



# AUGUST 2025

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

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*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 2025

### WHITESTONE COMMUNITY VISIBILITY – LEADERSHIP

DATE(S):	MEETING(S)/EVENT(S)
<b>Weekly:</b>	<i>Women's Coffee – Fellowship Hall 9am-10:30am, Wednesdays</i>
<b>Weekly:</b>	<i>Men's Coffee – Fellowship Hall 9am-10:30am, Fridays</i>
<b>Weekly:</b>	<i>Wine Down – Fellowship Hall 3:30pm-5pm, Fridays</i>
<b>Monthly:</b>	<i>Masonic Luncheon [1<sup>st</sup> Tuesday] Main Dining Room</i>
<b>Monthly:</b>	<i>Resident Council Meeting [Last Thursday] Fellowship Hall</i>
<b>Monthly:</b>	<i>New Resident Orientation &amp; Lunch [3<sup>rd</sup> Wednesday]</i>
<b>August 1<sup>st</sup></b>	<i>All Staff: Happy Hour</i>
<b>August 1<sup>st</sup></b>	<i>Leadership Serve at Wine Down</i>
<b>August 8<sup>th</sup></b>	<i>Board of Directors Dinner</i>
<b>August 9<sup>th</sup></b>	<i>Board of Directors Meeting</i>
<b>August 15<sup>th</sup></b>	<i>Leadership Serve at Wine Down</i>
<b>August 19<sup>th</sup></b>	<i>All Staff: Potato Bar</i>

### WHITESTONE FRATERNAL VISIBILITY - LEADERSHIP

DATE(S):	MEETING(S)/EVENT(S)
<b>Monthly:</b>	<i>Masonic Luncheon [1<sup>st</sup> Tuesday] Main Dining Room</i>
<b>Monthly:</b>	<i>MESH Chapter #379 Meeting [1<sup>st</sup> Saturday] Fellowship Hall</i>
<b>Monthly:</b>	<i>MESH Lodge #771 Meeting [2<sup>nd</sup> Saturday] Fellowship Hall</i>

### WHITESTONE RESIDENTS: COMMITTEES, SERVICES & SUPPORT

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

DATE(S):	MEETING(S)/EVENT(S)
<b>Monthly:</b>	<i>WhiteStone Resident Committee: Buildings &amp; Grounds [2<sup>nd</sup> Monday]</i>
<b>Monthly:</b>	<i>WhiteStone Resident Committee: Campus Care Alliance [3<sup>rd</sup> Tuesday]</i>
<b>Monthly:</b>	<i>WhiteStone Resident Committee: Auxiliary [3<sup>rd</sup> Wednesday]</i>
<b>Monthly:</b>	<i>WhiteStone Employee Gratitude Initiative Committee</i>
<b>Monthly:</b>	<i>Resident Council Meeting [Last Thursday] Fellowship Hall</i>
<b>Monthly:</b>	<i>WhiteStone Retreat: A Caregiver Respite Program [3<sup>rd</sup> Tuesday]</i>
<b>As Needed:</b>	<i>WhiteStone COVID Task Force</i>
<b>August 4<sup>th</sup></b>	<i>Recycling &amp; Waste Education with Masey DeMoss from the City of Greensboro</i>
<b>August 20<sup>th</sup></b>	<i>Let's Chat Numbers with Nikki Stafford</i>
<b>August 21<sup>st</sup></b>	<i>Marketing Event: Resident Panel</i>
<b>August 22<sup>nd</sup></b>	<i>Chef's Table</i>
<b>August 27<sup>th</sup></b>	<i>CWC Education Session with Josh Hillegass</i>

#### WHITESTONE BOARD OF DIRECTORS: COMMITTEES, SERVICES & SUPPORT

DATE(S):	MEETING(S)/EVENT(S)
<b>August 8<sup>th</sup></b>	<i>Board of Directors Dinner</i>
<b>August 9<sup>th</sup></b>	<i>Board of Directors Meeting</i>
<b>August 12<sup>th</sup></b>	<i>OES Finance Committee Meeting</i>

#### LIFECARE SERVICES [LCS]: SERVICES & SUPPORT

DATE(S):	MEETING(S)/EVENT(S)
<b>August 21<sup>st</sup></b>	<i>LCS Risk Management Visit to WhiteStone</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)

