



August 2024

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

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VISIBILITY AUGUST 2024

WHITESTONE COMMUNITY VISIBILITY – LEADERSHIP:

DATE(S):	MEETING(S)/EVENT(S)
Weekly:	<i>Women’s Coffee – Fellowship Hall 9am-10:30am, Wednesdays</i>
Weekly:	<i>Men’s Coffee – Fellowship Hall 9am-10:30am, Fridays</i>
Weekly:	<i>Wine Down – Fellowship Hall 3:30pm-5pm, Fridays</i>
Monthly:	<i>Masonic Luncheon [1st Tuesday] Main Dining Room</i>
Monthly:	<i>Resident Council Meeting [Last Thursday] Fellowship Hall</i>
August 9th:	<i>Board of Directors Dinner</i>
August 10th:	<i>Board of Directors Meeting</i>
August 13th:	<i>Marketing Event: Progressive Culinary World Tour</i>
August 19th:	<i>HR Event: Baked Potato Bar</i>
August 22nd:	<i>Resident Council Meeting</i>

WHITESTONE FRATERNAL VISIBILITY - LEADERSHIP

DATE(S):	MEETING(S)/EVENT(S)
Monthly:	<i>Masonic Luncheon [1st Tuesday] Main Dining Room</i>
Monthly:	<i>MESH Chapter #379 Meeting [1st Tuesday] Fellowship Hall</i>
Monthly:	<i>MESH Lodge #771 Meeting [2nd Saturday] Fellowship Hall</i>
August 5, 6, 20, 26, 28	<i>Attended District Meeting</i>

WHITESTONE RESIDENTS: COMMITTEES, SERVICES & SUPPORT

DATE(S):	MEETING(S)/EVENT(S)
Weekly:	<i>Women’s Coffee - Fellowship Hall 9am-10:30am, Wednesdays</i>
Weekly:	<i>Men’s Coffee - Fellowship Hall 9am-10:30am, Fridays</i>
Weekly:	<i>Caregiver Support Group - Woodbury Game Room 1p-2p, Thursdays</i>
Weekly:	<i>Worship Service – Streamed on Channel 1390 & Chapel 10am-11am, Sundays</i>
Monthly:	<i>WhiteStone Resident Committee: Marketing [1st Wednesday]</i>
Monthly:	<i>WhiteStone Resident Committee: Spiritual [1st Wednesday]</i>

DATE(S):	MEETING(S)/EVENT(S)
Monthly:	<i>WhiteStone Resident Committee: Activities [2nd Thursday]</i>
Monthly:	<i>WhiteStone Resident Committee: Food & Beverage [2nd Thursday]</i>
Monthly:	<i>WhiteStone Resident Committee: Buildings & Grounds [2nd Monday]</i>
Monthly:	<i>WhiteStone Resident Committee: Campus Care Alliance [3rd Tuesday]</i>
Monthly:	<i>WhiteStone Resident Committee: Auxiliary [3rd Wednesday]</i>
Monthly:	<i>Resident Council Meeting [Last Thursday] Fellowship Hall</i>
As Needed:	<i>WhiteStone COVID Task Force</i>

WHITESTONE BOARD OF DIRECTORS: COMMITTEES, SERVICES & SUPPORT

DATE(S):	MEETING(S)/EVENT(S)
August 9th:	<i>Wine Down</i>
August 9th:	<i>Resident Advisory Committee Meeting</i>
August 9th:	<i>Board of Directors Dinner</i>
August 10th:	<i>Board of Directors Meeting</i>

LIFECARE SERVICES [LCS]: SERVICES & SUPPORT

DATE(S):	MEETING(S)/EVENT(S)
August 23rd:	<i>WhiteStone/LCS – BluePrint/Road to 95 Follow Up Call</i>

WHITESTONE EXPANSION: PROJECT(S) & REPORTING

DATE(S):	MEETING(S)/EVENT(S)
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WHITESTONE TECHNOLOGY INFRASTRUCTURE: PROJECT(S) & REPORTING

