



September 2024

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 SEPTEMBER 2024

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>
September 11th	<i>Health & Wellness Fair</i>
September 16th	<i>Resident Town Hall Meeting</i>
September 18th	<i>New Resident Orientation</i>
September 23rd	<i>Onsite Job Fair</i>
September 26th	<i>Resident Council</i>
September 30th	<i>WhiteStone Employee Gratitude Initiative Informational Meeting(s)</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 Tuesday] Fellowship Hall</i>
Monthly:	<i>MESH Lodge #771 Meeting [2nd Saturday] Fellowship Hall</i>
September 10th	<i>Grand Master District Meeting</i>
September 26th – 29th	<i>Annual Communication of the Grand Lodge of North Carolina</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>

DATE(S):	MEETING(S)/EVENT(S)
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>
Monthly:	<i>Resident Council Meeting [Last Thursday] Fellowship Hall</i>
As Needed:	<i>WhiteStone COVID Task Force</i>
September 24th	<i>COVID & FLU Vaccine Clinic</i>

WHITESTONE BOARD OF DIRECTORS: COMMITTEES, SERVICES & SUPPORT

DATE(S):	MEETING(S)/EVENT(S)
September 17th – 18th	<i>LCS Board Summit</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>
September 11th	<i>Invited prospects to Health & Wellness Fair</i>

WHITESTONE EMPLOYEE: RECOGNITION, RECRUITMENT, & RETAINMENT:

DATE(S):	MEETING(S)/EVENT(S)
Bi-Weekly	<i>New Hire and General Orientation</i>
September 9th – 13th	<i>Environmental Services Week</i>
September 16th – 20th	<i>Security Officer Week</i>
September 16th – 20th	<i>National Rehabilitation Awareness Week</i>
September 23rd	<i>Onsite Job Fair: Flipping Opportunity Your Way</i>

WHITESTONE EMPLOYEE: SEPTEMBER ANNIVERSARIES

SERVICE DATE:	EMPLOYEE NAME:	DEPARTMENT	YEARS OF SERVICE:
9/1	Scott Oliver	Community Life Services	7 yrs
9/1	Larkin Pena	Community Life Services	2 yrs
9/1	Kimberly Price	Assisted Living	2 yrs
9/5	Patricia Bason	Environmental Services	7 yrs
9/7	Anita Bennett	Food & Beverage	1 yr
9/7	Hollis Sherman	Community Life Services	1 yr
9/8	Lore Alston	Assisted Living	9 yrs
9/14	Sade Johnson	Food & Beverage	1yr
9/14	Brenda Smith	Food & Beverage	1 yr
9/14	Walker Stewart	Food & Beverage	1 yr
9/15	Dawud Faucett	Food & Beverage	2 yrs
9/17	Latoya Bittle	Nursing	5 yrs
9/17	Sheila McQueen-Woods	Assisted Living	16 yrs
9/18	Marison Alveraz	Nursing	6yrs
9/20	Yaa Agyeiwaa	Environmental Services	24 yrs
9/21	Mon Gurung	Nursing	1 yr
9/21	Lazelle Harris	Food & Beverage	1 yr
9/21	Makayla McDowell	Food & Beverage	1 yr
9/21	Rosy Oumarou	Nursing	1 yr
9/26	Jami Routh	Community Life Services	22 yrs
9/27	Jenna Grant	Fraternal Friendship	6 yrs
9/29	Belinda Blue	Nursing	3 yrs
9/29	Ricky Moore	Plant Operations	2 yrs



KEY PERFORMANCE INDICATORS – SEPTEMBER 2024

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

YTD NOI	Actual of 456,700 on budget of (884,923), a positive variance of 1,341,622.
YTD IL Closings	Budget of 27 with actual closings of 57.
YTD Net Sales IL	Budget of 9 with actual net sales at 40.
IL MTD Occupancy	Average occupancy of 197.13 on budget of 173.
YTD REVPOR	REVPOR budget of 6,314 with actual 7,090 a 12.3% variance.

