



February 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

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VISIBILITY FEBRUARY 2025

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>
Monthly:	<i>New Resident Orientation & Lunch [3rd Wednesday]</i>
February 14th	<i>Valentines Day Chocolate Fountain</i>
February 26th	<i>Annual Chili Cook Off at WhiteStone</i>
February 26th	<i>Diamond Dining Event</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 Saturday] Fellowship Hall</i>
Monthly:	<i>MESH Lodge #771 Meeting [2nd Saturday] Fellowship Hall</i>
February 11th	<i>OES Finance Committee Meeting</i>
February 14th	<i>Board of Directors Dinner</i>
February 15th	<i>Board of Directors 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>
Monthly:	<i>WhiteStone Resident Committee: Activities [2nd Thursday]</i>
Monthly:	<i>WhiteStone Resident Committee: Food & Beverage [2nd Thursday]</i>

DATE(S):	MEETING(S)/EVENT(S)
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>WhiteStone Employee Gratitude Initiative Committee</i>
Monthly:	<i>Resident Council Meeting [Last Thursday] Fellowship Hall</i>
As Needed:	<i>WhiteStone COVID Task Force</i>
February 4th	<i>Masonic Luncheon</i>
February 17th	<i>Level of Care Transition Presentation</i>
February 26th	<i>Annual Chili Cook Off at WhiteStone</i>
February 26th	<i>Marketing Event: Diamon Dining</i>

WHITESTONE BOARD OF DIRECTORS: COMMITTEES, SERVICES & SUPPORT

DATE(S):	MEETING(S)/EVENT(S)
February 14th	<i>Board of Directors Dinner</i>
February 15th	<i>Board of Directors Meeting</i>

LIFECARE SERVICES [LCS]: SERVICES & SUPPORT

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

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:	<i>New Resident Orientation & Lunch [3rd Wednesday]</i>
February 26th	<i>Marketing Event: Diamond Dining</i>

WHITESTONE EMPLOYEE: RECOGNITION, RECRUITMENT, & RETAINMENT:

DATE(S):	MEETING(S)/EVENT(S)
Bi-Weekly	<i>New Hire and General Orientation</i>
February 14th	<i>Valentines Day Chocolate Fountain</i>
February 26th	<i>Annual Chili Cook Off at WhiteStone</i>

WHITESTONE EMPLOYEE: FEBRUARY ANNIVERSARIES

EMPLOYEE NAME:	YEARS OF SERVICE:	DEPARTMENT:	SERVICE DATE:
<i>Farah Ahmed</i>	<i>1</i>	<i>F&B</i>	<i>2/1</i>
<i>Leonard LaBrake</i>	<i>1</i>	<i>Nursing</i>	<i>2/1</i>
<i>Carmen Willams-Johnson</i>	<i>1</i>	<i>EVS</i>	<i>2/1</i>
<i>Catherine Contreras</i>	<i>18</i>	<i>CLS</i>	<i>2/2</i>
<i>Patricia Turner</i>	<i>2</i>	<i>Security</i>	<i>2/2</i>
<i>Tina Burdick</i>	<i>3</i>	<i>Nursing</i>	<i>2/3</i>
<i>John Combs</i>	<i>3</i>	<i>Security</i>	<i>2/3</i>
<i>Tina Harris</i>	<i>3</i>	<i>Nursing</i>	<i>2/3</i>
<i>Alejandra Orcasitas</i>	<i>1</i>	<i>EVS</i>	<i>2/15</i>
<i>Mara Garcia</i>	<i>2</i>	<i>F&B</i>	<i>2/16</i>
<i>Kia Payne</i>	<i>2</i>	<i>Nursing</i>	<i>2/16</i>
<i>Naisa Suarez</i>	<i>2</i>	<i>Nursing</i>	<i>2/16</i>
<i>Monica Hurd</i>	<i>3</i>	<i>Marketing</i>	<i>2/17</i>
<i>Oluwakemi Orekunrin</i>	<i>17</i>	<i>Assisted Living</i>	<i>2/19</i>
<i>Comfort Adjei</i>	<i>14</i>	<i>F&B</i>	<i>2/21</i>
<i>Christy Harrelson</i>	<i>1</i>	<i>H&W</i>	<i>2/29</i>
<i>Tatianna Wings</i>	<i>1</i>	<i>H&W</i>	<i>2/29</i>