**WHITESTONE NEW RESIDENT: PROSPECTING EVENT(S):**

DATE(S):	MEETING(S)/EVENT(S)
<b>Monthly:</b>	<i>New Resident Orientation &amp; Lunch [3<sup>rd</sup> Wednesday]</i>
<b>August 21<sup>st</sup></b>	<i>Marketing Event: Resident Panel</i>

**WHITESTONE EMPLOYEE: RECOGNITION, RECRUITMENT, & RETAINMENT:**

DATE(S):	MEETING(S)/EVENT(S)
<b>Bi-Weekly</b>	<i>New Hire and General Orientation</i>
<b>August 1<sup>st</sup></b>	<i>All Staff: Happy Hour</i>
<b>August 19<sup>th</sup></b>	<i>All Staff: Potato Bar</i>

**WHITESTONE EMPLOYEE: AUGUST ANNIVERSARIES**

EMPLOYEE NAME:	YEARS OF SERVICE:	DEPARTMENT:	SERVICE DATE:
<i>Brittany Brown</i>	<i>2 yrs</i>	<i>Social Services</i>	<i>8/3</i>
<i>Misty McAden</i>	<i>3 yrs</i>	<i>Chaplain</i>	<i>8/4</i>
<i>Angela Barnes</i>	<i>9 yrs</i>	<i>Nursing</i>	<i>8/9</i>
<i>Delaney Davis</i>	<i>1 yr</i>	<i>Nursing</i>	<i>8/15</i>
<i>Angela Dixon</i>	<i>1 yr</i>	<i>Nursing</i>	<i>8/15</i>
<i>Rhonda Jones</i>	<i>1 yr</i>	<i>Nursing</i>	<i>8/15</i>
<i>Raina Lahrech</i>	<i>1 yr</i>	<i>Nursing</i>	<i>8/15</i>
<i>Shawana Reid</i>	<i>1 yr</i>	<i>Nursing</i>	<i>8/15</i>
<i>Jillian Tolley</i>	<i>1 yr</i>	<i>CLS</i>	<i>8/15</i>
<i>Priscilla Berry</i>	<i>2 yrs</i>	<i>Food &amp; Beverage</i>	<i>8/17</i>
<i>Andrew Howard</i>	<i>2 yrs</i>	<i>CLS</i>	<i>8/17</i>
<i>Laparish Grier</i>	<i>6 yrs</i>	<i>Assisted Living</i>	<i>8/20</i>
<i>Denena Davidson</i>	<i>8 yrs</i>	<i>EVS</i>	<i>8/22</i>
<i>Robert Cope</i>	<i>13 yrs</i>	<i>Maintenance</i>	<i>8/28</i>
<i>April King</i>	<i>13 yrs</i>	<i>EVS</i>	<i>8/28</i>
<i>Kameisha Anderson</i>	<i>1 yr</i>	<i>Nursing</i>	<i>8/29</i>
<i>Mircale Brisban</i>	<i>1 yr</i>	<i>Nursing</i>	<i>8/29</i>
<i>Sharon Koppenhaver</i>	<i>1 yr</i>	<i>Business</i>	<i>8/29</i>
<i>Rosanna Orellana</i>	<i>1 yr</i>	<i>Nursing</i>	<i>8/29</i>
<i>Travis Peoples</i>	<i>1 yr</i>	<i>Food &amp; Beverage</i>	<i>8/29</i>

EMPLOYEE NAME:	YEARS OF SERVICE:	DEPARTMENT:	SERVICE DATE:
Maggie Vaughn	1 yr	Nursing	8/29
Hailey Williams	1 yr	Nursing	8/29
Fatou Bah	2 yrs	Food & Beverage	8/31
Njobdy Sowe	2 yrs	Food & Beverage	8/31

## KEY PERFORMANCE INDICATORS – AUGUST 2025

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

YTD NOI	Actual of 4,923,124 on budget of 677,257, a positive variance of 4,245,867.
YTD IL Closings	Budget of 16 with actual closings of 23.
YTD Net Sales IL	Budget of 16 with actual net sales at 22.
IL MTD Occupancy	Averaged 206.68 for the month on a budget of 197.
YTD REVPOR	REVPOR budget of 6,442 with actual 6,475 a +.5% variance.
YTD EXPPOR	EXPPOR budget of 6,713 with actual 6,263 a +6.7% variance.

