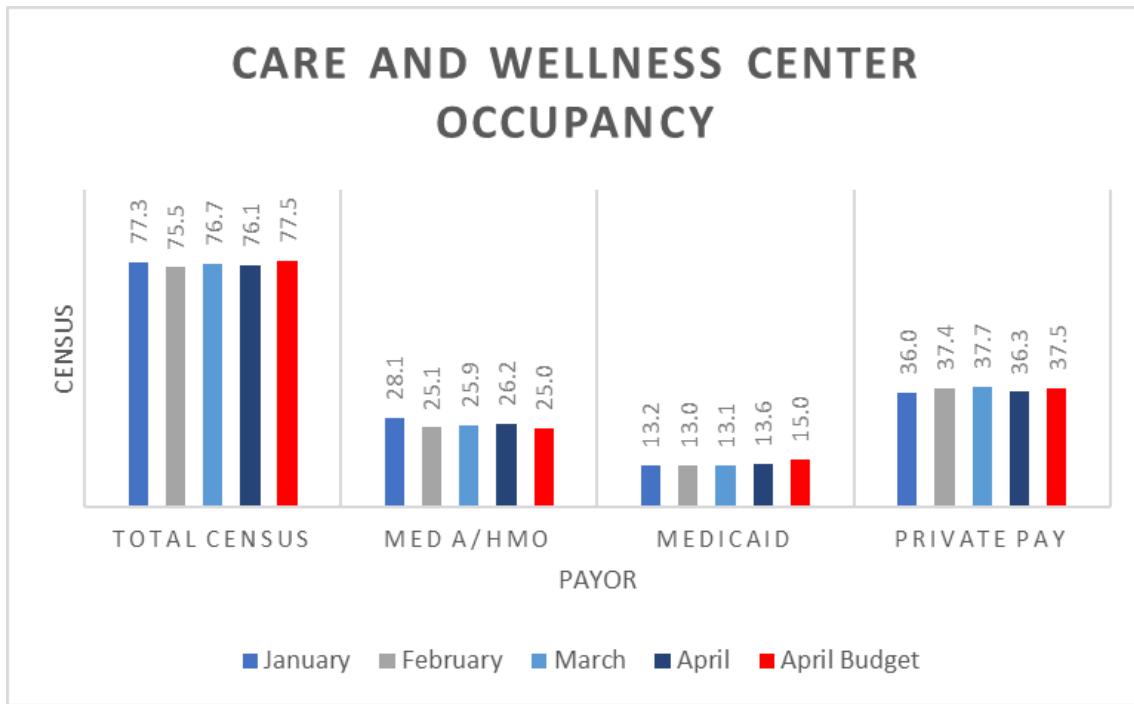
HEALTH CENTER REPORT

April 2025 Overview

In April, the Care and Wellness Center, Assisted Living, and Memory Care all experienced an eventful month. Our focus during the month was our Annual Survey conducted by the North Carolina Division of Health Service Regulations which was completed from April 14th to April 17th. In addition, our occupancy continues to remain strong among all levels of care, and we maintain this focus as the year progresses.

Census Updates

The Care and Wellness Center census remains stable as we moved through April. Thankfully, we've continued to see a total census near our budget, with a strong skilled census of both Medicare and Managed Care which has helped with our budget this year. We continue to work to grow our Private Pay census which will ultimately increase the overall total census as we look to improve above budget.

