



FEBRUARY 2026

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 2026

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>
Feb 14th	<i>Board of Directors 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 Saturday] Fellowship Hall</i>
Monthly:	<i>MESH Lodge #771 Meeting [2nd Saturday] Fellowship Hall</i>
Feb 10th	<i>OES Finance committee Meeting</i>
Feb 13th	<i>Board Dinner</i>
Feb 13th	<i>NCMF/MESH update Meeting</i>
Feb 13th	<i>OES Book of Instruction Meeting</i>
Feb 14th	<i>Board Meeting</i>
Feb 27th -28th	<i>Wilkerson College</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>

DATE(S):	MEETING(S)/EVENT(S)
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>WhiteStone Employee Gratitude Initiative Committee</i>
Monthly:	<i>Resident Council Meeting [Last Thursday] Fellowship Hall</i>
Monthly:	<i>WhiteStone Retreat: A Caregiver Respite Program [3rd Tuesday]</i>
As Needed:	<i>WhiteStone COVID Task Force</i>
Feb 13th	<i>Resident Advisory Committee Meeting</i>
Feb 13th	<i>Valentines Day Celebration</i>

WHITESTONE BOARD OF DIRECTORS: COMMITTEES, SERVICES & SUPPORT

DATE(S):	MEETING(S)/EVENT(S)
Feb 10th	<i>OES Finance committee Meeting</i>
Feb 13th	<i>Board Dinner</i>
Feb 13th	<i>NCMF/MESH update Meeting</i>
Feb 13th	<i>OES Book of Instruction Meeting</i>
Feb 14th	<i>Board Meeting</i>

LIFECARE SERVICES [LCS]: SERVICES & SUPPORT

DATE(S):	MEETING(S)/EVENT(S)
Feb 12th	<i>Marie Dunn Site Visit</i>
Feb 13th and 14th	<i>Jacob Elliott Site Visit</i>

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>
Feb 25 th	<i>Quarterly Diamond Dining Event</i>

WHITESTONE EMPLOYEE: RECOGNITION, RECRUITMENT, & RETAINMENT:

DATE(S):	MEETING(S)/EVENT(S)
Bi-Weekly	<i>New Hire and General Orientation</i>
Feb 13 th	<i>Valentines Day Chocolate Fountain Bar</i>

WHITESTONE EMPLOYEE: FEBRUARY ANNIVERSARIES

EMPLOYEE NAME:	YEARS OF SERVICE:	DEPARTMENT:	SERVICE DATE:
<i>Farah Ahmed</i>	<i>2 yrs</i>	<i>F&B</i>	<i>2/1</i>
<i>Christy Harrelson</i>	<i>2 yrs</i>	<i>H&W</i>	<i>2/1</i>
<i>Leonard LaBrake</i>	<i>2 yrs</i>	<i>NSG</i>	<i>2/1</i>
<i>Carmen Willaim-Johnson</i>	<i>2 yrs</i>	<i>EVS</i>	<i>2/1</i>
<i>Tatiana Wings</i>	<i>2 yrs</i>	<i>H&W</i>	<i>2/1</i>
<i>Catherine Contreras</i>	<i>19 yrs</i>	<i>CLS</i>	<i>2/2</i>
<i>Patricia Turner</i>	<i>3 yrs</i>	<i>Security</i>	<i>2/2</i>
<i>John Combs</i>	<i>4 yrs</i>	<i>Security</i>	<i>2/3</i>
<i>Tina Harris</i>	<i>4 yrs</i>	<i>NSG</i>	<i>2/3</i>
<i>Chasity Capps</i>	<i>1 yr</i>	<i>F&B</i>	<i>2/13</i>
<i>Alex Orcasitas</i>	<i>2 yrs</i>	<i>EVS</i>	<i>2/15</i>
<i>Mara Garcia</i>	<i>3 yrs</i>	<i>F&B</i>	<i>2/16</i>
<i>Kia Payne</i>	<i>3 yrs</i>	<i>AL</i>	<i>2/16</i>
<i>Naisa Suarez</i>	<i>3 yrs</i>	<i>NSG</i>	<i>2/16</i>
<i>Monica Hurd</i>	<i>4 yrs</i>	<i>MKT</i>	<i>2/17</i>
<i>Kemi Orekunrin</i>	<i>18 yrs</i>	<i>AL</i>	<i>2/19</i>
<i>Quinter Achi</i>	<i>1 yr</i>	<i>NSG</i>	<i>2/27</i>
<i>Malikhi Cooper</i>	<i>1 yr</i>	<i>NSG</i>	<i>2/27</i>
<i>Gafar Oladega-Ashogbon</i>	<i>1 yr</i>	<i>EVS</i>	<i>2/27</i>