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

AL MTD Occupancy	Averaged 21.71 occupied for the month on a budget of 22.
HC MTD Occupancy	Average occupancy for the month of 73.81 with budget of 77.5.

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

Days in AR	Days in AR average of 15.9 versus target of 18. 53% of total AR 90 days outstanding versus benchmark of 15%.
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## COVID-19 TASKFORCE & UPDATE(S) – AUGUST 2025

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For the month of August, there were no COVID – 19 cases.

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### WHITESTONE LEADERSHIP TEAM: DIRECTORS REPORT

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

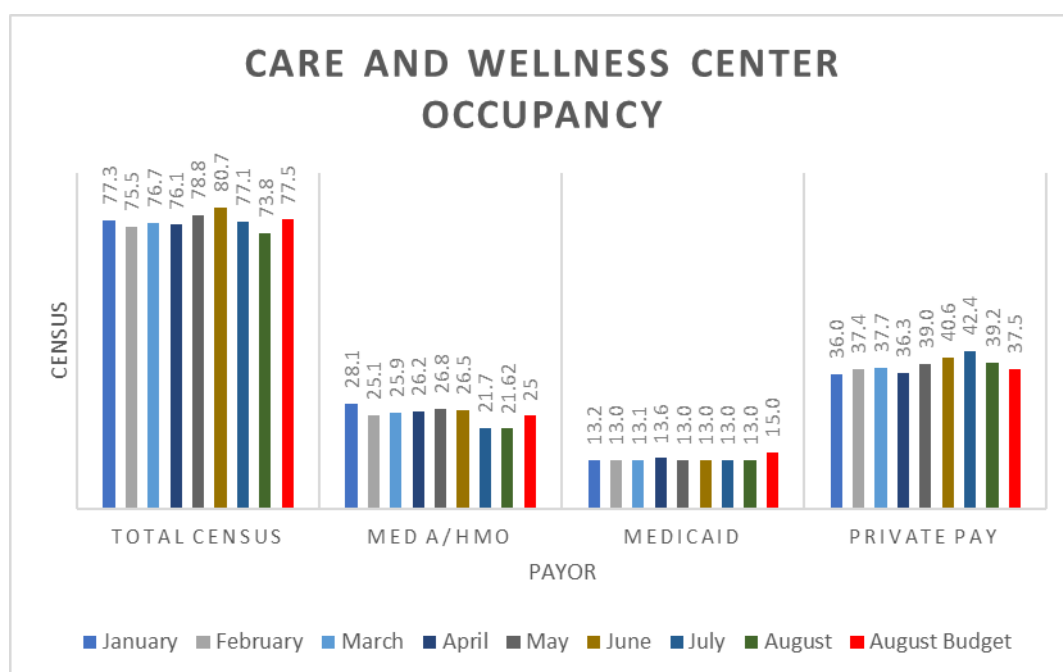
## HEALTH CENTER REPORT

### August 2025 Overview

With the introduction of our new Clinical Leadership Team, our team in both the Care and Wellness Center and Assisted Living have been steady at work to improve the process and service delivery in both levels of care. As our team continues to outline their focus and strategic initiatives, we'll be sharing these along the way. We look forward to the positive contributions already made by our new team, and we look forward to the impact that they'll continue to bring to WhiteStone!

### Census Updates

The Care and Wellness Center saw a slight decrease in our overall census for the month of August, but we ended the month climbing back towards our budget. I'm certain that our team will rebound from the slight dip in our census for this month in September.



### Clinical Updates

We're excited to share that we've recently implemented a dedicated Shower Team at our community to enhance comfort, dignity, and overall care experience for our residents.