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

YTD EXPPOR	EXPPOR YTD budget at 6,580 with actual 6,037, a 8.26% variance.
HC MTD Occupancy	Average occupancy for the month of 79.93 with budget of 82.28

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

Memory Care MTD Occupancy	Averaged 7 on budget of 10.
AL MTD Occupancy	Averaged 17.43 occupied for the month on a budget of 22.
Days in AR	35% of total AR 90 days outstanding or 613,626. Benchmark is 15% negative variance of 349,029



COVID-19 TASKFORCE & UPDATE(S) – SEPTEMBER 2024

For the month of September, we experienced a plateau in the number of covid cases compared to August. This included residents in both the Care and Wellness Center and Independent Living. Per regulation, visitation to the CWC continued as usual, with that added safety precautions protocols of wearing a mask, social distancing, and hand sanitizing. We continued to test our staff and residents, according to CDC and CMS guidelines, throughout the month.

We held a COVID and FLU Vaccine clinic on September 24th in the Linville Arts and Crafts Room from 10am to 4pm for Independent Living residents. For residents who were unable to come to the clinic, and for those in our Care Center and Assisted Living, we provided in-home visits to administer the vaccine, per their consent.



WHITESTONE LEADERSHIP TEAM: DIRECTORS REPORT

DIRECTOR NAME	DEPARTMENT
Mr. Mark Lewis, LNHA	Executive Director
Mr. Josh Hillegass, LNHA	Health Services Administrator
Dr. Ray Robinson	Assisted Living Manager
Mrs. Tracy Armwood, SPHR	Director, Human Resources
Ms. Debi Bryant	Director, Sales & Marketing
Mr. Joel King	Director, Plant Operations
Mr. Robert Reese Sr.	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 Condy	Director, Clinical Services

I. HEALTH CENTER ADMINISTRATION REPORT

September 2024 Overview

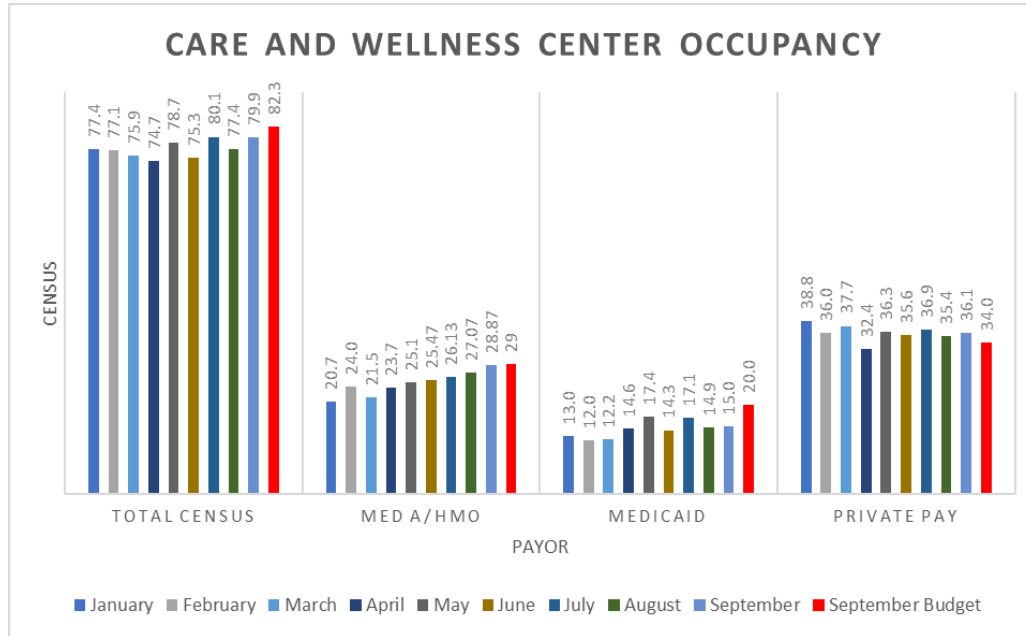
During September, we had the chance to recognize two departments in the Care and Wellness Center that deserve a lot of credit. From September 8th through September 14th, our community celebrated Environmental Services Week to recognize our Team Members in Housekeeping, Laundry, and Janitorial Services. During the week of September 16th, our community also celebrated National Rehabilitation Awareness Week to recognize the great work that our Rehabilitation Team does here on campus. Please find a few photos of our celebrations below!



Census Updates

In September, our Care and Wellness Center continued to maintain strong occupancy both in total and with a focus on our Rehabilitation Program. As you can see below, we came just short of our budgeted total census with an average for the month of September of 80 occupied beds on a budget of 82 occupied beds. Thankfully though, we did see a strong performance with our Rehabilitation Program where we averaged 29 occupied beds on a budget of 29 occupied beds.