KEY PERFORMANCE INDICATORS – FEBRUARY 2026

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

YTD NOI	Actual of 456,113 on budget of 458,670, a negative variance of (2,556).
YTD IL Closings	Budget of 4 with actual closings of 3.
YTD Net Sales IL	Budget of 3 with actual net sales at 4.
MC MTD Occupancy	Averaged 11 for the month on a budget of 11.5.
AL MTD Occupancy	Averaged 24 occupied for the month on a budget of 21.6.
YTD REVPOR	REVPOR budget of 6,754 with actual 6,813 a +.9% variance.

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

IL MTD Occupancy	Averaged 204.25 for the month on a budget of 206.5.
YTD EXPPOR	EXPPOR budget of 6,491 with actual 6,563 a +1.1% variance.
HC MTD Occupancy	Averaged 75 for the month on a budget of 77.5.

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

Days in AR	Days in AR average of 16.1 versus target of 19. 48% of total AR 90 days outstanding versus benchmark of 15%.
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COVID-19 TASKFORCE & UPDATE(S) – FEBRUARY 2026

Over the month, we implemented additional precautions in the Care and Wellness Center and Assisted Living following a small number of COVID-19 positive cases. We are pleased to report that all affected residents had fully recovered, and there were no additional known cases on campus as of February 24th.

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 Seibert</i>	<i>Director, Clinical Services</i>
<i>Mrs. Ginger Cottrell</i>	<i>Assisted Living Manager</i>
<i>Mrs. Tracy Armwood, SPHR</i>	<i>Director, Human Resources</i>
<i>Mrs. 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>Mr. Frederic Pauthonnier</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>