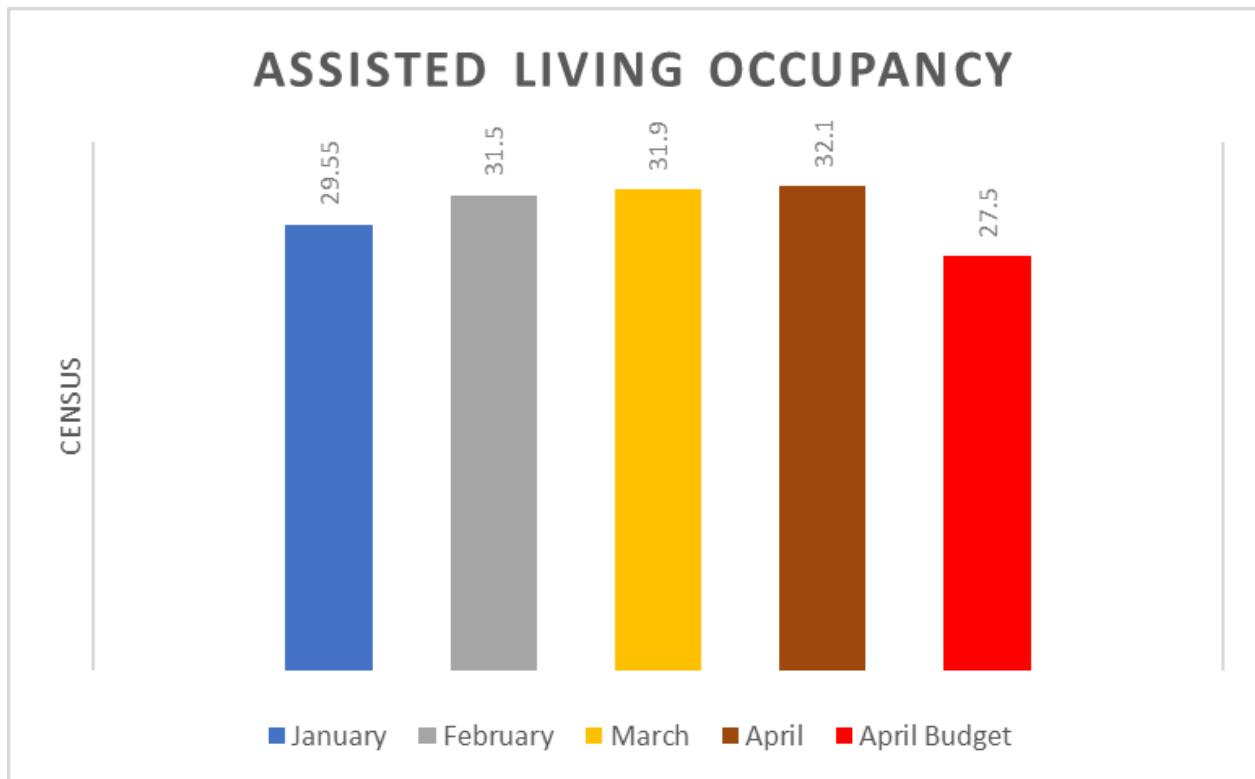


Clinical Updates

From April 14th to April 17th, the Care and Wellness Center had their Annual Survey completed by the North Carolina Division of Health Services Regulation. This comprehensive survey overviews all aspects of the care and services provided by our departments to ensure compliance with rules and regulations. As a result of this survey, our Center received six total citations. These citations are in the areas of: Treatment to Maintain Hearing/Vision; Free of Accident Hazards/Supervision/Devices; Free from Unnecessary Psychotropic Meds/PRN Use; Residents are Free of Significant Med Errors; License/Comply with Federal/State/Local Law/Professional Standards; and Resident Records – Identifiable Information. Following these citations, the Center has developed a comprehensive plan of correction that identifies each citation along with our plan to correct and maintain compliance with the rule and regulations. Our team is actively working on this plan of correction as we await a revisit from the North Carolina Division of Health Services Regulation.

ASSISTED LIVING & MEMORY CARE REPORT

Assisted Living and Memory Care has continued its month over month growth in census. We're thankful to see our building continue to grow and fill up with Residents who need these services. We continue to work to educate and share the benefits of this level of care across our campus.



HUMAN RESOURCES REPORT

April 2025 Overview

Turnover: 10.72 turnover YTD 2025. Compared to 12.92% through April 2024. Decrease of 2.2%

Overtime: 1724.45 hrs of OT for April 2025. Compared to 1111.89 hrs for April 2024. An increase of 612.56 hrs on the month and total YTD increase in overtime from last year by 3,423.89 hrs.

Workers' Compensation: Kathleen Church, F&B – No update at this time. Bump to the head. This is an old claim that has recently resurfaced. Last report was no response from claimant's attorney and case was hopefully closing. We recently switched work comp carriers whom recently reached out for an update. Claimant requested settlement of \$25K. Work comp will negotiate settlement. Employee has not worked in over 2 years with WhiteStone. Will update as new information is available.