KEY PERFORMANCE INDICATORS – FEBRUARY 2025

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

YTD NOI	Actual of 562,288 on budget of 58,152, a positive variance of 504,136.
YTD IL Closings	Budget of 4 with actual closings of 4.
IL MTD Occupancy	Average occupancy of 199.71 on budget of 196.
Memory Care MTD Occupancy	Averaged 10 on budget of 8.
AL MTD Occupancy	Averaged 22.5 occupied for the month on a budget of 18.
YTD EXPPOR	EXPPOR YTD budget at 6,752 with actual 6,100, a +9.7% variance.
YTD REVPOR	REVPOR budget of 6,334 with actual 6,589 a +4.0% variance.

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

YTD Net Sales IL	Budget of 2 with actual net sales at 4.
HC MTD Occupancy	Average occupancy for the month of 75.5 with budget of 77.5

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

Days in AR	Days in AR average of 40.5 versus target of 36. 44% of total AR 90 days outstanding versus benchmark of 15%.
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COVID-19 TASKFORCE & UPDATE(S) – FEBRUARY 2024

For the month of February, there were 0 positive COVID-19 cases on campus. For precautionary measures and seasonal respiratory illnesses, we continued to mandate masks in the Care and Wellness Center and Assisted Living for the rest of the month.

WHITESTONE LEADERSHIP TEAM: DIRECTORS REPORT

DIRECTOR NAME	DEPARTMENT
Mr. Mark Lewis, LNHA	Executive Director
Mr. Josh Hillegass, LNHA	Health Services Administrator
Mrs. Rachel Atencio	Assisted Living Manager
Mrs. Tracy Armwood, SPHR	Director, Human Resources
Ms. Debi Bryant	Director, Sales & Marketing
Mr. Joel King	Director, Plant Operations
Vacant	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 Condry	Director, Clinical Services

HEALTH CENTER REPORT

February 2025 Overview

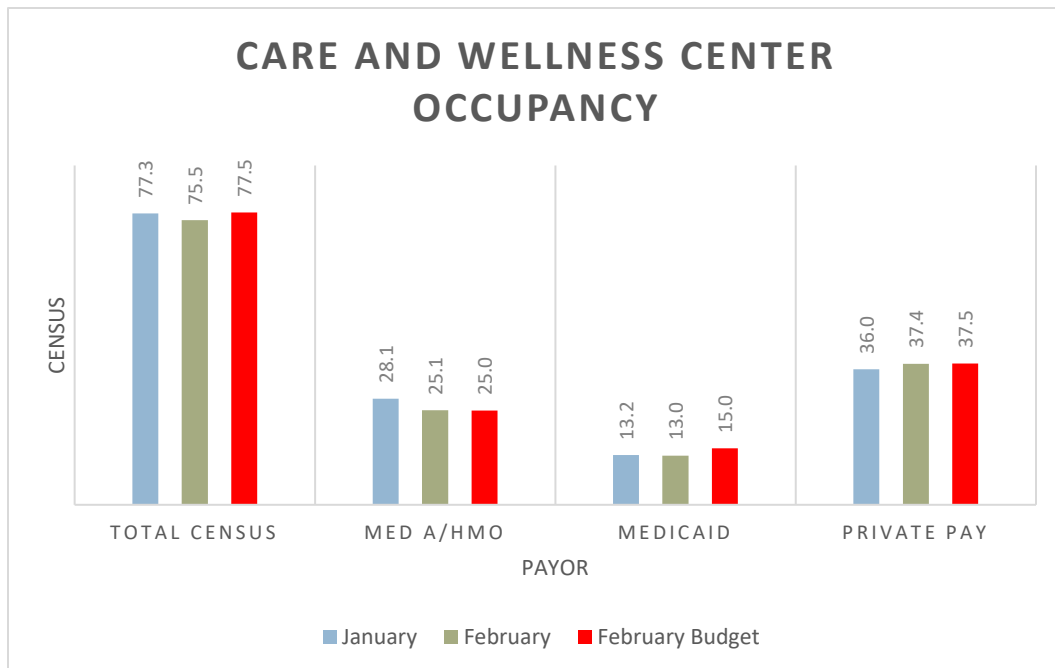
I'm happy to announce that we've hired a Certified Dietary Manager for our Care and Wellness Center. Kristen Salkeld will be joining our team in March, and we are excited about the experience and passion she will bring to our team! Please find a brief biography of her below:

Hello! My name is Kristen Salkeld, and I'm excited to join the team as the Care Center Manager. My background includes restaurant management/training, but once I obtained my Certified Dietary Manager Credentials in 2007, my focus shifted to long term care where I've spent most of the past 15 years. I started my long-term care journey in an Assisted Living Facility and found an entirely new love for my career with the addition of the clinical component. I try to learn something new every day no matter how miniscule it may be. My favorite quote is, "Life's a journey, not a destination." I LOVE to bake, and I'm always up for trying out a new recipe. Outside of work, I enjoy reading, cooking, going to the beach, church, and spending time with family and our fur babies around the fire pit. I look forward to meeting with each of you! Please feel free to stop by and say hello!



Census Updates

The Care and Wellness Center continued to maintain a strong census through the month of February. While our overall census dropped slightly below budget, our skilled census (Medicare and Managed Care) remained at budget.

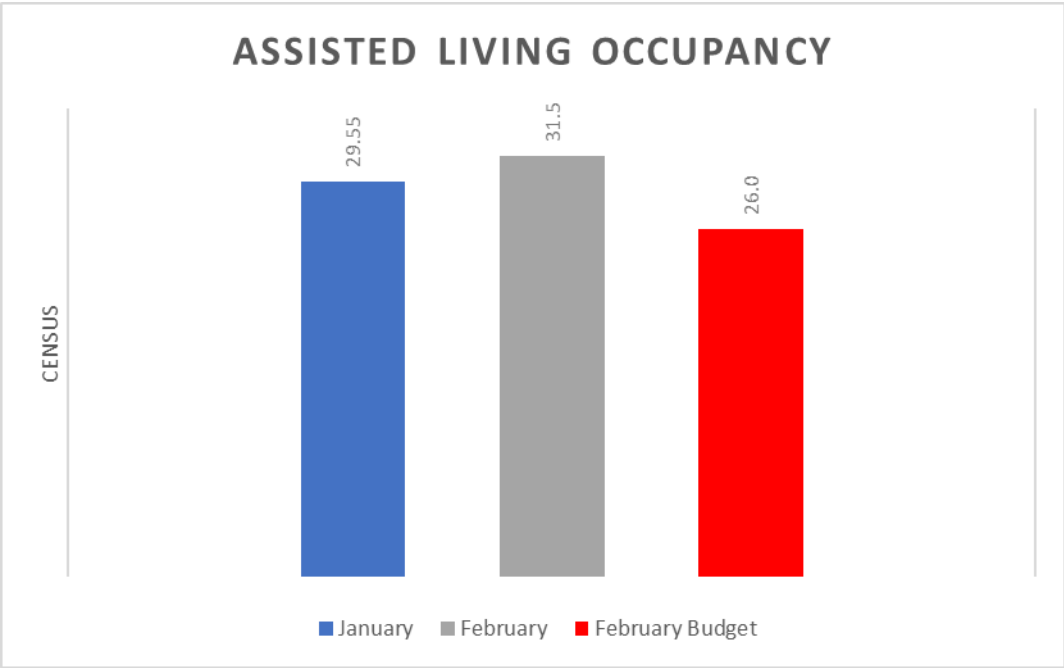


Clinical Updates

In February, we began installation of our new Nurse Call System, PalCare, in the Care and Wellness Center. This system functions similar to our current Nurse Call System, but it will provide our team with additional oversight and data to improve Resident Services. While we’re still working through completing our installation, we’re hopeful that upon completion this will be a substantial benefit to our Management Team as well as to our Front-Line Team Members.

ASSISTED LIVING & MEMORY CARE REPORT

Assisted Living and Memory Care continues to excel in census during the month of February. We’re thankful to see the positive change in this level of care that continues to maintain a census above our budget. We hope to continue this trend through 2025.



HUMAN RESOURCES REPORT

February 2024 Overview

Turnover

5.26% turnover YTD 2025. Compared to 5.63% through February 2024.