I want to provide a moment of recognition for our Admissions Coordinator, Brittany Brown, who has done an excellent job and dedicated herself to furthering the mission of this community over her time with WhiteStone, and we owe much of our success to her hard work.



Clinical Updates

We're thankful for our partners with Neil Medical who assisted our community in hosting an on-site Vaccination Clinical for both the updated COVID-19 Vaccination and the Flu Vaccination. We were able to provide these vaccinations to our Independent Living, Assisted Living, and Care and Wellness Center. As we enter into the colder months where respiratory infections tend to rise, we'll continue to work with Residents and Staff to receive the most up-to-date vaccinations, as well as continue to keep themselves and others safe through proper infection control practices.

II. ASSISTED LIVING & MEMORY CARE REPORT

Last months overview

September was filled with opportunities for innovation for Assisted Living and Memory Care. We were able to sign contracts with two new neighbors to our community. With Twenty-five residents moved into 3421 Hiram we are making the calibrations needed to ensure future success. Thanks to the partnership between marketing, CWC, health navigation and AL we are making immense movement toward our goals. This is the fifth month that we hit the 90% goal required by the Department of Insurance (DOI). In addition to our admission goals, we work to promote a culture of family and togetherness among our residents and their loved ones.

The second floor is now open and has surpassed 50% of its capacity, which is an amazing victory. The group has identified many potential residents who are appropriate for the services provided in the Rice Retreat. We are currently above 50% in MC as we are working to book the eight apartments to be filled. Activities and dietary staff are working to provide resident center care in their respective areas. To include family style meals in memory care and individualized options for each resident.

Accomplishments for the month

Assisted Living has been able to in-service staff to improve resident care. The subjects ranged from heartfelt connections to extraordinary impressions for all staff members. Supervisor in charge (SIC) training has taken off and we will name our first graduates. We broke our own record for census by hitting the 25 mark this month. As we build census, we also are auditing our own system to ensure best practices

We have been able to help in celebrating our staff members by celebrating two who are in nursing school. The first has graduated and is an LPN and the second is in her last two semesters. As we grow, we want to make more investments in the lives of our staff members. The CLS team was able to host a life stations and re-envision the wine down experience. We continue to create lasting change for the AL and MC community at WhiteStone.

Plans for the next month

Assisted living and memory care is looking to increase the census while educating staff on the importance of resident-centered care in the following month. Our current laurels include the following.

AL/MC is working toward the goal of 30 residents. As we aim to improve upon the 90% mark, there are census needs in both AL and MC.

- Adding more activities to the calendar to include Wine Down and community outings.
- increasing our opportunities to share the AL/MC journey.

Issues and Concerns

There are five opportunities for the assisted living and memory care community. With constant focus on the following items, the team will experience success in accomplishing organizational goals. The four items are listed below.

- Training staff on the daily requirements of operating a thriving assisted living and memory care community.
- Lower overtime while fully staffing the AL/MC independently.
- Staff access to communication and updating of resident conditions.
- Creating protocols to circumvent the growing pains of developing AL/MC
- Orient staff with the who, what , when and by what means of AL/MC.

III. HUMAN RESOURCES REPORT

September 2024 Overview

Turnover

28.51% turnover YTD 2024. Compared to 27.86% through September 2023.

Overtime:

1165.31 hrs. of OT for September 2024. Compared to 706.49 hrs. for September 2023. An increase of 458.82 hrs. on the month and total YTD increase in overtime from last year by 2326.29 hrs.

Workers Compensation

We have had a recent inquiry from an attorney’s office related to a former employee from the maintenance department. He did have an incident at work that was not reported right away, related to his knee, however, he never went out for medical treatment and expressed no issues with his knee. We will see what direction this attorney’s office is trying to go.

EEOC & Legal Updates

We are happy to announce that we received a letter of dismissal concerning the Clinical Care Coordinator EEOC Charge. We have begun ticking down the 90-day timeline for any further action on her part. On May 17th, we received

MONTHLY TURNOVER		
	2024	2023
Jan	2.23%	2.89%
Feb	3.40%	0.41%
Mar	3.44%	4.68%
Apr	3.86%	2.16%
May	1.86%	2.62%
Jun	3.78%	2.04%
Jul	3.64%	4.35%
Aug	4.31%	5.77%
Sep	1.99%	2.94%
Oct		3.62%
Nov		1.05%
Dec		2.11%
TOTAL	28.51%	34.64%

notice of another EEOC Charge filed by an environmental services employee. The position statement has been submitted to the EEOC. We are waiting for their response.

