



WhiteStone campus in April!!

**captured by resident Robert Kelly*

MARCH 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

TABLE OF CONTENTS

| | |
|---|----|
| VISIBILITY | 2 |
| <i>WhiteStone Community Visibility – Leadership</i> | |
| <i>WhiteStone Fraternal Visibility - Leadership</i> | |
| <i>WhiteStone Resident: Committees, Services, & Support</i> | |
| <i>WhiteStone Board of Directors: Committees, Services, & Support</i> | |
| <i>Life Care Services [LCS]: Services & Support</i> | |
| <i>WhiteStone Technology Infrastructure: Project(s) & Reporting</i> | |
| <i>WhiteStone New Resident: Prospecting Events</i> | |
| <i>WhiteStone Employee: Recognition, Recruitment, & Retainment</i> | |
| <i>WhiteStone Employee: Service Anniversaries</i> | |
| DASHBOARD KPI'S | 5 |
| <i>Summary</i> | |
| COVID-19 TASKFORCE & UPDATE(S) | 6 |
| <i>Overview</i> | |
| DIRECTOR'S REPORTS..... | 6 |
| <i>Health Center</i> | 7 |
| <i>Assisted Living & Memory Care.....</i> | 8 |
| <i>Human Resources</i> | 9 |
| <i>Marketing</i> | 11 |
| <i>Plant Operations</i> | 12 |
| <i>Environmental Services</i> | 12 |
| <i>Fraternal Friendship.....</i> | 14 |
| <i>Finance</i> | 15 |
| <i>Culinary Services</i> | 16 |
| <i>Community Life Services</i> | 17 |
| <i>Spiritual Services</i> | 20 |

VISIBILITY MARCH 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> |
| March 16th | <i>Town Hall with Mark Lewis</i> |
| March 19th | <i>Spring OnSite Job Fair</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> |
| Monthly: | <i>WhiteStone Employee Gratitude Initiative Committee</i> |

| DATE(S): | MEETING(S)/EVENT(S) |
|------------------------------|---|
| 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> |
| March 25th | <i>Passover Seder Program</i> |

WHITESTONE BOARD OF DIRECTORS: COMMITTEES, SERVICES & SUPPORT

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

LIFECARE SERVICES [LCS]: SERVICES & SUPPORT

| DATE(S): | MEETING(S)/EVENT(S) |
|------------------------------|----------------------------------|
| March 11th | <i>LCS Risk Management 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> |
| March 25th | <i>Quarterly Diamond Dining Luncheon</i> |

WHITESTONE EMPLOYEE: RECOGNITION, RECRUITMENT, & RETAINMENT:

| DATE(S): | MEETING(S)/EVENT(S) |
|--|---|
| Bi-Weekly | <i>New Hire and General Orientation</i> |
| March 2nd – 6th | <i>National Social Workers Week</i> |
| March 11th | <i>Outdoor Adventure Club: Trail Meet Up</i> |
| March 16th – 20th | <i>Human Resources Professionals Week</i> |
| March 19th | <i>On Site Job Fair: Lasso in your next move!</i> |

DATE(S): MEETING(S)/EVENT(S)**March 23rd – 27th** *Marketing Week***WHITESTONE EMPLOYEE: MARCH SERVICE ANNIVERSARIES**