Overtime:

1277.29 hrs of OT for February 2025. Compared to 990.31 hrs for February 2024. An increase of 286.98 hrs on the month and total YTD increase in overtime from last year by 2166.09 hrs.

Workers' Compensation

F&B Employee– 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.

Maintenance Employee – 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. Will be awaiting hearing before the commission.

Monthly Turnover		
	2025	2024
Jan	1.98%	2.23%
Feb	3.28%	3.40%
Mar		3.44%
Apr		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	5.26%	41.06%

EEOC and Legal Updates:

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. On February 21st we received from the EEOC a Closure Notice siting no findings. Claimant has 90 days to pursue any further action. 90 Days will expire May 22, 2025

Budgeted FTEs:

Total February FTEs: 218.66

2025 Budgeted FTEs: 232.3.

Variance: -13.64 FTEs (UNDER budget)

Over Budget:

AL CNAs – 4.08 over budget

Housekeepers – 1.0 over budget

Recruiting:

February 2025

- 284 New Candidates
- 23 Scheduled interviews
- 10 offers with 9 hires

Year To Date

- 716 candidates processed
- 86 scheduled interviews
- 35 offers with 31 hires

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*
- *Performance Management – Setting and Adhering to Expectations*
- *Communication – Consistent meaningful staff meetings; timely evaluations; staff check-ins*

Job Openings Report

Immediate Openings: 02/26/2025

Job Title	# of Openings	New Candidate Pipeline	Attempting to Contact	Interviews Scheduled	Offers Pending
Med Aid 1st shift PT	1				
Nurse 1st shift PT	2		5		
CNA 1st shift FT	1	1	3	1	
CNA 2nd shift FT	3	1	3	1	
CNA 2nd shift PT	1	1	3	1	
Med Aid 2nd shift FT	1				
CNA 3rd shift FT	3	1	3	1	
CNA 3rd shift PT	3	1	3	1	
Nurse 3rd shift PT	2		5		
Nurse 3rd shift FT	1		5		
Payroll/Benefits coordinator	1	3	2		
Admissions/Wound nurse	1			1	
MDS coordinator	1				
Director of IT	1	31	1		
Director of F&B	1	2	5		
RN weekend sup. 7a-7p	1				
RN weekend sup. 7p-7a	1				
RN supervisor 2nd shift	1				