Bobby Lender, Maintenance – Knee injury. His attorney did recently request settlement of \$110K, however, the claim is denied. Injury was never reported until almost a year later. Investigations by work comp has revealed multiple previous claims against the same knee. Attempt to settle on March 7th was not successful. The hearing that was scheduled for May 9th has been continued due to an upcoming MRI appointment.

EECO and Legal Updates: None

Budgeted FTEs:

Total April FTEs: 220.22

2025 Budgeted FTEs: 232.3.

Variance: -12.08FTEs (UNDER budget)

Over Budget:

AL CNAs – 5.51 over budget

Housekeepers – 2.08 over budget

Cooks – 2.3 over budget

Recruiting:

April 2025

- 335 New Candidates
- 42 Scheduled interviews
- 27 offers with 25 hires

Year To Date

- 1,411 candidates processed
- 175 scheduled interviews
- 79 offers with 73 hires

On April 8th, WhiteStone hosted its onsite Grill and Chill Spring Job Fair. We had 81 candidates that came for on the spot interviews. We made 21 offers that day and scheduled 14+ 2nd interviews. We grill hamburgers

Monthly Turnover		
	2025	2024
Jan	1.98%	2.23%
Feb	3.28%	3.40%
Mar	1.69%	3.44%
Apr	3.77%	3.86%
May		1.86%
Jun		3.61%
Jul		3.82%
Aug		4.30%
Sep		1.99%
Oct		7.09%
Nov		2.38%
Dec		3.07%
TOTAL	10.72%	41.06%

and hot dogs for the candidates. They loved it. It was a huge success made possible by Meghane Langlois, our Recruiter and the HR Team.

We continue mock interviews with ECPI College of Nursing. We are also so excited to have clinical rotations back at our community. Currently ECPI LPN nurse students are doing their rotations in our care center. In the fall we will welcome GTCC's CNA and nurse program clinical rotations as well. These are great opportunities to recruit new talent coming into healthcare.

Retention:

WhiteStone will be focusing on three key components in our retention efforts for 2025:

- *Successful New Hire Department Onboarding, "It's all about the experience" and training*
 - *Update: A member of the department will personally call each new team member to make introductions PRIOR to orientation. They will also be creating a flyer or communication in advance of orientation that will be posted to welcome new hires to their department but also to inform current staff they are coming. Each department will create a department welcome gift and packet specifically from the department. A mandatory one week check will be required for all new hires by a member of management that will be a questionnaire to be filled out, signed and turned into HR.*
- *Performance Management – Setting and Adhering to Expectations*
 - *Update: We are currently discussing performance expectation as a leadership team to develop updated tools, train and develop a plan to adequately manage performance.*
- *Communication – Consistent meaningful staff meetings; timely evaluations; staff check-in*
 - *Update: All departments are to at a minimum hold monthly staff meetings, create avenues for continued communication to their teams, and schedule ongoing new hire check ins.*

Job Openings Report

Job Title	# of Openings	New Candidate Pipeline	Attempting to Contact	Interviews Scheduled	Offers Pending
PT/FT MDS Coordinator	1			3	
SDC	1	1	2		1
Infection Control FT	1				
MCC FT	1				
CWC Nurse 1st shift - PT	1	2	3		
CWC NURSE 2nd shift - FT	2	2	3		
CWC NURSE 3rd shift - FT & PT	3	2	3		
AL NURSE - FT & PT	2	2	3		
CWC CNA 1st shift FT & PT	5	6	17	4	1
CWC CNA 2nd shift - FT	6	6	17	4	1
CWC CNA 3rd shift - FT	3	6	17	4	
AL CNA - PT	2	6	17	4	
AL MED AID	2				
FT Custodian	1				
FT Utility	2		10		
FT Bistro cook	1		4		
Server	1				
Dining Room Manager	1			1	
FT Lead Server	1				
total openings:	37				