DATE(S):	MEETING(S)/EVENT(S)
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WHITESTONE NEW RESIDENT: PROSPECTING EVENT(S):

DATE(S):	MEETING(S)/EVENT(S)
Monthly:	<i>New Resident Orientation & Lunch [3rd Wednesday]</i>
August 13th:	<i>Marketing Event – Progressive Culinary World Tour</i>
August 28th:	<i>Diamond Dining Club Lunch</i>

WHITESTONE EMPLOYEE: RECOGNITION, RECRUITMENT, & RETAINMENT:

DATE(S):	MEETING(S)/EVENT(S)
Bi-Weekly	New Hire and General Orientation
August 19 th :	Baked Potato Bar

WHITESTONE EMPLOYEE: AUGUST ANNIVERSARIES

SERVICE DATE:	EMPLOYEE NAME:	DEPARTMENT	YEARS OF SERVICE:
8/3	Christopher Whitsett	EVS	1 yr
8/3	Brittany Brown	Social Services	1 yr
8/3	Johnneria Turman	Nursing	1 yr
8/4	Donnie Cannon	Food & Beverage	1 yr
8/4	Misty McAden	Chaplain	2 yr
8/8	Tabatha Johnson	Assisted Living	7 yr
8/9	Angela Barnes	Nursing	8 yr
8/16	Angela Martin	Nursing	18 yrs
8/17	Priscilla Berry	Food & Beverage	1 yr
8/17	Andrew Howard	CLS	1 yr
8/18	Lawanda Lewis	Nursing	2 yr
8/20	Laparish Grier	Assisted Living	5 yrs
8/22	Denena Davidson	EVS	7 yrs
8/24	Tanika People	Food & Beverage	1 yr
8/28	Robert Cope	Maintenance	12 yrs
8/28	April King	EVS	12 yrs
8/31	Fatou Bah	Food & Beverage	1 yr
8/31	Njobdy Sowe	Food & Beverage	1 yr



KEY PERFORMANCE INDICATORS – AUGUST 2024

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

YTD NOI	Actual of 139,179 on budget of (808,226), a positive variance of 947,406.
YTD IL Closings	Budget of 24 with actual closings of 52.
YTD Net Sales IL	Budget of 8 with actual net sales at 39.
IL MTD Occupancy	Average occupancy of 192.4 on budget of 173.
YTD REVPOR	REVPOR budget of 5,767 with actual 6,175 an 7.1% variance.

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

YTD EXPPOR	EXPPOR YTD budget at 6,681 with actual 6,733, a (.08%) variance.
HC MTD Occupancy	Average occupancy for the month of 77.35 with budget of 82.29

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

Memory Care MTD Occupancy	Averaged 7 on budget of 12.
AL MTD Occupancy	Averaged 17.65 occupied for the month on a budget of 24.
Days in AR	37% of total AR 90 days outstanding or \$611,386. Benchmark is 15% negative variance of 365,249



COVID-19 TASKFORCE & UPDATE(S) – AUGUST 2024

We are once again seeing the rise of COVID-19 across the state of North Carolina. Our community experienced an uptick in COVID-19 infections. This included residents and staff in both the Care and Wellness Center and Independent Living. Per regulation, visitation to the CWC continued as usual, with that added safety precautions protocols of wearing a mask, social distancing, and hand sanitizing. We continued to test our staff and residents, according to CDC and CMS guidelines, throughout the month.

On Thursday August 22nd, 2024 the FDA’s advisory panel approved an updated COVID 19 vaccine (2024-2025 formula) for everyone 12 years old and up. Thanks to our pharmacy partner, Neil Medical Group, we have scheduled a COVID 19 vaccine & Flu Shot clinic in the Linville Arts & Crafts Room for Tuesday September 24th from 10am to 3pm.