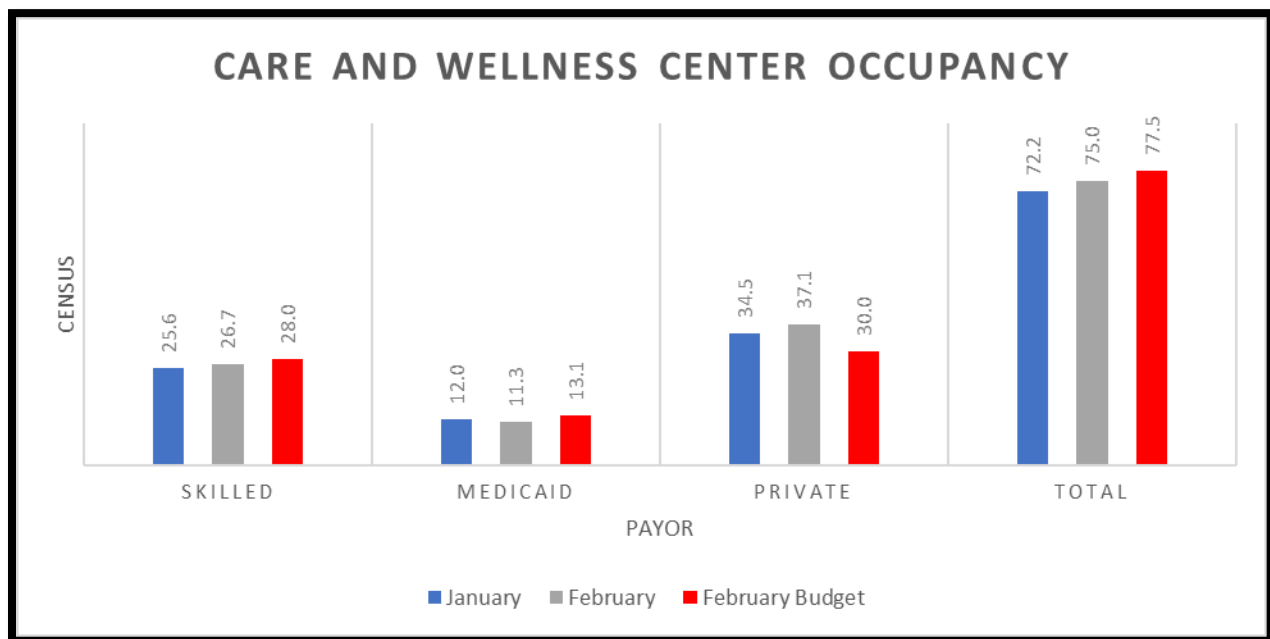
HEALTH CENTER REPORT

February 2026 Overview

In February, myself and Brittany Brown, Admissions Coordinator, had the opportunity to be a part of Cone Health's Post Acute Network Event. During this event, we met with leadership for Cone Health and local partners (Skilled Nursing Facilities, Assisted Livings, etc.) to help strengthen the relationships between our organizations. This ongoing partnership will enable us to better serve our residents from Hospital to Home, and we look forward to continuing to engage with Cone Health throughout this year as they focus on these partnerships.

Census Updates

In February, the Care and Wellness Center picked up momentum in rebuilding census closer to our budget. You can see improvements across all of the payors for this month, and while we still have work to do to be at or above budget, we're continuing to progress in the right direction.

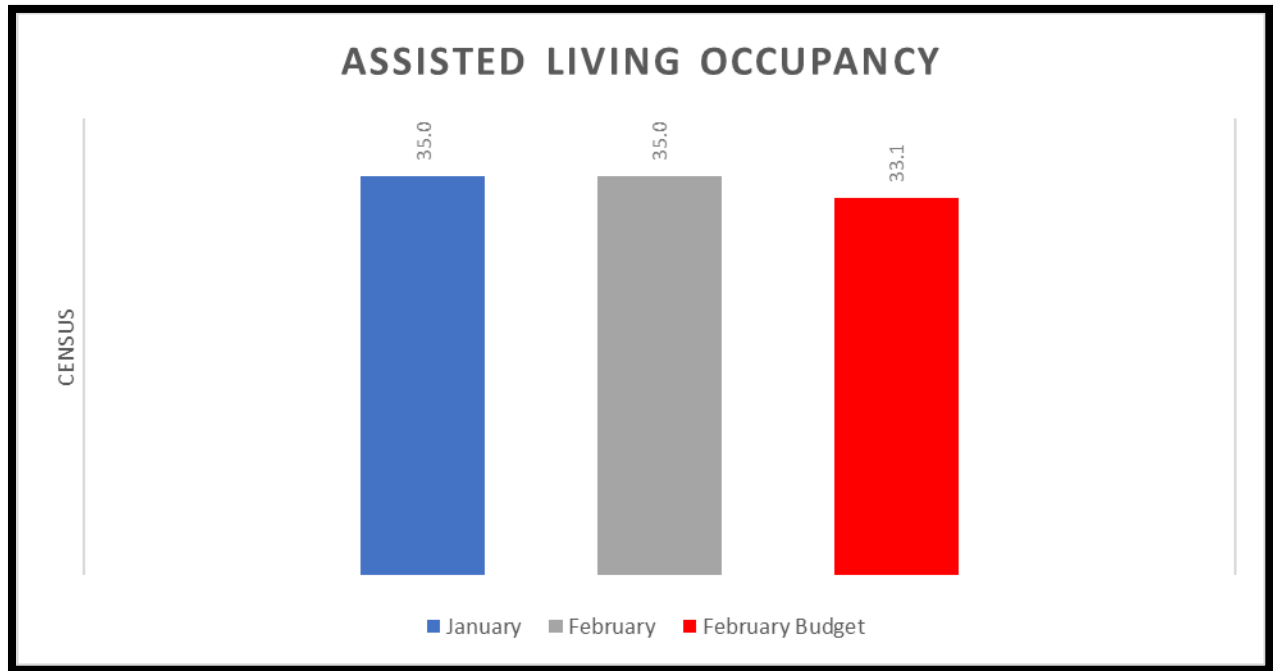


Clinical Updates

Our team experienced several COVID-19 and other Respiratory Illnesses throughout both January and February. I'm thankful to report that due to the diligent work of our Team, we were able to contain each of these illnesses to prevent rapid spread and maintain the health and safety of all our Residents. We've resolved both the COVID-19 and other Respiratory Illnesses, and those Residents are recovering well.