Budgeted FTEs

Total September FTEs: 215.08

Total Budgeted FTEs: 228.85

*Variance: -13.80 FTEs [FTEs **UNDER** budget]*

Over Budget FTEs for September

Servers: 1.66

Housekeepers: .73

AL CNA's: 2.69

Recruiting

September 2024

- *607 New Candidates*
- *41 Scheduled interviews*
- *22 offers with 15 hires.*

YTD

- *processed 4,212 candidates*
- *544 scheduled interviews*
- *247 offers with 192 hires*

Retention

We kicked October off we Employee Appreciation with The Grinder Café on sight Oct. 1st. We are celebrating Healthcare Food Service Week Oct. 7th – 11th, Pastoral Week – October 21st – 25th, Maintenance Week – October 28th – Nov. 2nd. We also are having our quarterly All Staff meetings to introduce the resident driven Employee Gratitude Initiative. We will host our annual Employee Benefits Fair next Tuesday the 15th

Recommendations and/or Other Information

We received our renewal for the 2025 plan year from BCBS. It was a hefty increase at 33%. We will be taking our plan to market as we work to find a good plan that we all can afford for our employees. Dental had a slight increase at 5.7% and the other coverage came in a rate pass so further increases. We have changed brokers from AJ Gallagher to Sentinel, which so far is providing a better service and analytics that will help us make better decisions during the renewal process.

Job Openings Report

IMMEDIATE OPENINGS

10/08/24

Job Title	# of Openings	New Candidate Pipeline	Attempting to Contact	Interviews Scheduled	Offers Pending
Nurse - 2nd shift Full Time	1	1	6	1	
Nurse - 2nd shift Part Time	2	1	6	1	
CNA - 1st shift PartTime	1	2	20	1	
CNA - 2nd shift Full Time	2	2	20		
CNA - 3rd shift fulltime	1	2	20		
Nurse Supervisor 3rd shift	1				

Total openings: 8

Total offers: 0

Opening after offers: 8

Interviews scheduled: 9

Ready for orientation: 33 new hires for 10/10/24

IV. MARKETING & SALES REPORT

Monthly Marketing Report					
September 2024					
Current Occupancy: (211)	201	95%			
Sold Occupancy:	204	96%			
Available Units:	<u>Villa</u>	<u>Cottage</u>	<u>IL Apts</u>	<u>Res Apts</u>	
	0	0	1	7	
Explanation:	<u>Villa</u>	<u>Cottage</u>	<u>IL Apts</u>	<u>Res Apts</u>	
			103	146 Benn	341 Benn
				244 Benn	343 Benn
				249 Benn	349, 241 Benn
Sales:	1	6J	Cancel:	0	
Move-In: (Sept)	5	705FMD	Upcoming MI:	6J	
		232, 311,415, 145		334	
Transfers:	0				
MO (Sept):	1	146			
Upcoming MO:	<u>Unit</u>	<u>reason</u>	<u>Est MO</u>		
	528	HLOC	10/30/2024		
Upcoming Events:	10/10/2024	Fall in Love With WhiteStone			
	10/16/2024	New Resident Orientation			
Department Highlights:	Roadmap to 95% in IL				
	Campus Wide Road to 95% Campaign				
	New DSM training - on-going				

V. PLANT OPERATIONS / ENVIRONMENTAL SERVICES REPORT

PLANT OPERATIONS

Last Month's Activities

- *Finalized Generator purchase and will work for installation in 2025*
- *Monitor work order system for efficiency and department needs*
- *Working with Engineers on IL humidity issue's*
- *Continue to work with Brightview on existing work orders and problem areas*

Accomplishments for the Month

- *Generator quote signed and installation for 2025*
- *Painted CWC entrance for Donor event.*
- *Hired Maintenance Technician and Security FT officer*

Plans for the Next Month

- *Complete Gay Terrace Demolition to meet Fire Marshall Requirements*
- *Hire another maintenance technician*

Issues and Concerns

- *Continue to address work orders asap. We have had 2 vacant positions come open in Plant operations and have filled 1 of these. We are currently looking for 1 more team member.*

ENVIROMENTAL SERVICES

Last Month's Activities

Conducted in-services with staff.