| EMPLOYEE NAME: | YEARS OF SERVICE: | DEPARTMENT: | DATE: |
|-------------------------|--------------------------|-------------------------------|--------------|
| <i>Kristen Salkeld</i> | <i>1yr</i> | <i>Food & Beverage</i> | <i>3/27</i> |
| <i>Alicia Woods</i> | <i>1yr</i> | <i>Nursing</i> | <i>3/27</i> |
| <i>Lynette Eddings</i> | <i>2yrs</i> | <i>Environmental Services</i> | <i>3/14</i> |
| <i>Jeanne Perkins</i> | <i>2yrs</i> | <i>Food & Beverage</i> | <i>3/28</i> |
| <i>Brittany Rucker</i> | <i>2yrs</i> | <i>Environmental Services</i> | <i>3/28</i> |
| <i>Joshua Hillegass</i> | <i>3yrs</i> | <i>CWC</i> | <i>3/16</i> |
| <i>Anya Fulmore</i> | <i>3yrs</i> | <i>Food & Beverage</i> | <i>3/23</i> |
| <i>David Clapp</i> | <i>4yrs</i> | <i>Food & Beverage</i> | <i>3/3</i> |
| <i>Basema Darwish</i> | <i>4yrs</i> | <i>Food & Beverage</i> | <i>3/3</i> |
| <i>Willie Foggie</i> | <i>4yrs</i> | <i>Assisted Living</i> | <i>3/17</i> |
| <i>Hayley House</i> | <i>4yrs</i> | <i>Assisted Living</i> | <i>3/31</i> |
| <i>Lindsay Billings</i> | <i>5yrs</i> | <i>Accounting</i> | <i>3/18</i> |
| <i>Mark Lewis</i> | <i>8yrs</i> | <i>Executive Director</i> | <i>3/15</i> |
| <i>Shanay Wilson</i> | <i>13yrs</i> | <i>Memory Care</i> | <i>3/25</i> |
| <i>Betty Reese</i> | <i>24yrs</i> | <i>Food & Beverage</i> | <i>3/27</i> |
| <i>Kimberly Rouse</i> | <i>25yrs</i> | <i>Environmental Services</i> | <i>3/13</i> |
| <i>Janice Rodriguez</i> | <i>30yrs</i> | <i>Assisted Living</i> | <i>3/25</i> |

KEY PERFORMANCE INDICATORS – MARCH 2026

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

| | |
|------------------|---|
| YTD NOI | Actual of 747,105 on budget of 572,110, a positive variance of 174,995. |
| YTD IL Closings | Budget of 4 with actual closings of 6. |
| IL MTD Occupancy | Averaged 206.29 for the month on a budget of 205.5. |
| AL MTD Occupancy | Averaged 23.1 occupied for the month on a budget of 21.6. |
| YTD REVPOR | REVPOR budget of 6,818 with actual 6,860 a +.6% variance. |
| YTD EXPPOR | EXPPOR budget of 6,580 with actual 6,440 a +2.1% variance. |

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

| | |
|------------------|--|
| MC MTD Occupancy | Averaged 10.1 for the month on a budget of 12. |
| HC MTD Occupancy | Averaged 76 for the month on a budget of 77.5. |
| YTD Net Sales IL | Budget of 4 with actual net sales at 3. |

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

| | |
|------------|--|
| Days in AR | Days in AR average of 16.2 versus target of 19. 46% of total AR 90 days outstanding versus benchmark of 15%. |
|------------|--|

COVID-19 TASKFORCE & UPDATE(S) – MARCH 2026

We continue to be COVID free through out the month of March.