ASSISTED LIVING & MEMORY CARE REPORT

February remained a strong month for occupancy in Assisted Living and Memory Care where we maintained an overall occupancy of 97%. In addition to this, our team continues to grow our waitlist for this level of care.



HUMAN RESOURCES REPORT

February 2026 Overview

Turnover:

2.61% turnover YTD 2026. Compared to 7.88% YTD for 2025.

Decrease of 5.27%. 0% turnover within the first 90 days of employment!

Workers Comp – None to report

EEOC and Legal Update – No further update

Related to the Notice of Charge from the EEOC filed by former CNA, we obtained counsel with Ogletree Deakins to assist with the filing of the position statement considering the prior notice received from a representing attorney prior to the filing at the EEOC. Position statement was due February 11th and was submitted. You may recall that we received a demand letter in reference to an employee, Assisted Living CNA/Med Aide, seeking a settlement related to workplace discrimination. This employee was employed with WhiteStone for just over 3 months and was terminated due to refusal to perform CNA duties and gross insubordination towards a supervisor.

Overtime: 1967.52 hrs of OT for February 2026 at a cost of \$66,486.76. Compared to 1277.29 hrs for January 2025. A increase by 690.23 hrs on the month and total YTD increase in overtime from last year by 1340.89 hrs of OT. The team has been working on OT and we are looking forward to more positive report for March.

Budgeted FTEs – Total February FTEs 231.56 2026 Budgeted FTEs – 234.9 Variance: -3.34 FTEs UNDER budget. Those over budget for the month are as follows:

Nurses – 5.76 over budget Security – .52 over budget Cooks – .39 over budget

Memory Care CNAs – 2.15 over budget Health Center CNAs – 1.95 over budget

Recruiting

Recruiting summary: January 2026 - 381 New Candidates; 43 Scheduled interviews; 15 offers with 11 hires. 2026 YTD HR has processed 795 candidates, 122 interviews scheduled interviews; 41 offers with 32 hires.

Other HR News

HR has rolled out its first Paycor Pulse survey! These “Pulse” surveys will allow us to receive real time ongoing feedback from our team members. Our hope is that it will be a useful tool in aligning our efforts in meeting the needs of our team and continuing to create a great place work.

With the efforts of Meredith Bishop on the HR team, each department is making headway in catching up with employee evaluations.

We are working hard to drive down overtime and have made some great head way the first pay period in March. I look forward to sharing to hopeful news next month.

	Monthly Turnover	
	2026	2025
Jan	0.67%	3.30%
Feb	1.95%	4.58%
Mar		3.04%
Apr		3.77%
May		3.77%
Jun		5.12%
Jul		2.70%
Aug		1.60%
Sep		2.93%
Oct		0.65%
Nov		2.54%
Dec		0.31%
TOTAL		34.31%

Job Openings Report
IMMEDIATE OPENINGS 03/04/26

Job Title	# of Openings	New Candidate Pipeline	Attempting to Contact	Interviews Scheduled	Offers Pending
RN Weekend Supervisor	1				
Cook	1	4	4	5	
Dietary Aid	1		12	2	
Server	1	3	21	5	
Maintenance Tech	1		1		
Custodian FT	1		1		
Life Enrichment Coordinator	1	2	7	1	
AL Med aid--2nd FT	1				
AL CNA--3rd PT	1		4	1	
CNA--1st FT	1		10	2	
CNA--2nd FT	1		10	2	
CNA--3rd PT	1		10	2	
Nurse--3RD PT	3		2		
Nurse--3RD FT	2		2		

total openings: 17

Total Offers: 0

Openings after Offers: 17

Interviews Scheduled: 20

Ready for orientation: 6 new hires ready for orientation 03.12.26

MARKETING & SALES REPORT

1. Occupancy Overview

- *February Occupancy: 205 units (97.3%)*
- *Sold/Reserved Occupancy: 208 units (98.5%)*
- *Available Units:*
 - *Villas: 0*
 - *Cottages: 0*
 - *IL Apartments: 0*
 - *Residential Apartments: 2 (Benn 144, Benn 341)*

