



SEPTEMBER 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 SEPTEMBER 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>
Sept 3rd – 5th	<i>Welcome Reception: Rachel Seibert, Amanda Montgomery, Ginger Cottrell</i>
Sept 12th	<i>All Staff: Happy Hour</i>
Sept 15th	<i>Town Hall with Mark Lewis</i>
Sept 18th	<i>On-site Job Fair: Lets "Taco" about it</i>
Sept 18th	<i>Resident Survey Happy Hour: Feedback on the Rocks</i>
Sept 24th	<i>Octoberfest at WhiteStone</i>
Sept 25th	<i>Resident Survey Breakfast: Your Feedback is Egg-actly what we need</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>

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>
Sept 18th	<i>Resident Survey Happy Hour: Feedback on the Rocks</i>
Sept 24th	<i>Octoberfest at WhiteStone</i>
Sept 25th	<i>Resident Survey Breakfast: Your Feedback is Egg-actly what we need</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)

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>

WHITESTONE EMPLOYEE: RECOGNITION, RECRUITMENT, & RETAINMENT:

DATE(S):	MEETING(S)/EVENT(S)
Bi-Weekly	<i>New Hire and General Orientation</i>
Sept 3rd	<i>Welcome Reception: Rachel Seibert, Amanda Montgomery, Ginger Cottrell</i>
Sept 12th	<i>All Staff: Happy Hour</i>
Sept 15th – 19th	<i>Environmental Services Week</i>
Sept 15th – 19th	<i>Security Officers Week</i>

WHITESTONE EMPLOYEE: SEPTEMBER ANNIVERSARIES

EMPLOYEE NAME:	YEARS OF SERVICE:	DEPARTMENT:	SERVICE DATE:
<i>Scott Oliver</i>	<i>8 yrs</i>	<i>CLS</i>	<i>9/1</i>
<i>Larkin Pena</i>	<i>3 yrs</i>	<i>CLS</i>	<i>9/1</i>
<i>Kimberly Price</i>	<i>3 yrs</i>	<i>EVS</i>	<i>9/1</i>
<i>Patricia Bason</i>	<i>8 yrs</i>	<i>EVS</i>	<i>9/5</i>
<i>Anita Bennett</i>	<i>2 yrs</i>	<i>F&B</i>	<i>9/7</i>
<i>Hollis Presson</i>	<i>2 yrs</i>	<i>CLS</i>	<i>9/7</i>
<i>Lora Alston</i>	<i>10 yrs</i>	<i>Nursing</i>	<i>9/8</i>
<i>Ajayia Sheffield</i>	<i>1 yr</i>	<i>Nursing</i>	<i>9/12</i>
<i>Walker Stewart</i>	<i>2 yrs</i>	<i>F&B</i>	<i>9/14</i>
<i>Dawud Faucett</i>	<i>3 yrs</i>	<i>F&B</i>	<i>9/15</i>
<i>Latoya Bittle</i>	<i>6 yrs</i>	<i>Nursing</i>	<i>9/17</i>
<i>Sheila McQueen-Woods</i>	<i>17 yrs</i>	<i>Nursing</i>	<i>9/17</i>
<i>Yaa Agyeiwaa</i>	<i>25 yrs</i>	<i>EVS</i>	<i>9/20</i>
<i>Mon Gurung</i>	<i>2 yrs</i>	<i>Nursing</i>	<i>9/21</i>
<i>Lazelle Harris</i>	<i>2 yrs</i>	<i>EVS</i>	<i>9/21</i>
<i>Raoudatou Oumarou</i>	<i>2 yrs</i>	<i>Nursing</i>	<i>9/21</i>
<i>Jami Routh</i>	<i>23 yrs</i>	<i>CLS</i>	<i>9/26</i>
<i>Jenna Grant</i>	<i>7 yrs</i>	<i>Administration</i>	<i>9/27</i>
<i>Ricky Moore</i>	<i>3 yrs</i>	<i>Plant Ops</i>	<i>9/9</i>

KEY PERFORMANCE INDICATORS – SEPTEMBER 2025

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

YTD NOI	Actual of 5,263,656 on budget of 661,333, a positive variance of 4,602,323.
YTD IL Closings	Budget of 18 with actual closings of 26.
YTD Net Sales IL	Budget of 18 with actual net sales at 24.
IL MTD Occupancy	Averaged 206.80 for the month on a budget of 197.
MC MTD Occupancy	Averaged 11 for the month on a budget of 9.
HC MTD Occupancy	Average occupancy for the month of 78.13 with budget of 77.5.
YTD REVPOR	REVPOR budget of 6,439 with actual 6,467 a +.4% variance.
YTD EXPPOR	EXPPOR budget of 6,705 with actual 6,316 a +5.8% variance.