Total openings: 26

Total offers: 1

Opening after offers: 25

Interviews scheduled: 6

Ready for orientation: 2 new hires for 03/13/25

MARKETING & SALES REPORT

Monthly Marketing Report

February 2025

Current Occupancy: (210)	201	96%			
Sold Occupancy:	205	98%			
Available Units:	<u>Villa</u>	<u>Cottage</u>	<u>IL Apts</u>	<u>Res Apts</u>	
	1	0	0	4	
Explanation:	<u>Villa</u>	<u>Cottage</u>	<u>IL Apts</u>	<u>Res Apts</u>	
	707 FM			Benn 144	Benn 342
				Benn 146	Benn 343
Sales (Feb)	1	Benn 341	Cancel:	0	
Move-In: (Feb)	2	Benn 341, 6J	Upcoming MI:	701 RL	707 FMD
				ILW228	
				701 FM	
Transfers:	1	266 moved to 261			
MO (Feb):	Lath 261	HLOC			
	707 FM	HLOC			
	Benn 349	HLOC			
Upcoming MO:	<u>Unit</u>	<u>reason</u>	<u>Est MO</u>		
	Benn 346	HLOC/other community	3/28/2025		
	1005 FMD	HLOC	4/31/25		
Upcoming Events:	3/13/2025	Marketing Lunch & Learn 3/13			
Department Highlights:	Monica celebrated 3 yr with WS				
	Very successful WL luncheon 2/26				
	Rescheduled Marketing event due to weather but gained more participants				
	We've added 16 new depositors to the WL in 2025				

PLANT OPERATIONS REPORT

Last Month's Activities

- *Continue to work with Brightview on existing work orders and problem areas*
- *Prepare for Life Safety Survey*

Accomplishments for the Month

- *Completed golf cart parking for IL*
- *Wellness Door automatic operator installed*
- *12 parking spots in IL labeled for visitors and residents*
- *Annunciator panel installed 1st floor of Assisted living building at nurses desk.*

Plans for the Next Month

- *Complete boiler installation for CWC (waiting on warmer weather)*

Issues and Concerns

- *Continue to address work orders asap.*

ENVIRONMENTAL SERVICES REPORT

Last Month's Activities

Conducted in-services with staff.

- *No fault attendance policy recap!! (Always)*
- *Survey readiness proper PPE's, Transporting Linen*
- *Inclement Weather Policy*
- *Using PAL properly 4 hours increments only*
- *Safety Protocols reporting all incidents on time*
- *Abuse od breaks and mealtimes*
- *No clocking in no more than 5 minutes without approval*

Accomplishments for the Month are as follows

- *Hired 3 new staff members*
- *Partnership with Cape Fear Life Enhancement Services*

Plans for the next Month

- *Continuing Hiring PRN staff*
- *Work on completing work orders*
- *Getting ready for the Board Meeting, Wilkerson College, and Eastern Star Meeting*

Issues and Concerns

- *Hiring proper staff for our community (Housekeeping & Custodian)*
- *Some staff have attendance issues.*

OUTREACH FOUNDATION: FRATERNAL FRIENDSHIP PROGRAM

February 2025 Overview Assistance:

- Outreach total of \$8,071.35
 - 7 long-term members
 - 0 short term member (Emergency)
- 20 WhiteStone residents received assistance
 - 16 in Independent Living
 - 3 in Assisted Living
 - 1 in Memory Care

New Referrals & Outreach:

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

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 5 pending applications with one that was issued in February for an IL to AL resident that needs to transition to the HC and was approved for assistance thru MESH LLC in July 2024.

Review of Private Pay AR in the HC over 90 days was done to analyze the amount of that balance as it relates to Medicaid applications. Of the over 90 delinquent AR 49.74% is from internal Medicaid applications (i.e. IL foundation residents that transitioned to the HC). there are 4 residents that make up this balance and 1 has an Unmet Medical already filed and 1 has a zero PML so all income except \$70 a month will be applied to her balance. The other 2 were reapplied again to Medicaid once additional documents were received. There are 3 external residents that make up 6.60% of the over 90 delinquent balance and 1 is still Medicaid Pending. We will be submitting 1 resident that discharged from the facility to collections as no payment was received in February.

Of the over 90 delinquent balance 56.48% is related to Medicaid residents and the timing of when their benefits were approved. We have 1 private pay resident with a balance of 38k after a February payment due to his death was received and we will be able to collect on this balance but will need to go thru the estate to do so but the assets are there for this resident. We have turned approximately 105k over to collections to work and additional accounts will be submitted in March.

