



MAY 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 MAY 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>
May 16th	<i>EVS staff Lunch with Leonard Miller</i>
May 19th	<i>Town Hall with Mark Lewis & Nikki Stafford</i>
May 27th	<i>Staff vs Resident Chair Volleyball Game</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>

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>
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>

DATE(S):	MEETING(S)/EVENT(S)
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>
May 2nd	<i>Red Cross Blood Drive</i>
May 3rd	<i>Priscilla Robinson Memorial Service</i>
May 16th	<i>Music at Midday with Greensboro Symphony Orchestra</i>
May 17th	<i>Margery Sienkiewics Memorial Service</i>
May 20th	<i>WhiteStone Retreat: A Caregiver Respite Program</i>

WHITESTONE BOARD OF DIRECTORS: COMMITTEES, SERVICES & SUPPORT

DATE(S):	MEETING(S)/EVENT(S)
May 9th	<i>Board of Directors Dinner</i>
May 10th	<i>Board of Directors Meeting</i>

LIFECARE SERVICES [LCS]: SERVICES & SUPPORT

DATE(S):	MEETING(S)/EVENT(S)
May 12th – May 15th	<i>LCS Operations Business Unit Meeting (TX)</i>
May 19th	<i>First Day of LCS Intern: Marline Senessie</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>
May 14th	<i>Marketing Event: Diamond Dining</i>

WHITESTONE EMPLOYEE: RECOGNITION, RECRUITMENT, & RETENTION:

DATE(S):	MEETING(S)/EVENT(S)
Bi-Weekly	New Hire and General Orientation
May 2 nd	First Friday Happy Hour
May 5 th – 9 th	Nurses Week
May 12 th – 16 th	National Nursing Home Week
May 14 th	Annual National Skilled Nursing Care Week CookOut
May 15 th	Welcome Reception: Betsey Johnson, Leonard Miller, William Ridgeway
May 27 th	Staff vs Resident Chair Volleyball Game

WHITESTONE EMPLOYEE: MAY ANNIVERSARIES

EMPLOYEE NAME:	YEARS OF SERVICE:	DEPARTMENT:	SERVICE DATE:
Shekita Hayes	23 yrs	Environmental Services	5/6
Joni Botchway	1 yr	Security	5/9
Juanita Hyatt	1 yr	Environmental Services	5/9
Jasmine Miller	1 yr	Nursing	5/9
Deseree Pierce	1 yr	Social Services	5/9
Meredith Cooper	2 yrs	Marketing	5/11
Gregory Matthews	3 yrs	Food & Beverage	5/12
Lora Mize	3 yrs	Community Life Services	5/12
David Dyson	17 yrs	Plant Operations	5/16
Aisha Abubakar	1 yr	Nursing	5/23
Charity Johns	1 yr	Nursing	5/23
Kelly Faucette	3 yrs	Nursing	5/26

KEY PERFORMANCE INDICATORS – MAY 2025

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

YTD NOI	Actual of 1,194,671 on budget of 198,059, a positive variance of 996,612.
YTD IL Closings	Budget of 10 with actual closings of 10.
YTD Net Sales IL	Budget of 10 with actual net sales at 10.
Memory Care MTD Occupancy	Averaged 11.0 on budget of 8.0.
AL MTD Occupancy	Averaged 19.87 occupied for the month on a budget of 20.25.
HC MTD Occupancy	Average occupancy for the month of 78.81 with budget of 77.5
YTD REVPOR	REVPOR budget of 6,418 with actual 6,487 a +1.1% variance.

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

AL MTD Occupancy	Averaged 19.87 occupied for the month on a budget of 20.25.
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RED *Light Key Performance Indicators [KPI's]: Summary of Findings –*

Days in AR	Days in AR average of 18.2 versus target of 18. 46% of total AR 90 days outstanding versus benchmark of 15%.
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COVID-19 TASKFORCE & UPDATE(S) – MAY 2025

For the month of May, we had 0 cases of COVID-19 on our campus.