WHITESTONE LEADERSHIP TEAM: DIRECTORS REPORT

DIRECTOR NAME	DEPARTMENT
Mr. Mark Lewis, LNHA	Executive Director
Mr. Josh Hillegass, LNHA	Health Services Administrator
Dr. Ray Robinson	Assisted Living Manager
Mrs. Tracy Armwood, SPHR	Director, Human Resources
Ms. Debi Bryant	Director, Sales & Marketing
Mr. Joel King	Director, Plant Operations
Mr. Robert Reese Sr.	Director, Environmental Services
Mrs. Jenna Grant	Director, Fraternal Friendship Program
Ms. Nikki Stafford	Director, Finance
Mr. Jonathan Szarke	Director, Food & Beverage
Mrs. Gina Prevost, LRT/CTRS	Director, Community Life Services
Mrs. Misty McAden	Director, Spiritual Services & Chaplain
Ms. Archana Patel	Executive Assistant
Ms. Crystal Condy	Director, Clinical Services

I. HEALTH CENTER ADMINISTRATION REPORT

August 2024 Overview

With the help of our Campus Care Alliance Committee, our community has implemented what we're calling our "CARE" Award. This award is awarded to any Health and Wellness Employees who distinguish themselves through four pillars:

- C - Compassion
- A - Advocacy
- R - Respect
- E - Excellence



We accept nominations from our Department Heads, WhiteStone Residents, and their Families. These nominations go before our Campus Care Alliance Committee for selection of recipients. I'm proud to share that we presented our first round of CARE Awards during our August Resident Council Meeting. Each Employee received a lapel pin with the "CARE" logo on it to display on their uniform while working to signify their distinction in receiving this recognition.

Please see below the Employees who were selected for this award:

Present to receive their pin:



Tatianna Wings, RN
Home Care

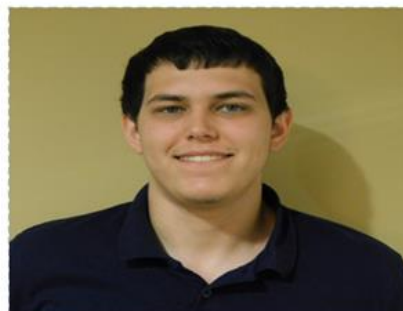
Catherine Contreras "CC"
Community Life Services

Shannon Thompson, CNA
CWC Nursing

Not present, but received a pin:



Alex Orcasitas
Environmental Services



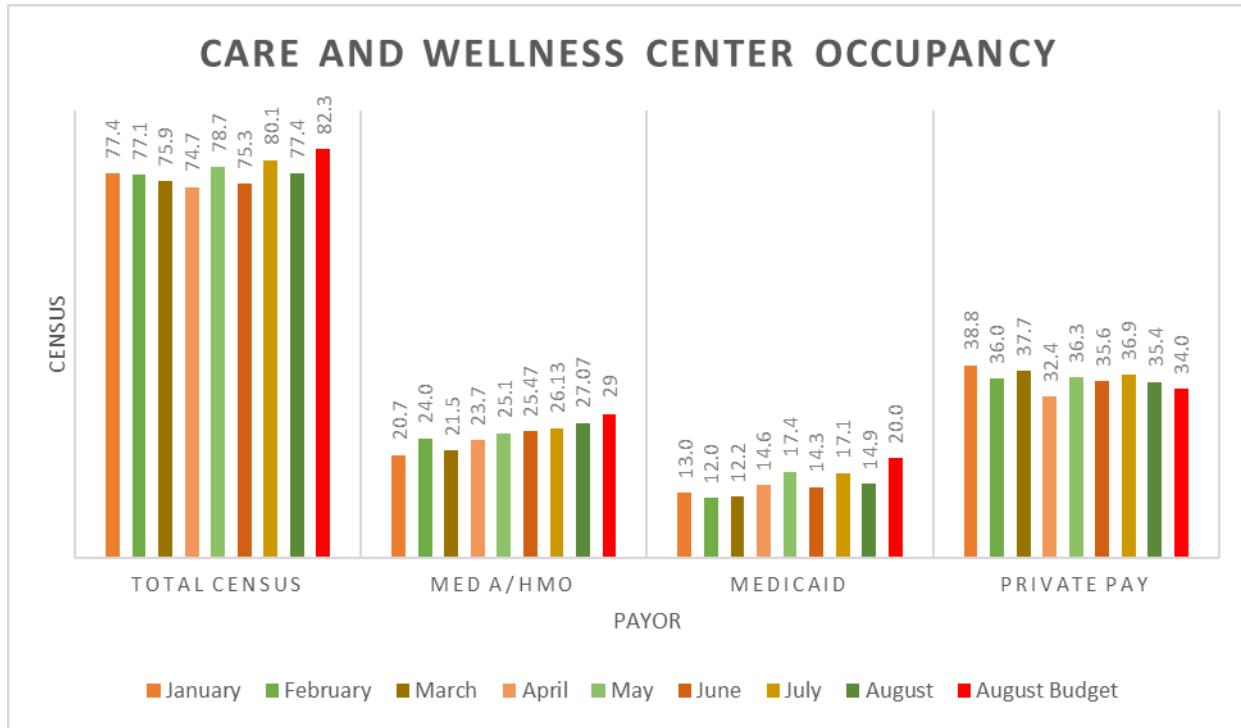
Austin Russell, LPN
Assisted Living



LaKesha Wilson, CNA
Assisted Living

Census Updates

During the month of August, the Care and Wellness Center saw a slight decrease in our average overall census. This is primarily due to a few long-term Residents that unfortunately passed away during the month. This can be seen in our decrease in Medicaid and Private Pay during the month. Fortunately, we continue to grow and maintain a strong short-term rehabilitation program, and you can see that our skilled census has continued to improve month over month.



Clinical Updates

Our community is continuing to see the increase of COVID-19 in our Community and the Greater Greensboro area. Currently, our Care and Wellness Center has been experiencing cases amongst both Staff and Residents, but I'm thankful to share that we have not seen any significant illness because of these cases. Our team will continue to follow state and local guidance surrounding infection control and prevention, as well as providing our Residents and Staff with opportunities for vaccination as they arise. We are currently asking all Staff and Visitors to utilize a face mask while visiting for the safety of our Residents.

II. ASSISTED LIVING & MEMORY CARE REPORT

Last months overview

August was filled with opportunities for innovation for Assisted Living and Memory Care/ We were able to sign contracts with two new neighbors to our community. Twenty-five residents have already moved in to 3421 Hiram and we work to bring more people into our doors. This is a new record high!!! Thanks to the partnership between marketing, CWC, health navigation and AL we are making immense movement toward our goals. This is the fourth month that we hit the 90% goal required by the Department of Insurance (DOI). In addition to our admission goals, we work to promote a culture of family and togetherness among our residents and their loved ones.

The second floor is now open and has surpassed 50% of its capacity, which is an amazing victory. The group has identified many potential residents who are appropriate for the services provided in the Rice Retreat. We are currently above 50% in MC as we have booked the seventh apartment to be filled in the coming month. Activities and dietary staff are working to provide resident center care in their respective areas. To include family style meals in memory care and individualized options for each resident.

Accomplishments for the month

Assisted Living has been able to in-service staff to improve resident care. The subjects ranged from heartfelt connections to extraordinary impressions for all staff members. Supervisor in charge (SIC) training has taken off and we will name our first graduates. We broke our own record for census by hitting the 25 mark this month.

We have been able to help in celebrating our staff members by celebrating two CARE awardees. As we grow, we want to make more investments in the lives of our staff members. The CLS team was able to host a Hawaiian Luau and attend a winery tasting. We continue to create lasting change for the AL and MC community at WhiteStone.

Plans for the next month

Assisted living and memory care is looking to increase the census while educating staff on the importance of resident-centered care in the following month. Our current laurels include the following.

AL/MC is working toward the goal of 30 residents. As we aim improve upon the 90% mark, there are census needs in both AL and MC.

- *Adding more activities to the calendar to include Wine Down and community outings.*
- *increasing our opportunities to share the AL/MC journey.*

Issues and Concerns

There are four opportunities for the assisted living and memory care community. With constant focus on the following items, the team will experience success in accomplishing organizational goals. The four items are listed below.