2. Sales Activity

- *February Sales: 2*
- *Cancellations: 0*

3. Move Ins & Pipeline

- *February Move Ins: 1 (Linville 305)*
 - *Upcoming Move Ins:*
 - *1001 FMD (March)*
 - *702 RL (March)*
 - *ILS 417 (March)*

4. Transfers - 0

5. Move Outs

- *February Move Outs: 0*
- *Upcoming Move Outs: 1*
 - *Benn 349 (insurance policy transfer to 702 RL)*
 - *ILW 112 – deceased*

7. Upcoming Marketing Events

- *3/25/26 – Wait List Luncheon*

8. Department Highlights

February Event: Highly successful with 51 attendees & several follow-up appointments scheduled.

PLANT OPERATIONS REPORT

Last Month's Activities

- *Continue to work with Brightview on existing work orders and problem areas*
- *Continue progress on Fiber project for villas and cottages*
- *Continue to monitor work order numbers for the community*

Accomplishments for the Month

- *Hired certified HVAC Technician*
- *Completed 638 work orders*
- *Completed move to Gay Terrace*

Plans for the Next Month

- *Install wander guards for Assisted Living*
- *Schedule Paving project for community.*

Issues and Concerns

- *Continue to address work orders asap.*
- *1 Maintenance position open*

ENVIRONMENTAL SERVICES REPORT

Last Month's Activities:

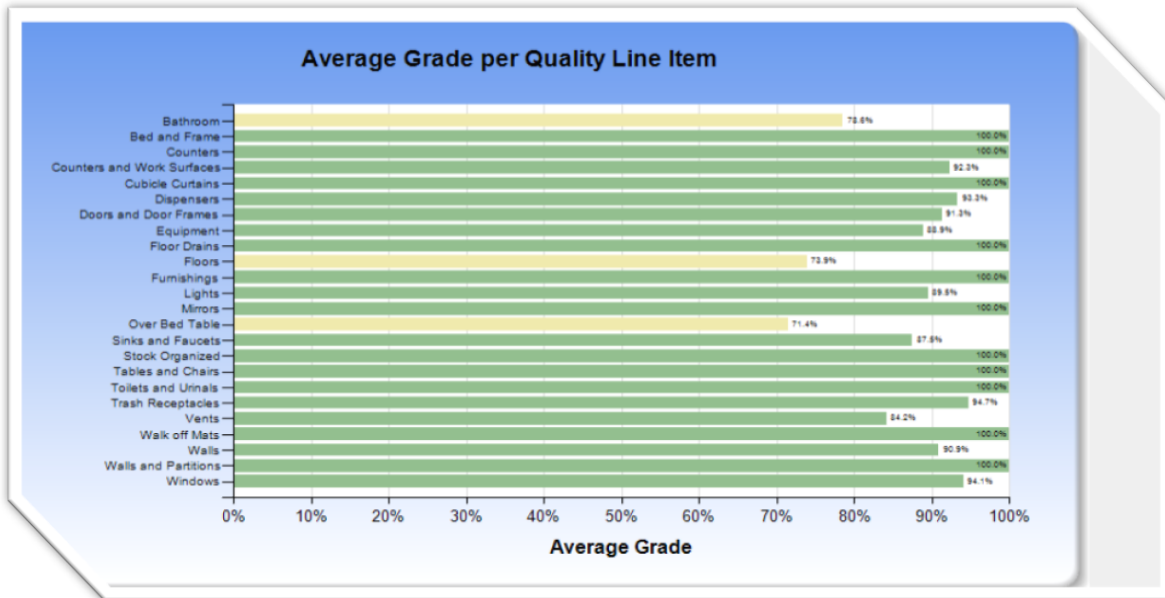
- *CWC floor project, scrubbing empty rooms as they become available*
- *Scrubbed AL Kitchen floors*
- *QA program (digital) is now finalized and active*
- *Extracted IL hallways 1-5*
- *Assisted Community with winter weather events*
- *Set up date for Washer and Dryer install (Feb 11th 2026)*

Accomplishments for the Month are as follows:

- *Installed the new washer and dryer in laundry*
- *Extracted all carpets in CWC*
- *Started QA program (conducted 23 inspections) Inspections will increase going forward*
- *Current months average inspection score is 85%*
- *Created flyer to go out explaining trash assistant services for Villa homes*

Plans for the next month

- *Start new trash assistance service for villas*
- *Increase inspections to 80 per month, with an average score of 90%*
- *Train Employees based on inspection results*
- *Strip and Wax main laundry room*



OUTREACH FOUNDATION: FRATERNAL FRIENDSHIP PROGRAM

Stats

- Outreach total of \$22,013.15
 - 6 long term members
 - 2 short term members (emergency)
- 16 WhiteStone residents received assistance
 - 14 in Independent Living
 - 2 in Assisted Living
 - 0 in Memory Care

Potential Referrals:

- (3) Scholarship (Move-in Assistance)
- Long Term Assistance
- Short Term/Emergency Assistance

Activity this month:

- Completed 2 Annual Reviews
- Reduced expenses for several residents
- Ordered groceries for members
- Paid bills for outreach members
- Attended Masonic Luncheon
- Gave birthday cards to members
- Visited current members who were in the Care and Wellness center for rehab
- Updated Masonic Affiliation spreadsheet

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

The team is working to find a resolution on the winter weather invoices that were received totaling approximately 183k. Any potential reduced billing will still result in a large expense for the community. The management team is working hard to control and reduce spending to help alleviate this additional expense as well as the additional expense added for LCS planning at the February board meeting. The 2 items combined to add an additional 225k to the expenses for 2026. Additional expenses that the community may be at risk for relates to legal fees surrounding the Dec event in the Memory Care unit.

The finance committee met on Friday March 6th to discuss investing the approximate 6M held with BNY for the bond reserve and selected a fund from the listing of options provided by BNY. Nikki will be sending instructions to BNY for the investment. As a reminder this investment income was already factored into the budget.

Medicaid update – there is 1 application being handled by the family and 1 potential internal transition that will result in an application. Additionally, there is potential for 2 more applications later in the year.

The fiber project in the village has started and is underway with hopes to complete by year end or by end of January. – ONGOING – the boring is complete the contractor is starting the connection process at each house. Weather has delayed this project, but it will be starting back up the week of 2/9. The team is working on the phase of connecting to each house. Update – in the final stretch by making the connections at each house/cottage in the village. Residents have complimented the team working on the project for being prompt and on time as well as not leaving a mess behind. Again I will reiterate that this company would be great to consider in the future for any expansion projects needed fiber.

The audit is moving along smoothly as is the compilation for the disclosure statement with the DOI. Other items that are starting to have meetings and plan the work for are the Cost Reports, the 990 tax return and the 401k audit.

The Department of Insurance implemented new reporting procedures starting July 1, 2025 (I think) and Gina Slack from LCS has been assisting WS with getting the templates set up for the reporting. Nikki needs to review it and confirm when the first actual report is due. The new reporting is to align with the annual disclosure reporting and allow communities to provide information throughout the year versus just annually. Update – reporting template was completed by Gina at LCS and the report was filed by Nikki by the deadline.

The buffet project has officially been signed off on, and we are hoping to have it completed by end of April but end of May at the latest.

The fiber project and buffet project are 2 projects recently that have been steps towards enhancing the communities grounds, services and amenities for current and future independent living residents.

CULINARY SERVICES REPORT

February 2026 Monthly Report

- *Valentine's day Dinner. 142 people plus To Go. Everyone really enjoyed the dinner. There was some temps issues but overall great success.*
- *Residents reported an improvement in food quality, and temperature in the past month.*
- *We started Theme days focus on a different country menu once a week usually Thursdays.*

Accomplishments for the Month

- *We were over budget by \$24k overall due to a double food delivery on the last day of the month caused by the snowstorm event.*
- *Hired the New Executive Chef Travis Holdren he started on March 5th.*
- *We changed all chemicals to Ecolab and getting Cintas to manage all mats and paper towels & dispensers as well as first aid kits in all kitchen campus wide*
- *Started self served Golden Waffle station and made to order omelets station on Sunday Brunch. The residents absolutely love it.*
- *Still working on meal delivery system effectiveness and accuracy.*
- *Spruced up the offering for Wine Down. Cold tray, charcuterie with fruit meat and cheese and one hot appetizer.*
- *Made up \$18K in food purchase to offset January snow storm ordering overage.*