MARKETING & SALES REPORT

Monthly Marketing Report

April 2025

Current Occupancy: (210)	198	94%			
Sold Occupancy:	204	97%			
Available Units:	<u>Villa</u>	<u>Cottage</u>	<u>IL Apts</u>	<u>Res Apts</u>	
	0	0	2	4	
Explanation:	<u>Villa</u>	<u>Cottage</u>	<u>IL Apts</u>	<u>Res Apts</u>	
			324	<i>Benn 144</i>	<i>Benn 342</i>
			424	<i>Benn 349</i>	<i>Benn 343</i>
Sales (Apr)	1	<i>ILS 518</i>	Cancel:	0	
Move-In: (Apr)	1	<i>Benn 346</i>	Upcoming MI:	707 FMD	<i>ILS 518</i>
				ILS 211	<i>ILS 218</i>
Transfers:	1	<i>1 Frat to ILS 417</i>			
MO (Apr):					
	<i>ILW 424</i>	<i>deceased</i>			
	<i>ILW 324</i>	<i>HLOC</i>			
	<i>ILS 218</i>	<i>deceased</i>			
	<i>ILS 211</i>	<i>deceased</i>			
Upcoming MO:	<u>Unit</u>	<u>reason</u>	<u>Est MO</u>		
	1005 FMD	<i>HLOC</i>	5/30/2025		
	1 Frat	<i>transfer to IL apt</i>	5/30/2025		
Dept Highlights:	4/9/2025	Outreach: Marketing Expo- Aging Well			
	4/23/2025	Open House to include tour of homes & chat w/dept reps. -			

PLANT OPERATIONS REPORT

Last Month's Activities

- Continue to work with Brightview on existing work orders and problem areas
- Prepare for Life Safety Survey
- Fire Inspection for IL, AL, and CWC

Accomplishments for the Month

- Completed golf cart parking for IL
- Got signs for IL golf cart parking
- Fire extinguisher inspection
- Achieved total of just 20 open work orders at end of the month for campus

Plans for the Next Month

- Pressure wash curbs and courtyards

Issues and Concerns

- Continue to address work orders asap.
- Hired new painter and 2nd shift security part-time

ENVIRONMENTAL SERVICES REPORT

April 2025 Activities:

- Continued to support and supervise EVS staff (housekeepers, custodians, janitors).
- Placed orders to restock items as needed.
- Finalized statues change for two housekeepers from PRN to Full Time.
- Coordinate with other departments (nursing, administration, Marketing) to meet cleaning needs.
- Respond to and resolve complaints or service requests.
- Communicate policies and procedures clearly to staff.

It is my pleasure to announce the selection of Leonard Miller to the Director of Environmental Services position at WhiteStone. We are excited about Leonard joining the WhiteStone Team and look forward to his first day on campus, Thursday May 8th.

Leonard is a career Environmental Services Professional with 15 years as an Operations Manager Working in a wide range of facilities to include K-12 education, Healthcare, and a CCRC community. Leonard holds an associate's degree in theology and doesn't look at Environmental Services as just a Job, but as a way to serve others. In 2022, he received his Registered Building Service Manager (RBSM) Designation through the Building Service Contractors Association International (BSCI). He also has received his 10-hour OSHA certification.

Outside of work, Leonard enjoys spending time with his wife and 7 children, two of which are twins. They frequently travel to Disney in their newly remodeled pop-up camper. He focuses on his wellness through healthy cooking, running, and camping.

OUTREACH FOUNDATION: FRATERNAL FRIENDSHIP PROGRAM

April 2025 Overview Assistance:

- Outreach total of \$8,061.57
 - 7 long-term members
 - 1 short term member (Emergency)
- 18 WhiteStone residents received assistance
 - 14 in Independent Living
 - 3 in Assisted Living
 - 1 in Memory Care

New Referrals & Outreach:

- 3 potential referrals are being processed by our Outreach Coordinator
 - (3) are for scholarships (Move-In Assistance or Current Resident)
 - (0) are for Long Term Assistance
 - (0) for Short-Term / Emergency Assistance

Activity this month:

- Assisted a member with purchasing kindle and headphones and downloading audio books. She is no longer able to read and is enjoying being able to listen to books.
- Took a member to counseling appointment
- Birthday cards for members
- Completed 2 Annual Reviews
- Ordered groceries for members
- Took a member to Eye Care Center to get new glasses
- Updated FFP Powerpoint
- Attended Masonic Luncheon

If you know of a member who needs assistance, please contact:

Jenna Grant

Director of Fraternal Friendship

Email: jgrant@meshhome.org Phone: (336) 601-5593.