- *Training staff on the daily requirements of operating a thriving assisted living and memory care community.*
- *lower overtime while fully staffing the AL/MC independently.*
- *Staff access to communication and updating of resident conditions.*

III. HUMAN RESOURCES REPORT

August 2024 Overview

Turnover

26.52% turnover YTD 2024. Compared to 24.92% through August 2023.

Overtime:

849.54 hrs of OT for August 2024. Compared to 715.47 hrs for August 2023. An increase of 134.07 hrs on the month and total YTD increase in overtime from last year by 1867.47 hrs.

Workers Compensation

None to report

EEOC & Legal Updates

We are still waiting on a response related to the employee LC charge.

On May 17th, we received notice of another EEOC Charge filed by an environmental services employee. The position statement has been submitted to the EEOC. We are waiting on their response.

Budgeted FTEs

Total August FTEs: 209.49

Total Budgeted FTEs: 228.85

Variance: -19.39 [FTEs **UNDER** budget]

Over Budget FTEs for July

Servers – 0.48

Housekeepers: 1.45

Recruiting

August 2024

- 387 New Candidates
- 56 Scheduled interviews
- 34 offers with 28 hires.

YTD

- processed 3,613 candidates
- 504 scheduled interviews
- 218 offers with 172 hire

Retention

For September we have Environmental Services week 9/8 – 9/14. We are also planning a staff appreciate food truck/ice cream truck.

On Monday, September 23rd, we will host our Fall Career Fair. Theme will be “Flippin’ Opportunities your Way” in the form of a brunch. Tracy will be flipping hot cakes for candidates.

MONTHLY TURNOVER		
	2024	2023
Jan	2.23%	2.89%
Feb	3.40%	0.41%
Mar	3.44%	4.68%
Apr	3.86%	2.16%
May	1.86%	2.62%
Jun	3.78%	2.04%
Jul	3.64%	4.35%
Aug	4.31%	5.77%
Sep		2.94%
Oct		3.62%
Nov		1.05%
Dec		2.11%
TOTAL	26.52%	34.64%

In addition to our “Meet Our Team” videos, we have started Welcome videos by each department head. This welcome video will be sent a few days before orientation to each new hire as a video welcome by their department head welcoming them to the team.

We have been conducting Stay Interviews with all new hires and that is going well and helping us to address any concerns or challenges a new team member may have right away.

Some other items will be working on are refreshed employee breakroom spaces and an employee outdoor break area.

Recommendations and/or Other Information

In conducting a wage market analysis, we did confirm that an adjustment for our maintenance department is needed to remain competitive with the market. I feel we are currently competitive with the market currently related to our other positions. Now it would be good to consider out pacing the market by a small margin to allow us to pull talent away and come to us.

Job Openings Report

IMMEDIATE OPENINGS

9/3/24

Job Title	# of Openings	New Candidate Pipeline	Attempting to Contact	Interviews Scheduled	Offers Pending
CNA - 1st shift Fulltime	1		12	1	1
CNA - 1st shift Part time	1		12	1	
CNA - 2nd shift Full Time	2		12	1	
Nurse - 2nd shift Full Time	2		3		
Nurse - 2nd shift Part Time	1		3	1	
Nurse Supervisor 3rd shift	1				
Part Time Dietary Aid	1	2	7	1	
Admin/Admission Assistant	1			2	
Resident Care Coordinator	1				
Staff Development Coordinator	1			1	

Total openings: 12

Total offers: 1

Opening after offers: 11

Interviews scheduled: 8

Ready for orientation: 13 new hires for 9/12/24

IV. MARKETING & SALES REPORT

Monthly Marketing Report					
AUGUST 2024					
Current Occupancy: (211)	197	93%			
Sold Occupancy:	203	96%			
Available Units:	<u>Villa</u>	<u>Cottage</u>	<u>IL Apts</u>	<u>Res Apts</u>	
	0	1	1	6	
Explanation:	<u>Villa</u>	<u>Cottage</u>	<u>IL Apts</u>	<u>Res Apts</u>	
		6-J	103	241 Benn	341
				244 Benn	343
				249 Benn	349
Sales:	2	334, 146	Cancel:	0	
Move-In: (Aug)	6	315, 907, 2-A 419, 146, 309	Upcoming MI:	705FMD 232 311	415 334 145
Transfers:	0				
MO (Aug):	2	249, 103			
Upcoming MO:	<u>Unit</u>	<u>reason</u>	<u>Est MO</u>		
	146	HLOC	9/27/2024	S Camr	
Upcoming Events:	9/11/2024	Lead only Event: Health Fair			
	9/18/2024	New Resident Orientation			
Department Highlights:	Roadmap to 95% in IL				
	Campus Wide Road to 95% Campaign				
	New DSM training				