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> |

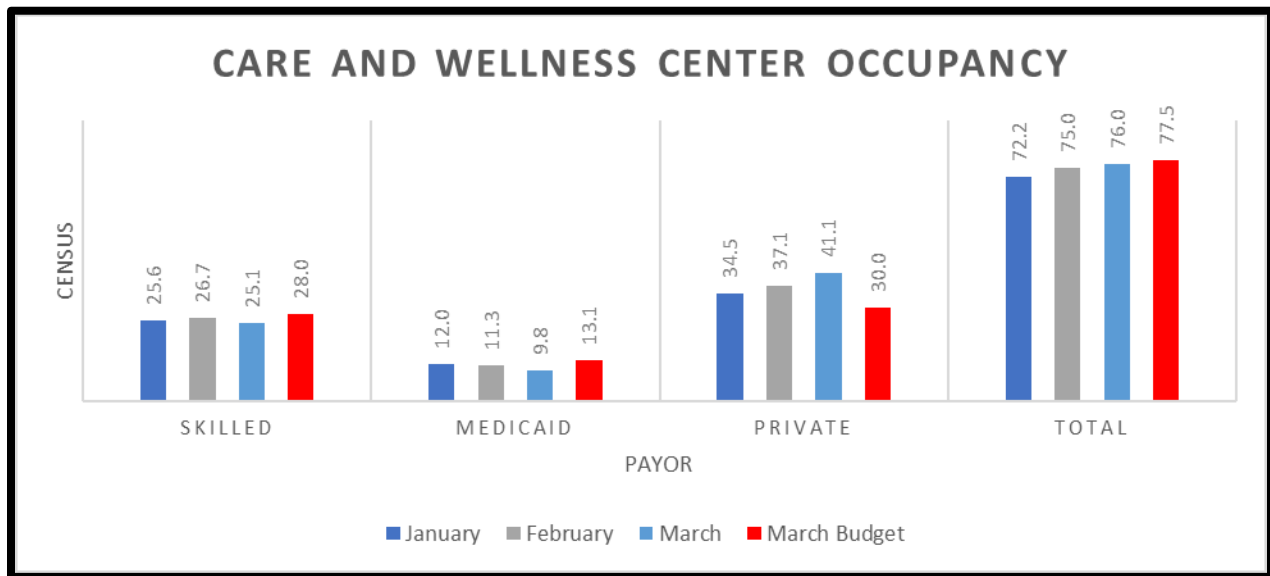
HEALTH CENTER REPORT

March 2026 Overview

Our team spent much of our March getting ready for the upcoming Spring. We engaged with our teams to freshen up outdoor spaces in anticipation of the warmer weather! Additionally, we spent much of March focusing on improving the Resident and Family experience through initiatives such as color-coordinated uniforms for our care team members. Overall, we had a successful month, and we look forward to what the spring will bring.

Census Updates

In March, the Care and Wellness Center continued to move census in the right direction. Our overall census fell just shy of the budget with an average of 76 on a budget of 77.5. Our Skilled Census was slightly under budget at 25.1 on a budget of 28.0, but our Private Pay was over the budget.

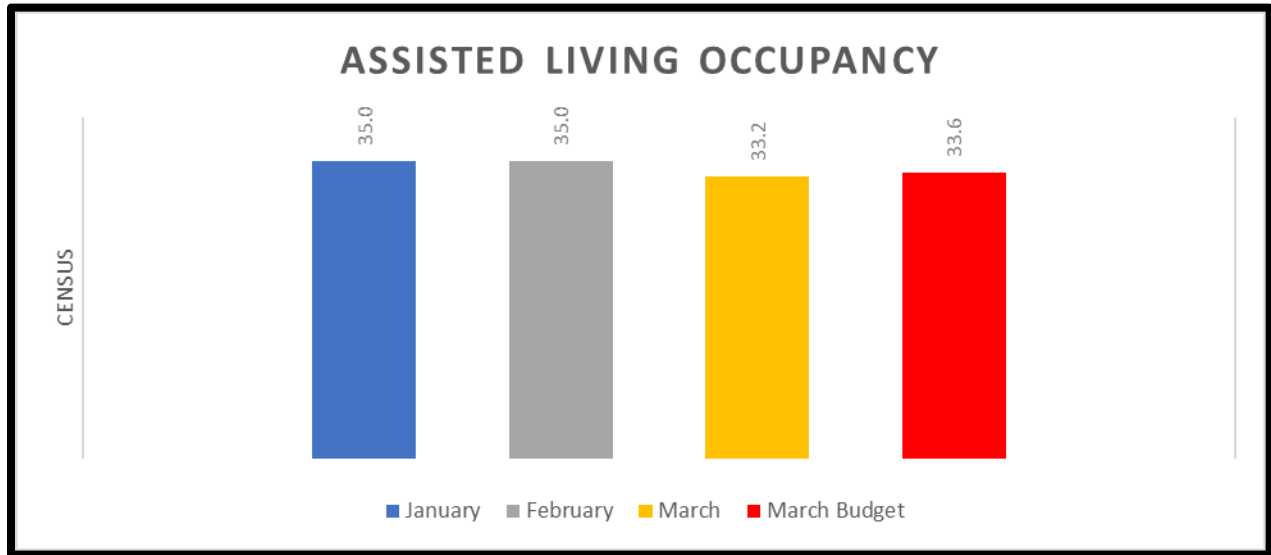


Clinical Updates

As part of our ongoing efforts to strengthen professional standards and enhance the resident and family experience, the nursing department will be transitioning to standardized uniforms across clinical roles. This change is intended to improve role clarity for residents and visitors, reinforce a consistent and professional appearance, and support team cohesion across neighborhoods. Under the new standard, Nurses will wear Navy Blue scrubs, while Certified Nursing Assistants will wear Gray. Implementation is straightforward and operationally low-impact, and leadership anticipates improved visual identification, resident satisfaction, and overall organizational consistency as a result of this initiative.