Plans for the Next Month

- *Planning St Patty's day and then Easter Sunday.*
- *Finalizing the buffet remodeling plan for the Main dining room in I.L.*
- *Got quotes for salad bar bowls and induction serving vessels.*
- *Working with Executive Chef on new Ala carte menus.*
- *Created new schedule for Bistro workers to minimize food shortage and increase customer service.*
- *Planning Install of new rational combi oven in CWC*
- *Working with CWC/AL kitchen leadership to ensure all 3 A.L kitchens are open at lunch and dinner*
- *Training in front and back of house on proper serving and cooking technics.*

Issues and Concerns - *No problems or issues to report currently.*

COMMUNITY LIFE SERVICES REPORT

February 2026 – IL Participation

- *Total Number of Activities: 78 > 91*
- *Total Number of Sessions: 181 > 165*
- *Total Number of Cancellations: 2 > 7*
- *Total Participation: 1986 > 1981*
- *Average Participation: 11.0 (~11 per activity) > 12.0 (~12 per activity))*
- *Participation Percentage: 88.5% (69/78 Activities had Participants) > 91.2% (83/91 Activities had Participants)*
- *Total Number of Check-Ins: 167 > 239*

Changes since January 2026:

- *Total Number of Activities increased by 13 (16.7% Increase)*
- *Total Number of Sessions decreased by 4 (8.8% Decrease)*
- *Total Participation decreased by 5 (.2% Decrease)*
- *Average Participation increased by 1.0 (9.1% Increase)*
 - *(Note: Average = Total Participation/Total Number of Sessions)*
- *Participation Percentage increased by 2.7%*
- *Total Number of Check-Ins increased by 72 (43.1% increase)*

Significant Expansion in Program Offerings: *The total number of activities grew by 16.7% (78 to 91). This reflects a continued effort to broaden the variety of programming available.*

Streamlined Session Structure: *Total sessions decreased by 8.8% (181 to 165). This suggests consolidation in meeting frequency, likely to focus resources on higher impact gatherings.*

Stable Overall Attendance Despite Challenges: *Total Participation held nearly steady, with a negligible decline of 0.25% (1,986 to 1,981). It is encouraging that overall engagement remained resilient even with the increased cancellations.*

Strengthened Per Event Engagement: *Average Participation per activity increased by 9.1% (11.0 to 12.0). This shows that when activities did happen, they tended to attract larger audiences than before.*

Improved Activity Reach: *The Participation Percentage rose from 88.5% to 91.2%. A higher proportion of scheduled activities successfully drew participants, even as the total number of activities expanded significantly.*

Surge in One on One Engagement: *Total Check Ins grew substantially by 43.1% (167 to 239). This points to a real increase in individualized interactions and deeper engagement beyond just group activities.*

Key Takeaways

The data reflects a period of mixed performance with some notable bright spots, even with the operational challenges. The program expanded its activity catalog while improving per activity attendance and the percentage of activities reaching participants. Both of those are healthy signs.

The steep rise in cancellations is the main concern, but context matters here. It was driven by external factors rather than any systemic program weakness. The fact that overall participation held virtually flat despite these disruptions shows that participant interest remained strong and core offerings were still connecting.

Moving forward, the priority is stabilizing facilitator availability to reduce cancellations, while building on the momentum of stronger average attendance and one on one engagement. CLS's program looks fundamentally healthy, with temporary disruptions masking what seems to be real underlying growth in both participant connection and activity quality.