V. PLANT OPERATIONS / ENVIRONMENTAL SERVICES REPORT

PLANT OPERATIONS

Last Month's Activities

- *Continue to Work with Blum on punch list for new IL and AL buildings*
- *Monitor work order system for efficiency and department needs*
- *Worked with HVAC contractor on apt 232 noise issue's*
- *Continue to work with Brightview on existing work orders and problem areas*

Accomplishments for the Month

- *Completed Sand filter inspection and service*
- *Completed Golf cart capital project*
- *Scheduled pressure washing of curbs for outside Linville building*

Plans for the Next Month

- *Complete Gay Terrace Demolition*
- *Finalize generator installation for CWC*
- *Hire another maintenance technician*

Issues and Concerns

- *Continue to address work orders asap. We have had 2 vacant positions come open in Plant operations and have filled 1 of these. We are currently looking for 1 more team member.*

ENVIROMENTAL SERVICES

Last Month's Activities

- *Conducted in-services with staff.*
 - *No fault attendance policy recap!! (Always)*
 - *No smoking, but only in designated areas. (No 2pm breaks)*
 - *Do use the side door of I.L. west & do not prop it open at any time!*
 - *Proper break times: 9:30am-9:45 am; Lunch breaks CWC staff 12pm-12:30pm; Main staff 12:30pm-1:00pm*
 - *Only clock in "5" min before your shift only, unless authorized.*
 - *Reporting employee incidents immediately.*
 - *"Department Vision" - To build a partnership with the community to have a clean, safe & positive environment for all individuals who meet our staff here at Whitestone.*
 - *"Department Goal" - To hire and sustain adequate staffing to support the department vision & the Whitestone Community.*
 - *Continuing Customer Service Care towards our residents & staff*
 - *Introduction of new staff: Donte Barringer & Lazaelle Harris from the kitchen.*
 - *If you resign from Whitestone, you must put in a two week notice or you forfeit your PAL.*
 - *Announcements Donor event October 5th Mandatory possibly for all staff.*
 - *Positive work Environment.*
 - *Go over the Employee Handbook.*
 - *Staff meeting every Wednesday@7:15am.*
 - *EVS week steady approaching*

Accomplishments for the Month are as follows:

- *Employee appreciations*
- *EVS Week*

Plans for the next Month

- *Continue working with staff updating on & off schedules.*
- *Training all staff on customer service towards each other, residents, and Guest.*
- *Sample Uniforms are arriving soon for staff to vote.*

Issues and Concerns

- *Hiring proper staff for our community (Housekeeping & laundry staff)*
- *Several staff members still have attendance issues.*

VI. OUTREACH PROGRAM: THE FOUNDATION

August 2023 Overview Assistance:

- *Outreach total of \$10,777.63*
 - *7 long term members*
 - *0 short term member (Emergency)*
- *15 WhiteStone residents received assistance*
 - *11 in Independent Living*
 - *3 in Assisted Living*
 - *1 in Memory Care*

New Referrals & Outreach:

- *4 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*
 - *(1) for Short-Term / Emergency Assistance*

If you know of a member needing assistance, please contact:

Jenna Grant

Director of Fraternal Friendship

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

VII. FINANCE REPORT

Medicaid

Nikki took this over and started submitting the applications. 5 applications were submitted in August and 2 assigned a caseworker already in which requested documents have been sent. 2 applications are being done outside by the family and Deseree in the HC is working to assist them.