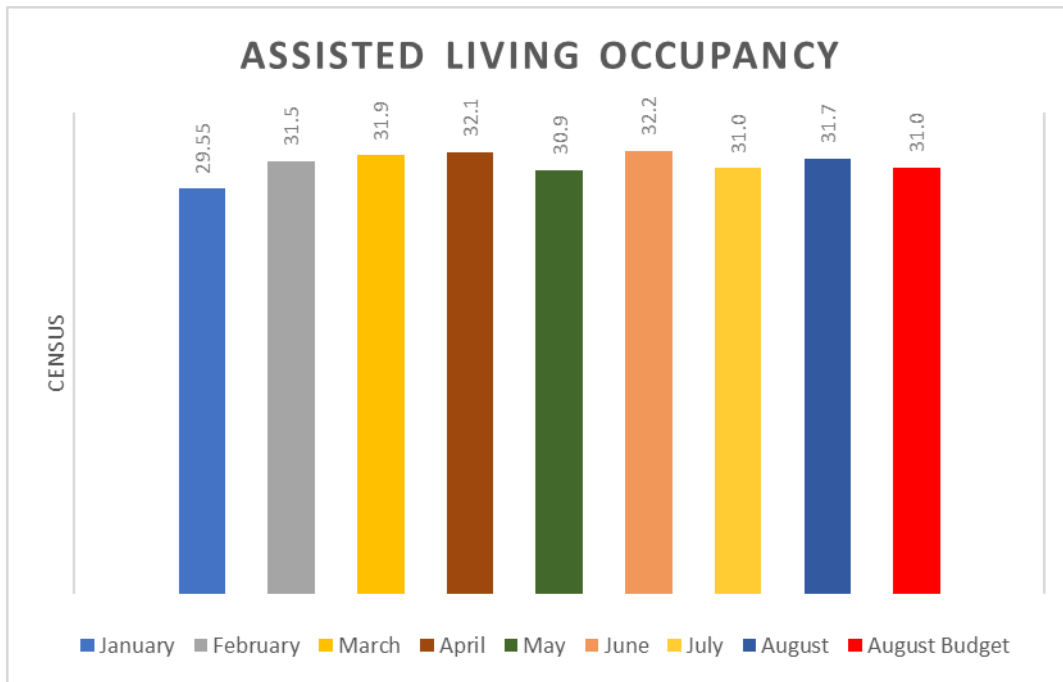
This specialized team is focused solely on assisting residents with their bathing needs, ensuring that showers are provided consistently, respectfully, and in alignment with each resident's personal preferences and care plan. By having a team dedicated to this important aspect of care, we're able to improve scheduling, increase efficiency, and provide a more personalized experience.

We've already seen positive feedback from residents, and we're committed to continuing to refine this service to meet everyone's needs. If you have any questions or would like to share feedback, please don't hesitate to reach out to our care team.



## ASSISTED LIVING & MEMORY CARE REPORT

*Assisted Living and Memory Care occupancy remains stable and strong. I thank the team for continuing to create an environment that our Residents and Families see the value of.*



## HUMAN RESOURCES REPORT

### August 2025 Overview

**Turnover:** 27.23% turnover YTD 2025. Compared to 26.52% through August 2024. Increase of .71%

**Overtime:** 1658.78 hrs of OT for August 2025. Compared to 849.54 hrs for August 2024. An increase of 809.24 hrs on the month and total YTD increase in overtime from last year by 6,546.15 hrs of OT.

**Workers' Compensation:** Maintenance Tech – No Further Update at this time: A hearing with the NC Industrial Commission was held August 8<sup>th</sup>. There was still no resolution. Our counsel is awaiting more medical documentation from 2019. I feel we were in a pretty good position during the hearing. As a reminder this was a Knee injury. The claim is still denied. Injury was never reported until almost a year later. Investigations by work comp has revealed multiple previous claims against the same knee.

**EEOC and Legal Updates:** None

#### Budgeted FTEs:

Total August FTEs – 226.26

2025 Budgeted FTEs – 232.3.

Variance: -6.04 FTEs UNDER budget.

#### Over Budget:

AL CNAs – 9.71

CWC CNAs – 1.44

Housekeepers – 2.20

AL Activities: 0.49

#### Recruiting:

- **August 2025**
  - 520 New Candidates
  - 84 Scheduled interviews
  - 32 offers with 20 hires.
- **YTD HR has processed**
  - 3,137 candidates
  - 386 interviews scheduled interviews
  - 179 offers with 151 hires.
- Also, currently we have some very enthusiastic GTCC and ECPI Clinical students who have already shown interest in joining our team!!