1. Resident Engagement & Communication

Welcoming & Integration

- *Continuing structured onboarding and engagement support for all new Independent Living (IL) residents.*

Publications

- *Producing and distributing monthly communication materials:*
 - *Chit Chat*
 - *Healthcare Highlights*

Communication Lists

- *Maintaining accurate and current email lists for:*
- *CWC families*
- *AL families*
- *Independent Living residents*

2. Resident Information Management

- *Ensuring current resident photos are uploaded to:*
- *Uniguest*
- *Point Click Care (PCC)*
- *Maintaining and updating the CWC Host List.*

3. Program Development & Operational Improvements

Program Exploration

- *Actively researching the Motivation Alliance Program as a potential platform to enhance resident engagement opportunities, modeled after its use at Croasdaile Village.*

Technology & Workflow Efficiency

- *Recently started a new Calendar function through Uniguest and the new calendar format has been received well – lots of great compliments.*

Staff Culture & Presence

- *Emphasizing increased staff visibility and presence in resident areas and reducing time spent in offices.*

Departmental Professional Development

- *Department is currently reading *The Energy Bus* by Jon Gordon.*
 - *Weekly team discussions are structured as follows:*
 - *IL Team – Mondays*
 - *AL Team – Tuesdays*
 - *CWC Team – Wednesdays*
 - *Sending notes to Mark, Josh, Tracy, Ginger so they can stay abreast as to what is going on in each area.*

- *Lora is currently taking a Laughter Yoga course to become certified and to implement in Assisted Living. She can also train our CWC and IL teams if this is something we want to expand in to those areas.*

4. Staffing & Department Updates

New Team Member

- Alyssa Henry joined the department on Monday, March 2nd.
 - She has hit the ground running and is already demonstrating strong initiative.
 - Alyssa is showing particular enthusiasm for expanding and enhancing CWC programming.
 - Early ideas and observations indicate she will be a valuable asset to the team.

Open Position – Assisted Living

- Actively interviewing for the Assisted Living Life Enrichment position.
- Several candidates are under review; interviews are ongoing.

Upcoming IL Activities & Trips

- Gina is preparing a “Save the Date” list highlighting:
 - Upcoming one day IL trips
 - Important Independent Living activities
- This list will be attached as an addendum to the report once finalized.

CHAPLAIN & SPIRITUAL SERVICES REPORT

Worship & Memorial Services

- *Held 2 in-person worship services; 1 additional service planned with a guest speaker.*
- *Posted 1 worship video on Uniguest.*
- *Conducted Ash Wednesday service and homebound distribution.*
- *No memorial services were held in February.*

Pastoral Encounters

- *Hospital/Hospice House visits: 6*
- *CWC encounters: 42*
- *Assisted Living encounters: 4 (**not including** meal walk-throughs or Bible Study conversations)*
- *Independent Living encounters: 62*
- *Employee support: 1*

Programs & Groups

- Bible Studies – CWC: 3, AL: 3, IL: 4
- Support Groups – RISE: 2, HOPEFUL: 1

Meetings & Additional Ministry in February

- CWC daily report, Collaborative Care Team, Spiritual Support Mtg., Resident Council Mtg.
- Card ministry: birthdays, anniversaries, bereavement, thinking-of-you
- Seder meal planning, Easter preparation, Bible study preparation
- Met with the Caison family for memorial planning
- Attended IL coffees and activities

Next Month Planning - March 2026 Planning Calendar Highlights

- **March 1 – Communion Sunday**
- **Every Tuesday – Worship (CWC 10:30 a.m. / AL 2 p.m.)**
- March 3 – RISE with guest speaker, 3 p.m.
- March 4 – Spiritual Support Committee Meeting
- March 5 – IL Bible Study, 3 p.m.
- **March 7 – Memorial service for Leslie Caison**
- **March 8 – Worship, 10 a.m.**
- March 9 – HOPEFUL group, 2 p.m.
- March 12 – IL Bible Study, 3 p.m.
- **March 15 – Worship, 10 a.m.**
- March 17 – RISE group, 3 p.m.
- **March 22 – Worship, 10 a.m.**
- March 23 – HOPEFUL group, 2 p.m.
- March 25 – Seder Meal (sign-up required; limited seating)
- March 26- Resident Council
- **March 28 – Eastern Star Easter Service, 2 p.m., guest speaker**
- **March 29 – Palm Sunday**
- March 31 – RISE group, 3 p.m.

Long-Term Planning

- Holy Week activities
- Chapel lighting improvements (approved)
- Carpet and pew touch-up (postponed)
- Interfaith meditation service in 5th-floor clinic (hopefully starting in June)

PTO

- *Taken: February 15*
- *Upcoming: April 12; May 11–25*