ASSISTED LIVING & MEMORY CARE REPORT

March remained a strong month for occupancy in Assisted Living and Memory Care where we maintained census right at budget. Our Assisted Living and Memory Care Team did work to help navigate a few Residents that required a higher level of care, and they are currently in the process of working our waitlist to fill those vacant apartments.



HUMAN RESOURCES REPORT

March 2026 Overview

Turnover:

5.3% turnover YTD 2026. Compared to 10.92% YTD for 2025.

Decrease of 5.62%. We did a little uptick in first 90 days turnover to 2%.

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: 865.72 hrs of OT for March 2026 at a cost of \$31,582.93. Compared to 1383.16 hrs for March 2025. A decrease by -517.44 hrs on the month and total YTD increase in overtime from last year by 362.11 hrs of OT. The team has been working on OT reduction. OT was **reduced by 52.5%** from February to March!

Budgeted FTEs – Total March FTEs 233.8 2026 Budgeted FTEs – 234.9 Variance: -1.8 FTEs UNDER budget.

Those **over budget** for the month are as follows:

- Nurses – 6.53 over budget
- Security – .48 over budget
- Cooks – .68 over budget
- Health Center CNAs – 1.54 over budget

Recruiting

Recruiting summary: March 2026 - 238 New Candidates; 41 Scheduled interviews; 21 offers with 18 hires. 2026 YTD HR has processed 1,039 candidates, 163 interviews scheduled interviews; 65 offers with 53 hires.

Other HR News

We have the results from our first Paycor Pulse Survey. See attached.

We have made new connections with many new community colleges. We have gained a new partnerships with ECPI and South University that offers students who are employed with us a discount on tuition of 10-15%.

| Monthly Turnover | | |
|-------------------------|-------------|---------------|
| | 2026 | 2025 |
| Jan | 0.67% | 3.30% |
| Feb | 1.95% | 4.58% |
| Mar | 2.68% | 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 | 5.3% | 34.31% |

Job Openings

IMMEDIATE OPENINGS 04/08/26

| Job Title | # of Openings | New Candidate Pipeline | Attempting to Contact | Interviews Scheduled | Offers Pending |
|-----------------------------|---------------|------------------------|-----------------------|----------------------|----------------|
| Relief Housekeeper | 1 | | 6 | 1 | |
| Life Enrichment Coordinator | 1 | | | | |
| CNA--1st FT | 3 | | 5 | 2 | 1 |
| CNA--1st PT | 1 | | 5 | 2 | |
| Nurse--1st PT | 1 | 1 | 1 | | |
| CNA--2nd FT | 3 | | 5 | 2 | |
| CNA--2nd PT | 1 | | 5 | 2 | |
| MED--2nd PT | 1 | | | | |
| Nurse--2nd FT | 1 | | 1 | 2 | |
| CNA--3rd FT | 2 | | 5 | 2 | |
| CAN--3rd PT | 1 | | 5 | 2 | |
| Nurse--3RD PT | 3 | | 1 | | |
| Nurse--3RD FT | 2 | | 1 | 1 | |

total openings:

21

Total Offers:

1

Openings
after
Offers:

20

Interviews
Scheduled:

16

Ready for orientation:

5 new hires ready for
orientation 04.23.26

MARKETING & SALES REPORT

Occupancy

- *Occupancy: 207 units (98.6%)*
- *Sold/Reserved: 208 units (99%)*
- *March Availability:*
 - *Villas, Cottages, IL Apartments: 0*
 - *Residential Apartments: 2 (Benn 144, Benn 341)*

Sales Activity

- *Sales: 1*
- *Cancellations: 0*

Move-Ins & Pipeline

- *March Move-Ins: (2) 1001 FMD; ILS 417*
- *Upcoming Move-Ins: (2)*
 - *ILW 112 (April 30)*
 - *Bennette 349 (May 1)*

Transfers

- *(1) insurance policy: 702 Ruths Lane*

Move-Outs

- *March Move-Outs: (1) Benn 349*
- *Upcoming April Move-Outs (5 anticipated):*
 - *Linville 305 – HLOC*
 - *ILS 215 – Deceased*
 - *ILW 533 – HLOC*
 - *ILS 513 – HLOC*
 - *708 FMD*