WHITESTONE LEADERSHIP TEAM: DIRECTORS REPORT

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

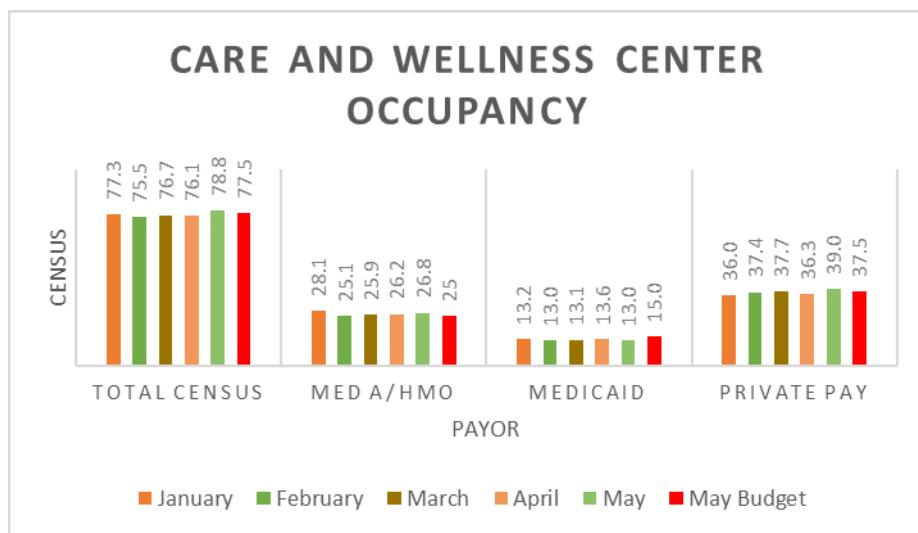
HEALTH CENTER REPORT

May 2025 Overview

In May, the Care and Wellness Center had our revisit from the North Carolina Department of Health Service Regulation following our Annual Survey that was completed from April 14th to April 17th. This revisit was conducted to verify our plan of correction, and that all identified items were resolved. The survey team did verify the plan of correction and noted that all identified items had been corrected. Our team continues to work this plan of correction to maintain our ongoing compliance with our rules and regulations.

Census Updates

The Care and Wellness Center had a great month for our census. As you can see below, both our average daily census and our average skilled census were above budget for the month. We're thankful to keep up the strong census this year.

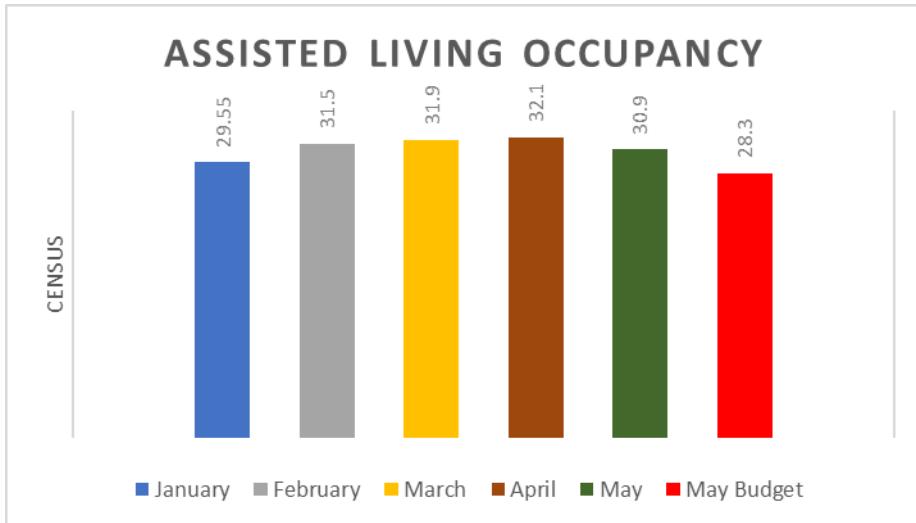


Clinical Updates

We received the resignation of Crystal Condy as our Director of Nursing, effective May 28th, 2025. Over the next several weeks, we will be conducting an extensive search to find the next Director of Nursing for WhiteStone. During this transition period, it is our priority to find the best individual to lead our Clinical Team in our Health Center, while still maintaining high quality resident care and hospitality.