#### Retention:

The HR department continues to engage with new hires within the first week of employment to gauge their experience and any potential concerns we may need to address. Keeping these on ongoing touch points for the first 6 months of employment we hope will reduce turnover, therefore retaining staff.

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	3.77%	1.86%
Jun	3.91%	3.61%
Jul	3.92%	3.82%
Aug	0.96%	4.30%
Sep		1.99%
Oct		7.09%
Nov		2.38%
Dec		3.07%
<b>TOTAL</b>	<b>27.23%</b>	<b>41.06%</b>

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

IMMEDIATE OPENINGS 9/03/25					
Job Title	# of Openings	New Candidate Pipeline	Attempting to Contact	Interviews Scheduled	Offers Pending
Resident Care Coordinator	1		2		
RN Weekend Supervisor 7a-7p	1		1		
Staff development coordinator	1		2		
CNA--1ST FT and PT	4	5	14		1
CNA--2ND FT	4	5	14	7	
CNA--3RD FT	1	5	14		
Nurse--1ST PT	1	1	3	1	
Nurse--2ND FT and PT	3	1	3		
Nurse--3RD FT and PT	3	1	3		
Server	1	1	6		
Cook	1		3	1	
Housekeeper	1		2		
Maintenance Technician	1			1	
total openings:	23				
				Total Offers:	1
	Openings after Offers:		22		
				Interviews Scheduled:	10
Ready for orientation:	11 new hires ready for orientation 9.11.25				

## MARKETING & SALES REPORT

Monthly Marketing Report					
August- 2025					
<b>Current Occupancy: (210)</b>	204	97%			
<b>Sold Occupancy:</b>	209	99%			
<b>Available Units:</b>	<u>Villa</u>	<u>Cottage</u>	<u>IL Apts</u>	<u>Res Apts</u>	
	0	0	0	1	
<b>Explanation:</b>	<u>Villa</u>	<u>Cottage</u>	<u>IL Apts</u>	<u>Res Apts</u>	
				ILW 228	
<b>Sales (Aug)</b>	2		<b>Cancel:</b>	0	
<b>Move-In: (Aug)</b>	3		<b>Upcoming MI:</b>	1005 FMD ILW 434	ILS 414 1FD
<b>Transfers:</b>	0				
<b>MO (Aug):</b>	1				
	ILW 327	HLOC			
<b>Upcoming MO:</b>	<u>Unit</u>	<u>reason</u>	<u>Est MO</u>		
	Benn 342	HLOC	9/26/2025		
	ILW 228	IL to IL transfer	9/4/2025		
	ILW 532	IL to IL transfer	9/5/2025		
	Lin 310	HLOC	TBD		
	ILS 313	Deceased	9/15/2025		
	4 YRC	Deceased	9/8/2025		
	ILW 229	Deceased	TBD		
<b>Dept Highlights:</b>		Our Marketing Event - Resident Panel Discussion had 27 attendees			
		Wait List Quarterly Luncheon - 37 attendees			
<b>Upcoming Events:</b>		October Marketing Event			

## PLANT OPERATIONS REPORT

### Last Month's Activities

- *Continue to work with Brightview on existing work orders and problem areas*
- *Dining Room Moisture issue*
- *Continue to monitor work order numbers for the community*

### Accomplishments for the Month

- *Continue to pressure wash curbs and walkways*
- *Completed Duct Insulation Project for Main Dining room*

### Plans for the Next Month

- *Continue Pressure washing curbs and courtyard*
- *Completing Walk in cooler and freezer project*

### Issues and Concerns

- *Continue to address work orders asap.*
- *1 full-time position vacancy for Security*
- *1 full-time position vacancy for Maintenance*

## ENVIRONMENTAL SERVICES REPORT

### Last Month's Activities:

- Installed new housekeeping/laundry Chemical
- Conducted Training for the new Chemical and explained how they work and where to use each Chemical
- Fully Extracted entire dining room after duct work project
- Trained Custodians on carpet cleaning methods
- Placed the Karcher Armada extractor into service
- Placed IMop into service