Marketing

- *Upcoming Event: April Open House – 4/22/26*
- *March Highlights:*
 - *Senior Living Professionals Networking Event (TRLA): 60+ attendees*
 - *Wait List Event: 33 depositors attended*

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 828 work orders*
- *Completed courtyard upgrades for cwc*
- *Wanderguard install AL completed*

Plans for the Next Month

- *Schedule Paving project for community.*
- *Continue to work on beautification of the community*

Issues and Concerns

- *Continue to address work orders asap.*
- *All positions filled*

ENVIRONMENTAL SERVICES REPORT

Last Month's Activities:

- *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*

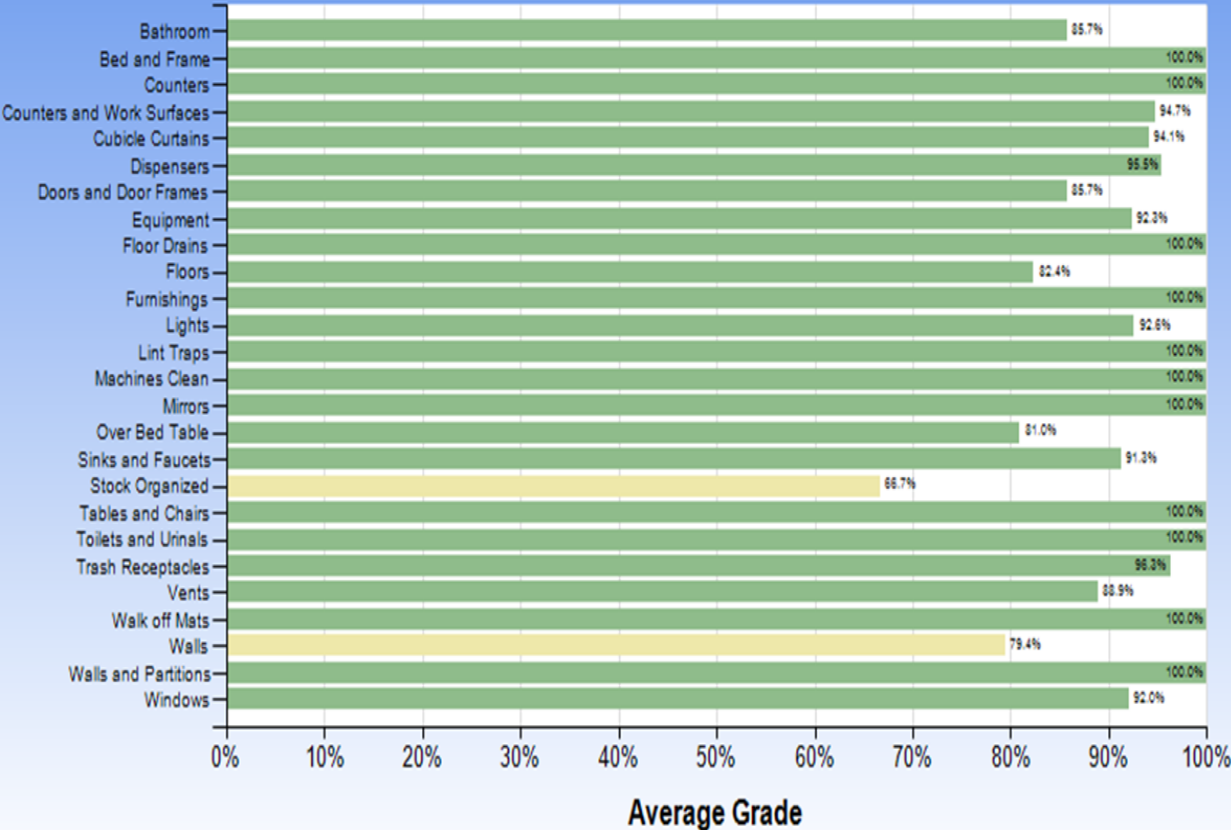
Accomplishments for the Month are as follows:

- *Start new trash assistance service for villas*
- *Extracted 100, 200, 300 CWC hallways and Main Dining*
- *Train employees based on inspection results from QA program*
- *Cleaned outside patio cushions*
- *Deep cleaned x3 AL rooms to get them move in ready*

Plans for the next month:

- *Completed CWC Carpet, start on IL floors 1-5*
- *Train new custodian*
- *Strip and Wax main laundry room*
- *Clean and replace CWC curtains*

Average Grade per Quality Line Item



OUTREACH FOUNDATION: FRATERNAL FRIENDSHIP PROGRAM

Stats

- Outreach total of \$8,696.97
 - 6 long term members
 - 0 short term members (emergency)
- 17 WhiteStone residents received assistance
 - 15 in Independent Living
 - 2 in Assisted Living
 - 0 in Memory Care

Potential Referrals:

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

Activity this month:

- Completed 2 Annual Reviews
- Ordered groceries for members
- Paid bills for outreach members
- Attended Masonic Luncheon
- Gave birthday cards to members
- Visited current member in Care and Wellness
- FFP Presentation at Revolution Lodge
- FFP Presentation at MESH Lodge
- MCSA Outreach Call
- Took member to pool for therapy 3 times/week

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 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. – No changes here and no new approvals as of March 31st

The fiber project in the village has started and is underway with hopes to be completed 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. Hoping to have this wrapped up by mid-April.*

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. *Looking to plan an audit committee meeting April 21, 22 or 23 will confirm with committee chair by 4/10 if those dates are reasonable but definitely do not see any issue with the committee meeting that week then allowing for another 2 weeks if a second meeting is needed.*

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. *Update – equipment is scheduled to ship 4/15 the team is working on planning options for delivery and install including down time of the buffet room and other options to be utilized during that time.*

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

Financials end of February – the board received the financials for the end of February, but I wanted to make sure to send a comment as well – the budget did have an overall YTD loss of (2k) which is flat to budget. This budget was prepared to be on target and not designed to see large swings each month but rather show true reflections of operations for the community and that does not go without work from the entire team here at WhiteStone to capitalize on revenue and control expenses. As mentioned previously, with an additional 80k approved by the board and a large snow removal invoice the team is working even harder to adjust spending to account for those 2 items. A large area of focus for this is employee overtime and efficient scheduling.

CULINARY SERVICES REPORT

March 2026 Monthly Report

- *March 17th St Patty's Day was great. Residents really enjoyed the authentic menu we cooked from scratch and the desserts....and turned out to be Our Executive Director's Mark Lewis Birthday.*
- *Residents continue to report an improvement in food quality, temperature and presentation. At wine down residents told Frederic how much they appreciate the charcuterie board each week and the improvement in the hot food offerings.*
- *We started Theme days focus on a different country menu once a week usually Thursdays. We featured Poland, Cuba, Spanish and Italian*
- *Continuing to get great reviews/comment self-served Golden Waffle station and made to order omelets station on Sunday Brunch. The residents absolutely love it.*

Accomplishments for the Month

- *Hired our New Executive Chef Travis Holdren he started on March 5th.*
- *We changed all chemicals to Ecolab. Cintas replaced soap dispensers. They will manage paper towels & soap dispensers, floor mats and installed 71st aid kits in all kitchen campus wide. This helps us streamline our Vendor's services and invoices.*
- *Created a new Ala Carte menu to elevate the offerings to deliver better efficiency in service, cooking quality and temperatures/presentation*
- *Made up \$7,296 in food purchase.*

Plans for the Next Month

- *A la Carte to start on April 20th.*
- *Finalizing the buffet remodeling plan for the Main dining room in I.L. Came up with timeline and plan. Will share w/residents at April's dining Committee*
- *Ordered salad bar bowls and induction serving vessels.*
- *Created new schedule for Bistro workers to minimize food shortage and increase customer service.*
- *Developing a training manual for all foodservice workers campus wide.*
- *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.*
- *Met with nursing and developed an improvement dining plan.*
- *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

March 2026 Monthly Report

1. Resident Engagement & Communication

a. Welcoming & Integration

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

b. Publications

- i. Producing and distributing monthly communication materials:

1. Chit Chat
2. Healthcare Highlights

c. Communication Lists

- i. Maintaining accurate and current email lists for:

1. CWC families
2. AL families
3. Independent Living residents

2. Resident Information Management

a. Ensuring current resident photos are uploaded to:

- i. Uniguest
- ii. Point Click Care (PCC)

b. Maintaining and updating the CWC Host List.