ASSISTED LIVING & MEMORY CARE REPORT

Assisted Living and Memory Care remains strong throughout May. We did see a small dip in overall census due to natural attrition out of the Assisted Living and Memory Care, but our team is working to continue to identify Residents that would benefit from this level of care.



HUMAN RESOURCES REPORT

May 2025 Overview

Turnover: 14.48% turnover YTD 2025. Compared to 14.78% through May 2024. Decrease of .30%

Overtime: 2379.84 hrs of OT for May 2025. Compared to 1654.51 hrs for May 2024. An increase of 725.33 hrs on the month and total YTD increase in overtime from last year by 4,066.68 hrs.

Workers' Compensation: Kathleen Church, F&B – This case has been closed due to no response from claimants attorney.

Bobby Lender, Maintenance – Knee injury. His attorney did recently request settlement of \$110K, however, the claim is denied. Injury was never reported until almost a year later. Investigations by work comp has revealed multiple previous claims against the same knee. UPDATE: MRI revealed chronic condition. Should be good news for us. Still awaiting hearing date with the commission.

ECCO and Legal Updates: None

Budgeted FTEs:

Total May FTEs 224.52

2025 Budgeted FTEs – 232.3.

Variance: -7.78 FTEs **UNDER** budget.

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		3.61%
Jul		3.82%
Aug		4.30%
Sep		1.99%
Oct		7.09%
Nov		2.38%
Dec		3.07%
TOTAL	14.48%	41.06%

Over Budget:

AL CNAs – 6.03

CWC CNAs – 1.55

Cooks – 1.52

Dietary Aides – 1.09

Housekeepers – 1.87

Recruiting:

May 2025:

- *320 New Candidates*
- *24 Scheduled interviews*
- *21 offers with 16 hires*

YTD HR has processed 1,772 candidates

- *224 scheduled interviews*
- *118 offers with 105 hires.*

We are gearing up for the fall job fair season already signing up for WSSU and HPU both in September.

Retention:

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

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

Job Openings Report

Job Title	# of Openings	New Candidate Pipeline	Attempting to Contact	Interviews Scheduled	Offers Pending
PT/FT MDS Coordinator	1		1		
Director of Nursing	1	1	1		
AL Manager	1				
Admin/Wound Care Nurse	1		1		
CWC NURSE 1st shift - FT & PT	2	2	3		
CWC NURSE 2nd shift - FT & PT	3	2	3	2	
CWC NURSE 3rd shift - PT	1				
CWC CNA 2nd shift - FT	6	4	4	2	
CWC CNA 3rd shift - PT	2	4	4		
FT Bistro cook PT & FT	2	9	3		1

Total openings: 20

Total Offers: 0

Openings after Offers: 20

Interviews Scheduled: 4

Ready for orientation: 15 new hires ready for orientation 6.12.25

16 new hires ready for orientation 6.26.25

MARKETING & SALES REPORT

Monthly Marketing Report

May 2025

Current Occupancy: (210)	199	95%			
Sold Occupancy:	204	97%			
Available Units:	<u>Villa</u> 2	<u>Cottage</u> 0	<u>IL Apts</u> 0	<u>Res Apts</u> 4	
Explanation:	<u>Villa</u> 1005 FM 1 Frat	<u>Cottage</u>	<u>IL Apts</u>	<u>Res Apts</u> <i>Benn 144</i> <i>Benn 349</i>	<i>Benn 342</i> <i>Benn 343</i>
Sales (May)	3	211,324,424	Cancel:	0	
Move-In: (May)	1	707FM	Upcoming MI:	324 <i>ILS 211</i> 424	<i>ILS 518</i> <i>ILS 218</i>
Transfers:	0				
MO (May):	2				
	1005 FM	<i>HLOC</i>			
	1 Frat	<i>transfer to IL apt</i>			
Upcoming MO:	<u>Unit</u> ILS 414	<u>reason</u> transfer	<u>Est MO</u> 6/13/2025		<i>8 Carr</i>
Dept Highlights:	5/13/2025	Debi & Monica attended Triad Retirement Living Assoc. meeting			
	5/14/2025	Quarterly Wait List Luncheon - resulting in a quick sale of a villa			
		We welcomed 9 new depositors to our waitlist			
Upcoming Events:	6/18/2025	New Resident Orientation			
		Monthly Marketing Events to resume in August			