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

AL MTD Occupancy	Averaged 21.27 occupied for the month on a budget of 22.25.
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RED *Light Key Performance Indicators [KPI's]: Summary of Findings –*

Days in AR	Days in AR average of 17.9 versus target of 18. 48% of total AR 90 days outstanding versus benchmark of 15%.
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COVID-19 TASKFORCE & UPDATE(S) – SEPTEMBER 2025

In September, we experienced an increase in positive COVID-19 cases within our Care and Wellness Center & Assisted Living.

We implemented the necessary precautions according to CDC and CMS guidelines. Per regulation, visitation to the Care and Wellness Center and Assisted Living continued as usual but we required all visitors to follow all posted signage and screening protocols as it relates to wearing a mask, social distancing from other residents and staff, and sanitizing hands frequently.

We will continue to monitor and track the number of positive cases on campus.

WHITESTONE LEADERSHIP TEAM: DIRECTORS REPORT

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

HEALTH CENTER REPORT

September Monthly Overview

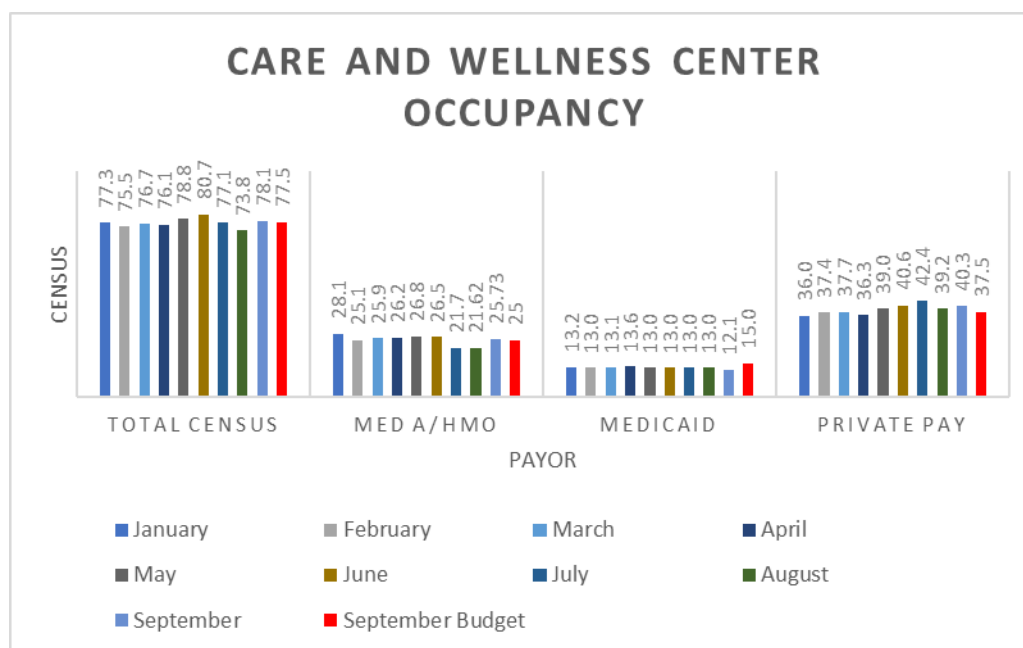
In early September, our Clinical Leadership Team in both the Care and Wellness Center and Assisted Living met to discuss our current state, areas of focus, and to develop an ongoing strategic plan to continue to move WhiteStone forward. Please see additional information about the areas of focus that have been identified by this Clinical Leadership Team in the later section of this report.

Our Summer Intern, Marline Senessie, has since rejoined our community as a full-time employee. Marline has joined our community as our Resident Relations Specialist. In this role, Marline will focus on the Resident and Family experience in both the Care and Wellness Center and the Assisted Living. We greatly appreciated Marline's work with our Community this Summer, and we have no doubt she'll continue to bring great things to this role with our community!



Census Updates

The Care and Wellness Center had a great bounce-back in census this month exceeding both budgeted census for overall and skilled. Our team is continuing to improve our admission practices, and with the addition of our Resident Relations Specialist, we hope this will be a great addition to improve reputation and experience for our Residents and Families.