- *No fault attendance policy recap!! (Always)*
- *Do use the side door of I.L. west & do not prop it open at any time!*
- *Proper break times: 9:30am-9:45 am; Lunch breaks CWC staff 12pm-12:30pm; Main staff 12:30pm-1:00pm*
- *Only clock in "5" min before your shift only, unless authorized.*
- *Reporting employee incidents immediately.*
- *October 5th Mandatory 3- or 4-Hour workday for the donor event.*
- *Celebrating Environmental Services week*
- *Each department head will bring something special to celebrate your week.*
- *"Department Vision"*
 - *To build a partnership with the community to have a clean, safe & positive environment for all individuals who meet our staff here at Whitestone.*
- *"Department Goal"*
 - *To hire and sustain adequate staffing to support the department vision & the Whitestone Community.*
- *Continuing Customer Service Care towards our residents & staff*
- *If you resign from Whitestone, you must put in a two-week notice or you forfeit your PAL.*
- *Announcements Donor event October 5th Mandatory for all staff.*
- *Positive work Environment.*
- *Go over the Employee Handbook.*

- *Staff meeting every Wednesday@7:15am.*

Accomplishments for the Month are as follows:

- *Employee appreciations*
- *EVS Week*

Plans for the next Month

- *Continue working with staff updating on & off schedules.*
- *Sizes of uniforms*

Issues and Concerns

- *Several staff members still have attendance issues.*

VI. OUTREACH PROGRAM: THE FOUNDATION

August 2023 Overview Assistance:

- *Outreach total of \$8, 846.53*
 - *7 long-term members*
 - *0 short term member (Emergency)*
- *15 WhiteStone residents received assistance*
 - *11 in Independent Living*
 - *3 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*

If you know of a member needing assistance, please contact:

Jenna Grant

Director of Fraternal Friendship

Email: jgrant@meshhome.org Phone: (336) 601-5593.

VII. FINANCE REPORT

Medicaid

Medicaid – All Medicaid Pending applications have been submitted except for 1 that a new PASSR was needed for. Nikki has been working with various case workers to submit documentation and answer questions. I’m hoping we have an answer on at least some of the applications by 10/31.

The community will be engaging TSI Company for collection efforts. A second demo including Sharon and Joe was held in September. The platform is very informative for the community to track the accounts and see notes etc.

WhiteStone has engaged a company called Blue Orange to assess the HIPAA compliance testing – per LCS is due this year. The team is working through the data collection and submission for this. Ongoing

The group for the retirement plan has engaged Veronica Bray to conduct an RFP for plan services as it's been 5 years since the last RFP was done.

The first Finance Committee meeting to discuss the budget will be held on Thursday October 17th. The WhiteStone team and LCS have been working diligently for the last 2 months to present a solid budget for the committee to review.

The annual 990 tax return filing should have everything submitted by end of month. The 401k audit Tracy is trying to wrap this up there is a reconciliation question that she is hopefully addressing upon returning from vacation. We do have a compliance testing issue with the plan and have met with the group, Barbara Ruby – legal counsel and Empower to discuss corrective action for this failure. The failure is with the Children's Home and LuAnne will work with their board to address the matter and decide on the corrective plan which will need to be done by 10/15 – Update the Children's Home voted on their direction, LuAnne submitted an amendment to Empower and is finalizing the correcting contribution.

Empower - *the official letter to Empower regarding the 2019, 2020 and 2021 compliance testing around profit sharing contributions has been sent certified mail to Empower's General Counsel. No update regarding the receipt of the letter is available currently. Lance from Empower did respond and I will be following up with him to see if he is open to having a meeting to discuss the letter and his follow-up. I did reach out to Barbara Ruby, and she was not surprised by the response as it is in line with our document and agreement but I'm going to see if Lance is open to working on this if not it will advance to the next stage. Update – I was finally able to get a meeting scheduled with Empower representatives to discuss this matter in July given scheduling conflicts it took some time to find a date and time that worked. I will update after the meeting. UPDATE: the meeting was held, and information was turned in to Empower as of today there has been no update, but I have reached out. During the meeting I was asked to present the lost earnings amounts that were paid as there is potential room for recoupment there. I have communicated with Barbara Ruby regarding this as previously reported above and noting this was a long shot for us to try, we are still working to see if there is anything that can be done.*

Residents have requested an online payment portal for monthly fees/invoices. Working with our bank (PNC) and LCS to find a solution for this request as I feel it will be very beneficial and helpful in collecting payments but also allowing residents more payment options. This is still in the works, and I need to regroup to see which meets our needs best. I have spoken to another community that uses the LCS recommend vendor to get their opinions on how the transition went and how it is going thus fair.