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.

WhiteStone has engaged CareFeed an LCS and CPS vendor to assist with billing options for residents to pay their bills online. This is like how a doctor's office or hospital invoice and provide options for online payments. The goal is to roll this out in January or February. Ongoing and is a top priority to kick off 2025 --- this will hit the March invoices when processed as we are awaiting Sage Age to update the website with the Pay Now button. UPDATE – LAUNCHED IN MARCH 2025 AND HAVE RECEIVED POSITIVE FEEDBACK FROM FAMILIES AND RESIDENTS AND APPRECIATION FOR OFFERING THIS PAYMENT OPTION.

Year end 2024 filings such as audit, 990, cost report, and compilation for the disclosure statement are kicking off in February. ONGOING

We are currently interviewing for a Director of IT after Ryan Hester's departure.

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.

FOOD & BEVERAGE REPORT

Certified Dietary Manager

We are eagerly awaiting Kristen Salkeld's start date on March 27th. We are preparing some onboarding for her to extend a warm welcome.

Black Tie Dinner

We are planning a Black-Tie Dinner on March 14th for our IL Residents. We are featuring some elegant menu items and enlisting the help of our Leadership Team for service.

IL Kitchen

Our Executive Chef is taking some unexpected extended time off. The rest of the kitchen staff are stepping in to cover and doing well.

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.

Lead Server

We promoted and new Server, Jessica Brewer, into a Lead role. She's started off strong and is helping to offer great service in our IL Dining Room.

COMMUNITY LIFE SERVICES REPORT

Independent Living Programming:

- Total Number of Activities: 80
- Total Number of Sessions: 179
- Total Number of Cancellations: 4 (due to weather)
- Total Participation: 2656
- Average Participation: 14.8 (~15 per activity)
- Participation Percentage: 92.5% (74/80 activities had participants).
- Total number of check-ins: 368

Changes since December 2025:

- Total Number of Activities decreased by 0 (No change)

- *Total Number of Sessions increased by 22 (10.9% decrease)*
- *Total Participation increased by 508 (16.1% decrease)*
- *Average Participation increased by 0.9 (5.7% decrease)*
 - *(Note: Average = Total Participation/Total Number of Sessions)*
- *Participation Percentage decreased by 3.8%*
- *Total Number of Check-Ins increased by 97 (35.8% decrease)*

Staffing Updates:

Stable. Sarah Kate Myers (part time in AL) will be leaving mid May – graduates from OT school. We will then hire a full time person in AL to split their time between all 3 floors.

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/uniquet 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)*
- *Audit of One Call Now Numbers and Emails to make sure they are correct*
- *Department Meetings for the year to be scheduled.*
- *Focus on Exercise classes – new classes/offerings*
- *Focus on “state of the art” type activities for IL – something that makes us stand out from other communities.*
- *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 May 2nd.*

CHAPLAIN & SPIRITUAL SERVICES REPORT

Worship Services: 4

Funerals: 1 *(Steve Butler) (planning for Lewellyn’s)*

Pastoral Encounters:

- *CWC - 30+ (some with family present, lunch walk throughs occasionally)*
- *AL- 5+(as well as walk throughs at lunch occasionally to greet residents)*
- *IL- 24+ (as well as walk throughs at meals occasionally to greet residents)*
- *Employee - 1*

Weekly Bible studies/worship:

- *CWC – 4*
- *AL – 4*
- *IL – 4*

Support Groups:

- *RISE – 2x*
- *HOPEFUL – 1x*

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*

Working on the following for March: *Lewellyn and Alker memorial services planning/prep, Ash Wednesday service, support group planning, Bible Studies planning, and Sermon series planning for Lent*

Long-term: *Chapel improvements (heat, carpet, pew touchup), enrichment of spiritual support for all faiths – planning a small area for a meditation room open to all faiths*

PTO – none for Feb.