Clinical Updates

Following the conclusion of our Strategic Planning Meeting, the Clinical Leadership Team outlined the following high-level goals:

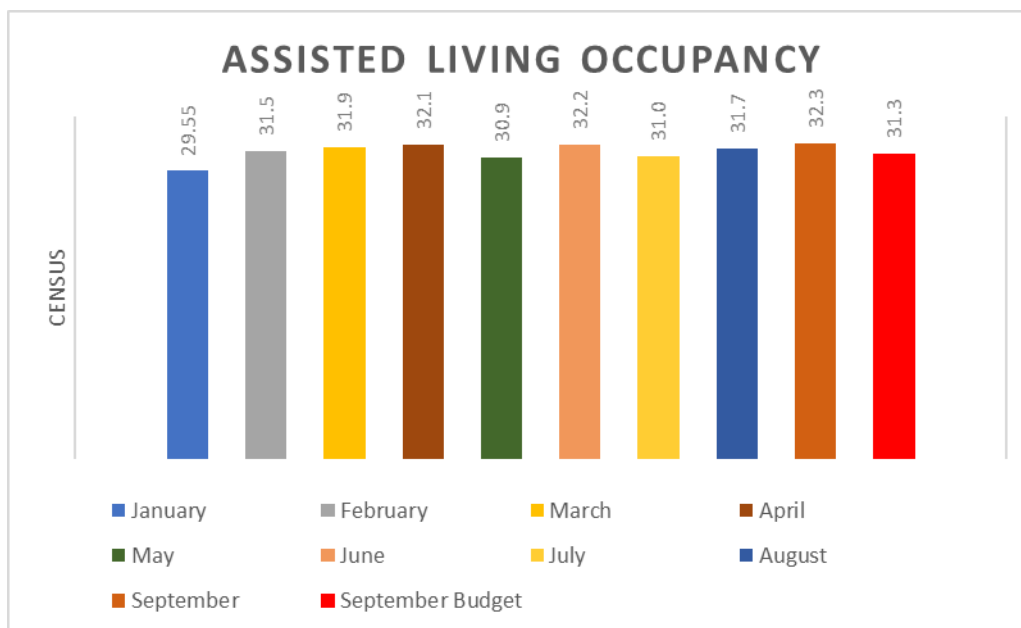
- 1. Within 24 to 48 hours of an identified issue, the Clinical Leadership Team will follow up with the identified party to provide resolution/accountability.*
- 2. The Community will improve both short-term and long-term quality measures to five stars.*

3. *The Community will develop and implement a new hire orientation program and ongoing education plan for all Staff.*

These high-level goals focus on a few key areas we identified such as Resident/Family Experience and Satisfaction, Resident-Centered Care, and Team Member Satisfaction and Retention. Under each of these goals, our team is working on several initiatives to help us obtain these targets. We'll continue to meet as a Clinical Leadership Team throughout the year to check in on these goals, assess our progress, and make any changes to continue to better serve our Residents.

ASSISTED LIVING & MEMORY CARE REPORT

Assisted Living and Memory Care has continued to grow, and we're especially thankful to our Team Members for providing a much-needed level of care to our Community. Our Residents have certainly seen the benefits of this level of care!



HUMAN RESOURCES REPORT

September 2025 Overview

Turnover: 30.18% turnover YTD 2025. Compared to 28.51% through September 2024. Increase of 1.67%. NOTE: These turnover numbers include all hires to include PRN.

Overtime: 1488.35 hrs. of OT for September 2025. Compared to 1165.31 hrs. for September 2024. An increase of 323.04 hrs. on the month and total YTD increase in overtime from last year by 8002.93 hrs. of OT.

Workers' Compensation: Maintenance Asst. – No Further Update at this time: A hearing with the NC Industrial Commission was held August 8th. There was still no resolution. Our counsel is awaiting more medical documentation from 2019. I feel we were in a pretty good position during the hearing. As a reminder this was a Knee injury. The claim is still denied. Injury was never reported until almost a year later. Investigations by work comp have revealed multiple previous claims against the same knee.

EEOC and Legal Updates: None

Budgeted FTEs:

- Total September FTEs: 221.93
- 2025 Budgeted FTEs: 232.3.
- Variance: -10.37 FTEs UNDER budget.

Over budget:

- AL CNAs: 7.61
- Housekeepers: 2.64

Recruiting:

- September 2025
 - 296 New Candidates
 - 20 Scheduled interviews
 - 38 offers with 36 hires
- YTD HR has processed
 - 3,440 candidates
 - 412 interviews scheduled interviews
 - 219 offers with 186 hires.

We held our onsite job fair, "Let's Taco 'bout it", September 18th. It was a huge success with 43 candidates in attendance and 25 job offers made.

Retention:

The HR department continues to engage new hires within the first week of employment to gauge their experience and any potential concerns we may need to address. Keeping these ongoing touch points for the first 6 months of employment we hope will reduce turnover, therefore retaining staff.