3. Program Development & Operational Improvements

a. Program Exploration

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

b. Technology & Workflow Efficiency

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

c. Staff Culture & Presence

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

d. Departmental Professional Development

- i. Department is currently reading *The Energy Bus* by Jon Gordon.

1. Weekly team discussions are structured as follows:

- a. IL Team – Mondays
- b. AL Team – Tuesdays
- c. CWC Team – Wednesdays
- d. Sending notes to Mark, Josh, Tracy, Ginger so they can stay abreast as to what is going on in each area.
- e. 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

a. New Team Member

- i. Alyssa Henry joined the department on Monday, March 2nd.
 1. She has hit the ground running and is already demonstrating strong initiative.
 2. Alyssa is showing particular enthusiasm for expanding and enhancing CWC programming.
 3. Early ideas and observations indicate she will be a valuable asset to the team.
- ii. Sara Ramirez in AL is planning on working as long as she can before taking maternity leave. Getting cleared by her doctor this week to continue working.
- iii. Working on Courtyard Revamp project with Josh and Joel. I have been researching and purchasing umbrellas, cushions, etc with Josh's permission. So far, we have the 200-unit porch almost completed.
- iv. Lots of good IL off campus trips are planned between now and July and October and will be planning more as time goes along.
- v. Working on Walk to End Alzheimer's fundraising opportunities and team sign ups to walk with us on Walk Day – October 17th -monthly planning and discussion meetings.
- vi. American Red Cross Blood Drive at WhiteStone Friday, May 1st from 2:00pm-6:00pm. www.redcross.org to sign up to donate.

b. Open Position – Assisted Living

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

c. Upcoming IL Activities & Trips

- i. Gina distributed a "Save the Date" list highlighting:
 1. Upcoming one day IL trips
 2. Important Independent Living activities
 3. Many residents have complimented and thanked the department for doing this.
 4. As you can see below, we have been really busy planning!

d. Trips/Special Events coming up in May:

- i. May 1st American Red Cross Blood Drive 2pm-6pm
- ii. May 2nd Tri M (National Music Society) performance at WhiteStone 2:00pm Fellowship Hall
- iii. May 2nd Annual Kentucky Derby Social 5:00pm Rotunda
- iv. May 5th – Fiesta, Friends & Flavors – Cinco de Mayo Social 3:00 Rotunda
- v. May 7th – Trip to Reynolda House in Winston-Salem
- vi. May 7th – Eastern Guilford High School Jazz Ensemble led by Mason Kyle Dortch 2:30pm – Fellowship Hall
- vii. May 8th – Drive thru Greek Food Sale at Dormition of the Theotokos Greek Orthodox Church
- viii. May 9th – Quarterly Board Meeting
- ix. May 11th – WhiteStone Lecture Series – Kenn Gardner here to speak. Title of his program is: *Beside the Still Waters – the Strange Dance between NC Baptists & Moonshiners* – 6:30pm in the Fellowship Hall - Kenn Gardner is the former Wake County Commissioner and was a Republican candidate in the 2012 election for North Carolina Secretary of State.