In 2023 WhiteStone engaged the billing services of LCS Reliance. During that time LCSR worked delinquent AR and took over billing for MedA and Managed Care. Sharon Koppenhaver was the LCSR representative that worked on the WhiteStone account until April 2024 when she went out on maternity leave. During her leave she made some decisions that suit her family best during this time and left LCS. I'm pleased to announce that on 8/29 Sharon became an employee of WhiteStone as a Senior Billing Specialist. Sharon's background, strong billing experience, experience with WhiteStone and PCC as well as her ability to work with a team are

attributes that I think are going to benefit WhiteStone hopefully for many years. Sharon does reside in Pennsylvania and is our first remote employee but did come to WhiteStone to attend orientation and meet some team players.

Nikki has met with a collections company at the recommendation of CPS a partner with LCS to assist in working collection on delinquent accounts. The goal is to have this finalized by end of September 2024. WhiteStone has engaged a company called Blue Orange to assess the HIPAA compliance testing – per LCS is due this year. The team is working thru the data collection and submission for this.

The annual 990 tax return filing should have everything submitted by end of month. The 401k audit Tracy is trying to wrap this up there is a reconciliation question that she is hopefully addressing upon returning from vacation. We do have a compliance testing issue with the plan and have met with the group, Barbara Ruby – legal counsel and Empower to discuss corrective action for this failure. The failure is with the Children's Home and LuAnne will work with their board to address the matter and decide on the corrective plan which will need to be done by 10/15 – Update the Children's Home voted on their direction, LuAnne submitted an amendment to Empower and is finalizing the correcting contribution.

Empower

The official letter to Empower regarding the 2019, 2020 and 2021 compliance testing around profit sharing contributions has been sent certified mail to Empower's General Counsel. No update regarding the receipt of the letter is available currently. Lance from Empower did respond and I will be following up with him to see if he is open to having a meeting to discuss the letter and his follow-up. I did reach out to Barbara Ruby, and she was not surprised by the response as it is in line with our document and agreement but I'm going to see if Lance is open to working on this if not it will advance to the next stage. Update – I was finally able to get a meeting scheduled with Empower representatives to discuss this matter in July given scheduling conflicts it took some time to find a date and time that worked. I will update after the meeting. UPDATE: the meeting was held and information turned in to Empower as of today there has been no update but I have reached out. During the meeting I was asked to present the lost earnings amounts that were paid as there is potential room for recoupment there. I have communicated with Barbara Ruby regarding this as previously reported above and noting this was a long shot for us to try, we are still working to see if there is anything that can be done.

Residents have requested an online payment portal for monthly fees/invoices. Working with our bank (PNC) and LCS to find a solution for this request as I feel it will be very beneficial and helpful in collecting payments but also allowing residents more payment options. This is still in the works and I need to regroup to see which meets our needs best. I have spoken to another community that uses the LCS recommend vendor to get their opinions on how the transition went and how it is going thus fair.

It is budget season. Forecasting has been completed and there are some items to update and then review department head requests. The biggest expense focus will be on staffing as it relates to FTEs and wages

VIII. FOOD & BEVERAGE REPORT

Staff Appreciation

We had a staff appreciation lunch for the IL F&B team, catered by Salsarita's. We are planning the same for the CWC staff mid-September.

Staff Outing

We are planning a Staff outing for next month. The majority vote was to go and play paintball, so we are working to get that scheduled.

Food Cost

Food cost is expected to come in under budget, per our declining balance sheet. It has become more challenging with feeding additional residents. We continue to compare costs between our multiple vendors.

Increased IL Residents

We continue to find ways to accommodate additional residents in the Dining Room. We are busier for Lunch, and we are utilizing many tables at dinner for multiple seatings. We are continuing to evaluate ways to better serve our increased volume of residents.

Health and Sanitation Training

We completed several ongoing in-service training sessions on proper sanitation and food safety with the staff throughout the month.