FINANCE REPORT

Medicaid – We have 3 pending applications, and documentation has been submitted for all of them. We recently received approval for 2 that have been in the works for over a year. We will now work to do Unmet Medical Needs agreements for each of them. Out of the 3 pending's only 1 is an older application. While these have taken time and been challenging, I hope you recognize that this is a big achievement.

When looking at AR over 90 the bulk of the balances are due to the Medicaid accounts that took a long time to get approval on. As a reminder we do account for any potential write offs in our Allowance for Bad Debt so in the event we would write anything off (i.e. a resident passes away with a balance remaining) we have already accounted for it and it would not be a direct financial impact when the actual write off occurs.

As previously reported an RFP was issued for the third-party Advisor over the 401k plan. Early January 2025 the Grand Lodge made a sole decision on behalf of the entire plan as to which Advisor to engage services with from the RFP. At this time, an RFP will need to be conducted for the record keeper (currently Empower). It is unclear if the RFP will be conducted by RPAS who did Advisor RFP or if the new Advisor chosen by the Grand Lodge will conduct the RFP. Being managed by Grand Lodge meetings begin in March 2025. As of 2/28/2025 I do not think communication has gone out to employees about the advisor change. Record keeper meeting scheduled for 4/3/2025.

The audited financial statements are complete and audit committee meeting is scheduled for May 5th and will then be presented to the board on May 10th. Data for the cost report has been submitted as well as the information for the compilation for the annual DOI report and CLA has started preparing that and then it will be submitted to LCS to finalize the actual report to submit to the DOI.

William Ridgeway started as our Director of IT on May 5th. We are beyond excited to have William join our team. When on campus for the board meeting please say hello and welcome to him.

Nikki has been working with Single Digits to find a better solution for the WIFI in the Village until further conversations can be had internally regarding the option of running fiber to each unit or changing providers once the agreement is up with Single Digits. Update – waiting on a quote for fiber run to village for informational and budgeting purposes as this will need to be done in the future and our competitors are ahead of us on this.

I want to send Congratulations out to Lindsay Billings – our Development and AP Assistant. Lindsay will be graduation from Western Carolina on May 10th with a Bachelors in Business Administration and Law – Congratulations Lindsay we are all very proud of you!

CULINARY SERVICES REPORT

Director of Food and Beverage

During the month of March we received the resignation of Jon Szarke as our Director of Food and Beverage. We wish Jon the best of luck in his future endeavors and are thankful for all he has done while serving our community. I am currently unable to provide a last date of work as Jon has graciously committed to help ensure there is a smooth transition and to assist in onboarding the new Director.

It is a pleasure to announce the selection of Betsey Johnson to the Director of Culinary Services (formerly Director of Food and Beverage) position at WhiteStone. We are excited about Betsey joining the WhiteStone Team and look forward to her first day on campus, Monday May 5th. Betsey has eight years of experience in

the senior living culinary field with her last four years spent in the continuing care retirement community culinary atmosphere. She is a strategic visionary with a proven track record of team building and leadership

Certified Dietary Manager

Kristen Salkeld, Dietary Manager for the Health Center started work on March 27th and has already made an impact. Kristen is a seasoned culinary professional that brings much experience in the healthcare industry.

Executive Chef

After taking some extended time off work, our Executive Chef returned before the end of April. The rest of the kitchen staff have stepped in and stepped up to cover his absence.

CWC Kitchen projects

We've been working on several upgrades in our CWC Kitchen, to include; new cooler shelving, a new steam table and ice dispensers at each beverage station in the dining rooms.