VIII. FOOD & BEVERAGE REPORT

Staff Appreciation

We made an adjustment to our Bistro hours. We are now open 7-1:30pm Monday through Saturday and 9-3 on Sunday. This allows us our staff to better prepare for early morning service and provides a safer environment for clean-up time at the end of the shift.

Staff Outing

We have an outing planned at Round 1 for October. We'll be bowling, playing pool, and singing karaoke!

Healthcare Foodservice Workers Week

We are planning on celebrating our staff all week long with several tasty treats during the week of October 6th.

Increased IL Residents

We continue to find ways to accommodate additional residents in the Dining Room. We are busier for Lunch, and we are utilizing many tables at dinner for multiple seatings. We are continuing to evaluate ways to better serve our increased volume of residents.

AL Health Inspection

We received our Health Inspection, scoring a 98.5. The staff has done a great job being cognizant of any issues and getting them corrected.

IX. COMMUNITY LIFE SERVICES REPORT

Independent Living Programming:

- Total Number of Activities: 103
- Total Number of Sessions: 233
- Total Number of Cancellations: 5
- Total Participation: 3410
- Average Participation: 14.6 (~15)
- Participation Percentage: 81.6%
 - 84/103 activities had participants.
- Total number of check-ins: 372

Changes since August:

- Total Number of Activities increased by 20 (24.1% Increase)
- Total Number of Sessions increased by 23 (11.0% Increase)
- Total Participation decreased by 232 (6.4% Decrease)
- Average Participation decreased by 2.7 (15.6% Decrease)
 - (Note: Average = Total Participation/Total Number of Sessions)
- Participation Percentage decreased by 14.8%
- Total Number of Check-Ins increased by 37 (11.0% Increase)
- Sessions of Intergenerational Activities (Intergenerational Scrapbook, line Dancing Class, Choreography Lecture): 3

Staffing Updates:

- Stable and doing great!

Other Items:

- Veterans Day Planning committee to meet monthly to begin making plans for the Veterans Day program here at WhiteStone.
- Working on upcoming Fall Festival
- Gearing up for the holidays and decorations
- 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/uniquest 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.

- *Lifelong Learning Opportunities – exploring this for our Blueprint Meeting-a work in progress and trying to make contacts. We have on the calendar for September and October opportunities for residents to sign up for lifelong learning classes and WhiteStone will provide transportation.*
- *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)*
- *Fall Festival Prep for October 17th*
- *Veterans Day Program Prep November 11th*
- *Starting to prep for Christmas decorating (November)*
- *Memory Tree Dedication program prep (December)*

X. CHAPLAIN & SPIRITUAL SERVICES REPORT

Worship Services & Funerals

- *5 regular Chapel services (communion is 1st Sunday of the month, services are livestreamed) and Prayer vigil for country on September 11th.*
- *0 funeral*
- *6 deaths*

Pastoral Encounters

- *CWC – 23+ (some with family present, lunch walk through occasionally)*
- *AL – 10+ (as well as walk through(s) at lunch to greet residents)*
- *IL – 29+ (as well as walk through at meals occasionally to greet resident)*
- *Hospital visits – 1*
- *Employee – 1 (phone calls, etc.)*

Weekly Bible studies/worship

- *CWC – 3*
- *AL – 3*
- *IL – 2*

Support Groups

- *RISE x1 (difficult prognosis support)*
- *HOPEFUL x2 (grief workshop)*

Meetings

- *CWC daily report*
- *“traffic” meeting*
- *Spiritual Support Committee*
- *Auxiliary Committee*
- *Resident council*
- *Memory tree service planning*
- *Donor event planning*

Miscellaneous

- *attended IL coffees and other activities as able.*
- *Attended town hall*
- *continued card ministry*
- *prepared articles for newsletters*
- *Temple tour 9/9*
- *Health & Wellness Fair 9/11*

Working on the following

- *continued support group planning which includes a new location to meet starting October*
- *continue prepping weekly for Bible studies for all levels of care*
- *pet blessing*
- *Rabbi visit*

Long-term:

- *preparation for special services – All Saints & Memory tree,*
- *enrichment of spiritual support for all faiths – special presentation of Holocaust survivors in November*
- *planning a small area for a meditation room open to all faiths*

Upcoming Out of Office: *October 10th – 16th*