- x.** *May 14th – NC Zoo Trip – Ride and a Guide – eat lunch onsite – shop afterwards – this trip is currently full with a waitlist.*
 - xi.** *May 20th – WhiteStone Spring Concert – “Celebrating American Folk Music” 3:00pm Fellowship Hall*
 - xii.** *May 21st – Trip to Smith Mountain Lake to take a ride on the Virginia Dare Cruise*
 - xiii.** *May 27th – Trip to Old Salem in Winston-Salem, NC*
 - xiv.** *May 31st – WhiteStone Car show from 2pm-4pm in the CWC parking lot.*
 - xv.** *We will be going to several Greensboro Grasshoppers baseball games, but I did not list them here. – at least 4 in the month of May.*
- e.** *Trips/Special Events coming up – June-December*
- i.** *June 4th – Trip to Spencer, NC to the NC Transportation Museum & eat lunch while gone*
 - ii.** *June 10th – Petty Museum (Nascar) in Randleman/Level Cross, NC*
 - iii.** *June 18th – Bob Timberlake Art Gallery in Lexington and out to eat Lexington BBQ. We will either stop on the way there or the way back at the NC Vietnam Veterans Memorial that is right off the highway*
 - iv.** *June 24th – Patty Carver will be back to perform the “Songs of Rosemary Clooney”*
 - v.** *June 29th – Town Hall Meeting at 3:00pm with Mark Lewis*
 - vi.** *July 13th – WhiteStone Lecture Series – Speaker Kenn Gardner is back. Topic: Benjamin Franklin. I Declare! Arrgh. A Story 250 years in the making!*
 - vii.** *July 16th - Billy Graham Library & Lunch*
 - viii.** *October 12-October 14 – overnight trip to Bryson City to ride the Great Smoky Mountain Railroad*
 - ix.** *October 20th – NC State Fair in Raleigh*
 - x.** *November 5th Holiday Makers Market 12-4 Group Fitness Room*
 - xi.** *November 11th – Veterans day Appreciation Program 3:00pm Fellowship Hall*
 - xii.** *November 16th – Town Hall Meeting 3:00pm with Mark Lewis – Fellowship Hall*
 - xiii.** *December 3rd – Memory Tree Dedication Program 3:00pm – Chapel*
 - xiv.** *December 9th – Holidazzle (Marketing) 5pm-7pm*
 - xv.** *December 12th – CWC Resident/Family Christmas Party 2:00pm*
 - xvi.** *December 13th – Christmas at WhiteStone with Grand Chapter 2pm-4pm Fellowship Hall*
 - xvii.** *December 31st – New Year’s Eve Social & Countdown 3:00pm – Rotunda*

SPIRITUAL SERVICES REPORT

Worship & Memorial Services

- *Held 5 Sunday Worship services (1st was communion; 5th Palm Sunday)*
- *Hosted St Andrew's Episcopal Midweek Eucharist service in Chapel*
- *Conducted 2 Memorial services in Chapel – Caison and Cox; (Attended 1 elsewhere – Simpson)*
- *Guest Speaker at Eastern Star Easter service in Chapel*

Pastoral Encounters

- *Hospital/Hospice House visits: 0*
- *CWC encounters: 39*
- *Assisted Living encounters: 18 (+walk-throughs to visit residents during lunch and after Bible studies)*
- *Independent Living encounters: 56*
- *Employee support: 0 visits*

Programs & Groups

- *Bible Studies – CWC: 5, AL: 5, IL: 2*
- *Support Groups – RISE: 3, HOPEFUL: 1*

Meetings & Additional Ministry in March

- *CWC daily report, Collaborative Care Team, Spiritual Support Mtg., Auxiliary Mtg, Resident Council Mtg.*
- *Card ministry: birthdays, anniversaries, bereavement, thinking-of-you*
- *Seder meal planning and execution, Easter preparation, Bible study preparation for all 3 levels of care*
- *Met with Caison & Cox family for memorial planning*
- *Attended IL coffees and activities as able*

APRIL 2026 Planning Calendar Highlights

- *2, Thursday- Maundy Thursday service with communion, 3 pm, Chapel*
- *5, Sunday – Easter Worship service with communion, 10 am, Chapel*
- *6, Monday – HOPEFUL, 2pm, 5th floor IL South*
- *7, Tuesday – CWC Worship 10:30am, AL Worship 2 pm*
- *12, Sunday – Worship Service with Pat Thames, 10 am, Chapel*
- *14, Tuesday - CWC Worship 10:30am, AL Worship 2 pm*
- *14, Tuesday – RISE, 3pm, 5th floor IL South*
- *19, Sunday – Worship Service, 10 am, Chapel*
- *21, Tuesday - CWC Worship 10:30am, AL Worship 2 pm*
- *21, Tuesday- St Andrew's Episcopal Midweek Eucharist service, 1 pm, Chapel – all welcome*
- *26, Sunday – Worship Service, 10 am, Chapel*
- *28, Tuesday - CWC Worship 10:30am, AL Worship 2 pm*
- *28, Tuesday – RISE, 3pm, 5th floor IL South*

Long-Term Planning

- *Chapel lighting improvements (approved)*
- *Carpet and pew touch-up (postponed)*
- *Interfaith meditation service on Sundays in 5th-floor clinic or Fellowship Hall (hopefully starting in June)*

- *3 week Depression workshop (Redefining Joy - hopefully starting in May)*

PTO

- **Taken:** *none in March*
- **Upcoming:** *April 12; May 11–25*