PLANT OPERATIONS REPORT

Last Month's Activities

- Continue to work with Brightview on existing work orders and problem areas
- Prepare for Life Safety Survey
- Continue to monitor work order numbers for the community

Accomplishments for the Month

- Completed fire inspection repairs
- Continue to pressure wash curbs and walkways
- Completed Sara alert battery replacements and co2 detector battery changes. Also fire alarm batteries changed in cottages and villa's

Plans for the Next Month

- Continue Pressure washing curbs and courtyards
- Completing CWC generator installation
- Completing Walk in cooler and freezer project

Issues and Concerns

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

ENVIRONMENTAL SERVICES REPORT

Last Month's Activities:

- Conducted floor care training with custodians.
- Assessed equipment repair needs
- Conducted rounds across campus

Accomplishments for the Month are as follows:

- Placed encapsulating machine into service, and started a dry carpet cleaning program to spot clean carpets across campus
- Implemented a call/complaint log to capture trends within the department
- Conducted interviews with staff to gather information on training, strengths and weaknesses
- Assessed staff work routines and time study within all areas of the campus
- Staff meeting with donuts to show appreciation
- Assessed cleaning chemicals

Plans for the next month

- Implement duty sheets outlining daily routines
- Create resident survey form to capture opportunities/concerns
- Repair broken equipment to be placed back in service
- Train custodians on proper use and maintenance of equipment

Issues and concerns

- Training all staff in proper use of chemicals and equipment usage

OUTREACH FOUNDATION: FRATERNAL FRIENDSHIP PROGRAM

May 2025 Overview Assistance:

- Outreach total of \$9,787.83
 - 7 long-term members
 - 0 short term member (Emergency)
- 17 WhiteStone residents received assistance
 - 14 in Independent Living
 - 2 in Assisted Living
 - 1 in Memory Care

New Referrals & Outreach:

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

Activity this month:

- Took a member to counseling appointment
- Birthday cards for members
- Completed 2 Annual Reviews
- Ordered groceries for members
- Took member to Walgreens to get prescription
- Worked on Fraternal Affiliation Spreadsheet
- Attended Masonic Luncheon
- Took member to Dr. appts
- Checked on member in CWC after surgery
- Read mail and filled out medical form for resident
- Scheduled vet visit and arranged transportation on shuttle for member
- Ordered blood pressure monitor for member
- Paid bills for outreach members
- Assisted member with vascular therapy limb sleeves
- Phone call with lodge member asking for information about FFP
- Took member to get bloodwork done

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 – there are still 3 pending Medicaid applications outstanding. I have been touching base with the caseworkers and have now been asked 3 times to be patient as the department only has 4 caseworkers for Guilford County.

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

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

In May, the audited financials for year-end December 31, 2024, were completed and approved. The 2024 Cost Report was also filed. The compilation prepared by CLA and then used by LCS for the annual Disclosure Statement was also prepared and filed. The 990-tax return is still outstanding as well as the 401k audit.

Nikki has been working with Single Digits to find a better solution for the WIFI in the Village until further conversations can be had internally regarding the option of running fiber to each unit or changing providers once the agreement is up with Single Digits. Update – waiting on a quote for fiber run to village for informational and budgeting purposes as this will need to be done in the future and our competitors are ahead of us on this. A meeting late in May occurred and a follow up meeting is scheduled for 6/5/2025. The quote for the fiber run was under what has previously been anticipated which is great news. Our competitors are ahead of this in this area and have already ran fiber to their villa homes and cottages.

ERC Update – we are starting to receive communication regarding the ERC filing that was done in January 2024. As I receive additional information I will prepare a report for the board.

The annual investor call for our bonds is scheduled to take place in June in which Mark and Nikki will present on the current operations of the community and financial performance.

CULINARY SERVICES REPORT

May 2025 Food & Beverage Management Report

Revised the current menus to include heart healthy, controlled carbohydrates, daily vegetarian menu options and included sugar free dessert options. Our new dining room manager started at the end of May.