### Accomplishments for the Month are as follows:

- Received new equipment: side by side, large area extractor, Wand extractor
- Equipment Vender performed training with Custodians on new equipment
- Cleaned all carpet in CWC, AL hallways, and Carpets around Fellowship Hall (Linville building)
- Created initial Annual Cleaning document and memo to explain the process for residents
- Redesigned schedules to open up housekeeping staff in order to go live with Annual Cleaning once approved

### Plans for the next month

- Strip and Wax back hallway in CWC, and laundry
- Complete dryer duct work project
- Set a go live date for Annual Cleaning
- Create a master project list for tracking floor care

- Train new evening custodian for floor care projects
- Start scrubbing CWC room floors

## OUTREACH FOUNDATION: FRATERNAL FRIENDSHIP PROGRAM

### August 2025 Overview Assistance:

- Outreach total of \$8,912.42
  - 6 long-term members
  - 0 short term member (Emergency)
- 16 WhiteStone residents received assistance
  - 13 in Independent Living
  - 2 in Assisted Living
  - 1 in Memory Care

### Potential Referrals:

- (3) are for scholarships (Move-In Assistance or Current Resident)
- (1) are for Long Term Assistance
- (0) for Short-Term / Emergency Assistance

### Activity this month:

- Assisted member with renewing her SNAP benefits
- Completed 2 Annual Reviews
- Ordered groceries for members
- Took members to doctor appointments
- Paid bills for outreach members
- Attended Masonic Luncheon
- Gave birthday cards to member
- Attended Whitestone Board Meeting
- Met with son of potential applicant
- FFP and Whitestone presentation at Greensboro Lodge #76
- Meeting with potential applicant

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

**Jenna Grant**

**Director of Fraternal Friendship**

**Email: [jgrant@meshhome.org](mailto:jgrant@meshhome.org) Phone: (336) 601-5593.**

## FINANCE REPORT

Financials have remained strong as it relates to net operating income even when the ERC funds and associated interest are removed the community is outperforming budget as it relates to revenue and expenses. During some financial calls in August, it was learned that the ERC funds will not be allowed for the DSCR debt covenant but will be included for DCOH. The covenant calculation was re-forecasted, and it is estimated that at

12/31 the community will be compliant with debt covenants even without using the ERC funds. The forecast will be done monthly moving forward versus quarterly.

*CONTINUED: Budget season is well underway. The goal is to present to Jacob Elliott with LCS early September. A couple of key items that are a large focal point with the 2026 budget:*

- *Control Capex to a manageable level that fits with cash flows*
- *Entrance fees and and increase*
- *Budgeting and maintaining a sustainable monthly service fee increase for residents – 2025 had a 5% increase the goal for 2026 is to be at 4.50%. While getting back to a 3% increase is very unlikely a 4% increase each year may be doable. The SPF is still a topic of discussion however given the situation it presented for 2025 it's being evaluated a couple of ways to get the community to where the fee needs to be over the course of a few years*
- *Expense control for non wage items – with 2025 being 100% open across the community this area should not fluctuate much for 2026. Areas that we may see increase is utilities, food costs and building and grounds maint and repair but any increase should be manageable*
- *Investing in staff thru wage rates and employee benefits to be competitive and create an environment that meets the needs of staff*

*An RFP for auditing services to include FYE audited financials, cost report preparation, 990 preparation, Compilation for the Disclosure Statement preparation will be sent out by mid-September. Nikki is awaiting confirmation form the Grand Lodge regarding the 401k audit as in years past it has been included with WhiteStone's menu of items with WhiteStone's auditors however given the transition of more control over the 401k plan by the Grand Lodge in 2025 it is unclear which entity will be including the preparation with their SOW agreement.*

## CULINARY SERVICES REPORT

### August 2025 Food & Beverage Management Report

- We've made significant progress in stabilizing dining operations in the main dining room. Complaints regarding food temperature have decreased, and we've transitioned to Pride of the Morning for daily fresh produce and Inland Seafood for weekly fresh catches. The revised Fall/Winter À la Carte menu launched on August 1, 2025, and has received positive feedback for its variety.
- Kristen Salkeld, our Certified Dietary Manager, collaborated with the Activities team to host the first "How It's Made" event in the Care and Wellness Center. The featured demonstration showed the preparation of a Chocolate Covered Oreo Cookie Cake. Residents found the presentation informative and enjoyed sampling the finished dessert.
- The "How It's Made" event in the main dining room featured two seasonal salad options proposed for the new Fall/Winter À la Carte menu. Residents had the opportunity to sample both and vote on their preferred selection. The culinary demonstration was both engaging and flavorful, giving residents a meaningful role in shaping the upcoming menu.