IX. COMMUNITY LIFE SERVICES REPORT

Independent Living Programming:

- *Total Number of Activities: 83*
- *Total Number of Sessions: 210*
- *Total Number of Cancellations: 3*
- *Total Participation: 3642*
- *Average Participation: 17.3 (~17)*
- *Participation Percentage: 96.4%*
 - *80/83 activities had participants.*
- *Total number of check-ins: 335*

Changes since June:

- *Total Number of Activities decreased by 19 (18.6% Decrease)*
- *Total Number of Sessions increased by 2 (1.0% Increase)*
- *Total Participation increased by 497 (15.8% Increase)*
- *Average Participation increased by 2.2 (14.6% Increase)*
 - *(Note: Average = Total Participation/Total Number of Sessions)*
- *Participation Percentage increased by 12.1%*
- *Total Number of Check-Ins increased by 22 (7.0% Increase)*
- *Sessions of Intergenerational Activities (Intergenerational Scrapbook, line Dancing Class): 2*

Staffing Updates:

- *Jillian Tolley filled Claire Johnson's position and has hit the ground running. Her first day was August 19th. Since she was a former intern, she is familiar with the residents, the buildings, policies and procedures. Anxious to see what she does with her calendar.*
- *Have the following positions open – will hire for these as I get the green light.*
- *1 full time in Assisting Living (holding off on hiring for this until we have more admits to 2nd floor)*

Other Items:

- *I audited the One Call Now List against our current resident list in Independent Living to make sure we have all residents in there. Would hate it for there to be an emergency and someone didn't get a one call now.*
- *Working on a voting booklet for our independent living residents.*
- *Working on Uniguest changes that came from my uniguest meeting with Bob Kelly and Beverly Cato last week. This is a continual thing as they keep coming up with new things to change.*
- *Veterans Day Planning committee to meet monthly to begin making plans for the Veterans Day program here at WhiteStone.*
- *Working on an overnight trip in the fall – closer to Christmas – to the Biltmore House in Asheville – residents wish to see the Chihuly Exhibit there and to see Biltmore decorated for Christmas.*
- *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.*
- *Lifelong Learning Opportunities – exploring this for our Blueprint Meeting-a work in progress and trying to make contacts. We have on the calendar for September and October opportunities for residents to sign up for life long learning classes and WhiteStone will provide transportation.*
- *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 Croasdaile Village when we visited)*
- *Health & Wellness Fair Prep for September 11th (for the CLS part)*
- *Oktoberfest Prep for October 2nd*
- *Fall Festival Prep for October 17th*
- *Veterans Day Program Prep November 11th*
- *Starting to prep for Christmas decorating (November)*
- *Memory Tree Dedication program prep (December)*

X. CHAPLAIN & SPIRITUAL SERVICES REPORT

Worship Services & Funerals

- *4 regular Chapel services (communion is 1st Sunday of the month, services are livestreamed)*
- *1 funeral (Frank Cost)*

Pastoral Encounters

- *CWC – 40+ (some with family present, lunch walk through occasionally)*
- *AL – 10+ (as well as walk through(s) at lunch to greet residents)*
- *IL – 30+ (as well as walk through at meals occasionally to greet resident)*
- *Employee – 1 (phone calls, etc.)*

Weekly Bible studies/worship

- *CWC – 2*
- *AL – 4*

- *IL – 3*

Support Groups

- *RISE x1*

Meetings

- *CWC daily report*
- *“traffic” meeting*
- *Spiritual Support Committee*
- *Auxiliary Committee*
- *Resident council*
- *Board Meeting*

Miscellaneous

- *attended IL coffees and other activities as able.*
- *continued card ministry*
- *prepared articles for newsletters*
- *provided grief support for resident deaths this month to family and resident*
- *occasional lunch/dinner walk throughs to greet residents.*
- *meals with residents*

Working on the following

- *temple tour Sept 9^t*
- *Prayer vigil for country Sept 11th*
- *continued support group planning (grief workshop starts Sept. 16th)*
- *preparing table for Health & Wellness fair (Sept 11th)*
- *continue prepping weekly for Bible studies for all levels of care*

Long-term:

- *preparation for special services – pet blessings in Oct*
- *enrichment of spiritual support for all faiths*
- *planning a small area for a meditation room open to all faiths*