Assisted Living dining service now being served per floor opposed to being transported. This is improving the overall quality and temperature of daily meals. New A la Carte menu was launched in independent living with great success. Incorporated a new produce vendor to improve overall quality.

Continued meetings planned with vendors regarding the buffet project. Plans to reopen the Bistro to include pm hours as soon as possible.

The cost of raw food is continuing to rise with current vendors. I've streamlined truck orders to (2) primary point people in efforts to control costs closer.

COMMUNITY LIFE SERVICES REPORT

Independent Living Programming:

- Total Number of Activities: 87
- Total Number of Sessions: 209
- Total Number of Cancellations: 2
- Total Participation: 2288
- Average Participation: 10.9 (~11 per activity)
- Participation Percentage: 78.2% *(68/87 Activities had Participants)
- Total Number of Check-Ins: 228

Changes since April 2025:

- Total Number of Activities decreased by 9 (decreased by 9.4%)
- Total Number of Sessions increased by 1 (increased by 0.5%)
- Total Participation decreased by 524 (decreased by 28.6%)
- Average Participation decreased by 2.6 (19.3% decrease)
- (Note: Average = Total Participation/Total Number of Sessions)
- Participation Percentage decreased by 9.3%
- Total Number of Check-Ins decreased by 24 (9.5% increase)

Staffing Updates:

Stable. Sarah Ramirez started with us on May 12th and has fit right in and is doing awesome!

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

- Continuing to focus on new IL residents that are moving in – getting to know them, get them involved, etc.
- Working on uploading resident pictures to touchtown/uniguest and in to Point Click Care as we get them (this is ongoing)
- Working on keeping email list updated for CWC families as well as a separate list for AL families.
- Chit Chat and Healthcare Highlights every month
- Host List in CWC

- Exploring Motivation Alliance Program and what it has to offer our residents. (Same system as we saw at 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!
 - Starting WhiteStone Retreat, A Caregiver Respite Program for IL Residents caregivers who are spouses and to begin getting them used to assisted living staff. This started on April 22nd in the Group Fitness Room from 1pm-3pm. 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.
- Assisted Living/Memory Care will host a Mother’s Day Lunch on 5/11/25 for residents and their families. A Father’s Day Lunch has been planned for this group for 6/15/25.
- Working on Health/Wellness Scorecard for 2025 with Karla Stapleton.
- Relias Courses for WhiteStone
- Collins Healthcare Courses to maintain my Licensure and Certification – CEUs.
- Working with Joey Transou to plan a BBQ for the residents in the upcoming months.
- Working with Archana/Debi for the Person-Centered Care Program/Visit coming to WhiteStone.
- Upped our number of speakers on different topics here every month. In June we have 7 scheduled speaking events here in person and virtually.
- Working with the Recycling Committee to plan educational events at WhiteStone. In June we have a PBS special on plastics every Friday night

CHAPLAIN & SPIRITUAL SERVICES REPORT

Worship Services: 3 services (1 not included in previous total -planned service for May 18th but had guest speaker)

Funerals: 2 (planned and conducted- Robinson and Phillips)

(1 not included in above total - Assisted with planning Sienkiewicz but did not attend)

Pastoral Encounters:

- CWC - 34+ (some with family present, lunch walk throughs occasionally)
- AL- 10+ (as well as walk throughs at lunch occasionally to greet residents)
- IL- 16+ (as well as walk throughs at meals occasionally to greet residents)
- Employee – 1

Weekly Bible studies/worship:

- CWC – 3
- AL – 4
- IL – 0

Support Groups:

- RISE – 1x

- HOPEFUL – 2x

Meetings: CWC daily report, “traffic” meeting, Spiritual Support Committee, Auxiliary Committee, Resident Council

Miscellaneous: Mother’s day extras, attended IL coffees and other activities as able, continued card ministry, prepared articles for newsletters

Working on the following for June: communion coordination, new sermon series, Father’s Day planning, support group planning, Bible Studies planning

Long-term: Chapel improvements – new screen has been installed (still working on lighting, carpet, pew touchup), Honduras mission trip, planning interfaith activities - enrichment of spiritual support for all faiths – planning a small area for a meditation room open to all faiths

PTO – May 18th