COMMUNITY LIFE SERVICES REPORT

Independent Living Programming:

- *Total Number of Activities: 96*
- *Total Number of Sessions: 208*
- *Total Number of Cancellations: 1*
- *Total Participation: 2812*
- *Average Participation: 13.5 (~14 per activity)*
- *Participation Percentage: 87.5% (84/96 activities had participants).*
- *Total number of check-ins: 252*

Changes since March 2025:

- *Total Number of Activities decreased by 1 (decreased by 1.0%)*
- *Total Number of Sessions decreased by 6 (decreased by 2.8%)*
- *Total Participation decreased by 130 (decreased by 4.4%)*
- *Average Participation decreased by 0.2 (1.5% decrease)*
 - *(Note: Average = Total Participation/Total Number of Sessions)*
- *Participation Percentage decreased by 3.2%*
- *Total Number of Check-Ins increased by 69*

Staffing Updates:

Stable. Sarah Kate Myers (part time in AL) will be leaving mid May – graduates from OT school. Our former intern from UNCG – Sarah Ramirez applied and with no hesitation – she accepted the position. She will start on Monday, May 12th.

Catherine Contreras to retire December 31, 2025 although I have not officially seen anything in writing she has told me this verbally in person. We will need to start discussing replacing her position. I sent information to Mark and Nikki regarding NIFS Senior Fitness Services to explore – lots of LCS Communities use them.

<https://wellness.nifs.org/senior-living-fitness-services>

Other Items I have completed, or I am working on:

- *Continuing to focus on new IL residents that are moving in – getting to know them, get them involved, etc.*

- Working on uploading resident pictures to touchtown/uniguest and in to Point Click Care as we get them (this is ongoing)
- Working on keeping email list updated for CWC families as well as a separate list for AL families.
- Chit Chat and Healthcare Highlights every month
- Host List in CWC
- Exploring Motivation Alliance Program and what it has to offer our residents. (Same system as we saw at Croasdale Village when we visited)
- Audit of One Call Now Numbers and Emails to make sure they are correct
- Focus on “state of the art” type activities for IL – something that makes us stand out from other communities.
- 2 things of note coming up in April:
 - Started Cardio Drumming (Drums Alive) in April on the IL Calendar-has proven to be an exciting new offering on our fitness calendar.
 - Starting WhiteStone Retreat, A Caregiver Respite Program for IL Residents caregivers who are spouses and to begin getting them used to assisted living staff. This started on April 22nd in the Group Fitness Room from 1pm-3pm. We have scheduled this again for Tuesday, May 20th.
- Increasing visibility with each level of care as much as I can
- Re-engage the fraternities and fraternal children’s home.
- American Red Cross Blood Drive held on Friday, May 2nd from 1:30pm-6:30pm. We had 14 successful donations – saving 42 lives! We will schedule another blood drive in the Fall.
- On April 29th we had a special send off for 2 of our residents who were going on the Triad Flight of Honor trip to Washington, DC
- Assisted Living/Memory Care will host a Mother’s Day Lunch on 5/11/25 for residents and their families.

CHAPLAIN & SPIRITUAL SERVICES REPORT

Worship Services: 4 on Sunday plus 1 Maundy Thursday service

Funerals: 2 (planned and conducted – Judie Austin & Alan Martin

Pastoral Encounters:

- CWC - 34+ (some with family present, lunch walk throughs occasionally)
- AL- 13+ (as well as walk throughs at lunch occasionally to greet residents)
- IL- 27+ (as well as walk throughs at meals occasionally to greet residents)
- Employee - 1

Weekly Bible studies/worship:

- CWC – 5
- AL – 5
- IL – 2

Support Groups:

- RISE – 2x
- HOPEFUL – 2x

Meetings: CWC daily report, "traffic" meeting, Spiritual Support Committee, Auxiliary Committee, Staff meeting, Resident Council

Miscellaneous: Seder meal (collaboration with our Jewish and Christian residents, over 60 were in attendance.) Guest at ladies' coffee to discuss mission trip, attended IL coffees and other activities as able, continued card ministry, prepared articles for newsletters

Working on the following for May: Robinson and Phillips memorial services planning/ conducting, Mother's Day planning, support group planning and improving meeting space, Bible Studies planning

Long-term: Chapel improvements – HVAC has been completed (still working on lighting, carpet, pew touchup), enrichment of spiritual support for all faiths –planning a small area for a meditation room open to all faiths