## COMMUNITY LIFE SERVICES REPORT

### Independent Living Programming:

- *Total Number of Activities: 72*
- *Total Number of Sessions: 188*
- *Total Number of Cancellations: 1*

- *Total Participation: 1858*
- *Average Participation: 25.8 (~26 per activity)*
- *Participation Percentage: 88.9% (64/72 Activities had Participants)*
- *Total Number of Check-Ins: 270*

#### **Changes since July 2025:**

- *Total Number of Activities decreased by 5 (decreased by 6.5%)*
- *Total Number of Sessions decreased by 18 (decreased by 8.7%)*
- *Total Participation increased by 935 (increased by 33.5%)*
- *Average Participation increased by 3.2 (27.1% increase)*
- *(Note: Average = Total Participation/Total Number of Sessions)*
- *Participation Percentage increased by 0.6%*
- *Total Number of Check-Ins increased by 23 (9.3% increase)*

#### **Staffing Updates:**

*Stable.*

#### **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 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 Croasdaile Village when we visited)*
- *Focus on “state of the art” type activities for IL – something that makes us stand out from other communities.*
- *2 things of note:*
  - *Cardio Drumming (Drums Alive) Started in April on the IL Calendar-has proven to be an exciting new offering on our fitness calendar. It has grown from twice a month now to every Tuesday!*
  - *Started 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. This program will hopefully continue to grow with resident word of mouth over the next few months.*
- *Increasing visibility with each level of care as much as I can*
- *Re-engage the fraternities and fraternal children’s home.*
- *Relias Courses for WhiteStone*
- *Collins Healthcare Courses to maintain my Licensure and Certification – CEUs.*
- *Upped our number of speakers on different topics here every month.*
- *List of Wins over the last several months with pictures to Mark*
- *Oktoberfest Music & Planning*



- *Registered and attended the Long Term Care Managers Summit thru Leading Age on August 20th*
- *Registered for the Staff Empowerment Summit thru Leading Age on September 17th at Arbor Acres.*
- *Have registered for the Life Care Services Community Life Services & Memory Care Conference in Des Moines in October. Lora Mize will be attending with me.*
- *Brad Miller (Dan & Gail Miller) is starting a Bible Study in September with the Independent Living Men – 2 Wednesdays in September at 12:30pm in the Linville Activity Room*
- *Planning October 2025 Calendar – a lot of requests for this month so far.*

## CHAPLAIN & SPIRITUAL SERVICES REPORT

- **Worship Services** – led 3 services (planned 2 more for guest speaker)
- **Funerals** – 0
- **Pastoral Encounters**
  - CWC -21+ (some with family present, lunch walk throughs occasionally)
  - AL-7+(as well as walk-throughs occasionally to greet residents)
  - IL-18+ (as well as walk-throughs at meals occasionally to greet residents) 1 hospital visit
  - Employee – 1 (grief support)
- **Weekly Bible studies/worship**
  - CWC – 3
  - AL – 2
  - IL – 2
- **Support Groups:**
  - RISE – 1x
  - HOPEFUL – 1x
- **Meetings:** CWC daily report, Collaborative Care Team meeting, Spiritual Support Committee, Auxiliary Committee, Resident Council
- **Miscellaneous:** Annual Orientation, New Resident orientation, attended IL coffees and other activities as able (led women's coffee on 8/27), continued card ministry
- **Working on the following in Sept:** planning October Presentation after mission trip, sermon prep, support group planning, Bible Studies planning, planning St Francis/pet blessing?
- **Long-term:** Chapel improvements – (still working on lighting, carpet, pew touchup), planning interfaith activities - enrichment of spiritual support for all faiths, holiday planning
- **PTO** – August 1-10 Roatan Mission trip
- **PTO upcoming** – September 10,11,14,15