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

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	3.91%	3.61%
Jul	3.92%	3.82%
Aug	0.96%	4.30%
Sep	2.95%	1.99%
Oct		7.09%
Nov		2.38%
Dec		3.07%
TOTAL	30.18%	41.06%

- *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 with their teams, and schedule ongoing new hire check-ins.*

Job Openings Report

IMMEDIATE OPENINGS

9/30/25

Job Title	# of Openings	New Candidate Pipeline	Attempting to Contact	Interviews Scheduled	Offers Pending
RN Supervisor 2nd shift FT	1	0	0	0	
RN supervisor 3rd Shift FT	1	1		1	
CNA--1ST FT	2	3	7	2	2
Nurse--1ST FT	1	7	7	2	1
Nurse-1ST PT	2	7	7		
Nurse--2ND FT	2	7	7		
Nurse--2nd PT	1	7	7		
Nurse--3RD FT	2	7	7		
Nurse--3rd PT	2	7	7		
Dietary Aid	1	5	3		
Cook FT	1	3	2	2	1
Custodian	1	1	1		
Housekeepers	2	8			
Maintenance Tech	1	1	1	1	

total openings: 20

Openings after Offers: 16

7 new hires ready for orientation 10.23.25

Ready for orientation:

Total Offers: 4

Interviews Scheduled: 8

MARKETING & SALES REPOR

Monthly Marketing Report September 2025

Current Occupancy: (210)	204	97%			
Sold Occupancy:	208	99%			
Available Units:	<u>Villa</u>	<u>Cottage</u>	<u>IL Apts</u>	<u>Res Apts</u>	
	0	0	1	1	
Explanation:	<u>Villa</u>	<u>Cottage</u>	<u>IL Apts</u>	<u>Res Apts</u>	
			ILW 229	Benn 342	
Sales (Sept)	3		Cancel:	0	
Move-In: (Sept)	3		Upcoming MI:	<i>ILS 313</i>	<i>ILS 414</i>
				<i>ILW 434</i>	<i>4 YRC</i>
				<i>ILW 532</i>	
Transfers:	4				
MO (Sept):	5				
Upcoming MO:	<u>Unit</u>	<u>reason</u>	<u>Est MO</u>		
	Lin 310	HLOC	TBD		
	1001 FMD	HLOC	10/31/2025		
	702 RL	HLOC	10/31/2025		
Dept Highlights:					
Upcoming Events:	11/5/2025 Quarterly Lunch for Wait List depositors				
	11/6/2025 FriendsGiving Marketing Event				
	11/11/2025 WS to host Triad Retirement Living Association				

PLANT OPERATIONS REPORT

Last Month's Activities

- *Continue to work with Brightview on existing work orders and problem areas*
- *Continue progress on walk in cooler and freezer*
- *Continue to monitor work order numbers for the community*

Accomplishments for the Month

- *Completed Water Heater Capital project for IL South*
- *Completed trip hazard repairs*
- *Walk in cooler and freezer project completed*

Plans for the Next Month

- *Start Fiber installation on campus*
- *Complete Gay Terrace project*

Issues and Concerns

- *Continue to address work orders asap.*
- *Hired 2 Maintenance Techs and 1 Security Guard.*
- *No position Vacancy's*

ENVIRONMENTAL SERVICES REPORT

Last Month's Activities:

- *Received new equipment: side by side, large area extractor, Wand extractor*
- *Equipment Vender performed training with Custodians on new equipment*
- *Cleaned all carpet in CWC, AL hallways, and Carpets around Fellowship Hall (Linville building)*
- *Created initial Annual Cleaning document and memo to explain the process for residents*
- *Redesigned schedules to open up housekeeping staff in order to go live with Annual Cleaning once approved*

Accomplishments for the Month are as follows:

- *Completed Dryer Duct work project*
- *Annual Cleaning memo and process finalized with memos getting sent out. Starting in October*
- *Second shift Custodian has been trained and project list for floor care started. All hallways in CWC, IL 2nd floor, IL 3rd Floor, and AL hallways have been cleaned.*
- *Team Lead placed in CWC/AL*
- *Quality Control App is in the process of being built to track data, and capture trends*

Plans for the next month

- *Strip and Wax back hallway in CWC, and laundry. Date set for Oct 7th*
- *Start Quality Control rounding with digital platform*
- *Continuing Floor care projects*
- *Prepare for new washer and dryer in laundry*

OUTREACH FOUNDATION: FRATERNAL FRIENDSHIP PROGRAM

September 2025 Overview Assistance:

- Outreach total of \$8,308.22
 - 6 long term members
 - 0 short term members (emergency)
 - 16 WhiteStone residents received assistance
 - 13 in Independent Living
 - 2 in Assisted Living
 - 1 in Memory Care
- Potential Referrals:
 - (3) Scholarship (Move-in Assistance)
 - Long Term Assistance
 - Short Term/Emergency Assistance
- Activity this month:
 - Completed 2 Annual Reviews
 - Ordered groceries for members
 - Took members to doctor appointments
 - Paid bills for outreach members
 - FFP and Whitestone Presentation at King's Lodge
 - Attended Masonic Luncheon
 - Gave birthday cards to members
 - Scheduled Fraud and Scam Presentation with Family Justice Center
 - Attended Whitestone Board Meeting
 - Met with son of current member to explain FFP
 - FFP and Whitestone presentation at Williams Lodge
 - Meeting with potential applicant
 - Assisted member with getting his car title transferred from late wife's name to his
 - Visited current members who are in the Care and Wellness center for rehab stays

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

CONTINUED: Budget season is well underway. The goal is to present to Jacob Elliott with LCS early September. A couple of key items that are a large focal point with the 2026 budget:

UPDATE: Finance committee meeting has been scheduled for review of the 2026 budget.

- Control Capex to a manageable level that fits with cash flows
- Entrance fees and increase
- Budgeting and maintaining a sustainable monthly service fee increase for residents – 2025 had a 5% increase the goal for 2026 is to be at 4.50%. While getting back to a 3% increase is very unlikely a 4% increase each year may be doable. The SPF is still a topic of discussion, however given the situation it

presented for 2025 it's being evaluated a couple of ways to get the community to where the fee needs to be over the course of a few years

- *Expense control for non-wage items – with 2025 being 100% open across the community this area should not fluctuate much for 2026. Areas that we may see increase is utilities, food costs and building and grounds maint and repair but any increase should be manageable*
- *Investing in staff through wage rates and employee benefits to be competitive and create an environment that meets the needs of staff*

Added: *interest income and investment revenue*

An RFP for auditing services to include FYE audited financials, cost report preparation, 990 preparation, Compilation for the Disclosure Statement preparation will be sent out by mid-September. Nikki is awaiting confirmation from the Grand Lodge regarding the 401k audit as in years past it has been included with WhiteStone's menu of items with WhiteStone's auditors however given the transition of more control over the 401k plan by the Grand Lodge in 2025 it is unclear which entity will be including the preparation with their SOW agreement. UPDATE: the 401k audit was included in the RFP for WhiteStone. 2 firms have reached out with questions so they can better understand the organization and turn in a bid for the services.

Medicaid update – *there are NO pending applications or pending unmet medical needs. As of today, our rate did increase slightly. Over the weekend our Medicaid census did decrease by 1.*

CULINARY SERVICES REPORT

September 2025 Food & Beverage Management Report

- Culinary Engagement Initiatives
 - *We're excited to share that starting October 1, 2025, our buffet and A la Carte menus will feature a fresh new look inspired by the flavors of the season!*
 - *After reviewing recent sales trends and resident feedback, we've made thoughtful updates to include more seasonal ingredients and popular favorites, while replacing items that didn't resonate as well. Our goal is to continue offering delicious, satisfying meals that reflect your tastes and the best of what the season has to offer.*
 - *In addition, we're inviting some of our new vendors to present their products to you throughout October. These presentations will give you a chance to explore new offerings and connect with the people behind the ingredients we serve.*

COMMUNITY LIFE SERVICES REPORT

Total Number of Activities: 82

Total Number of Sessions: 193

Total Number of Cancellations: 3

Total Participation: 2155

Average Participation: 11.2 (~11 per activity)

Participation Percentage: 91.5% (75/82 Activities had Participants)

Total Number of Check-Ins: 287

Changes since August 2025:

- *Total Number of Activities increased by 10 (increased by 13.9%)*
- *Total Number of Sessions increased by 5 (increased by 2.7%)*
- *Total Participation increased by 297 (increased by 16%)*

- Average Participation increased by 1.3 (13.1% increase)
 - (Note: Average = Total Participation/Total Number of Sessions)
- Participation Percentage increased by 2.6%
- Total Number of Check-Ins increased by 17 (6.7% increase)

Significant Growth: The most substantial increase was in Total Participation (+16.0%), indicating a significant rise in overall resident engagement.

Improved Efficiency: The Average Participation per session also saw a strong increase (+13.1%), meaning not only are there more participants, but each session is better attended on average.

Expanded Offerings: The number of activities offered grew notably (+13.9%), showing an expansion in programming.

Negative Indicator: The number of cancellations tripled (+200%), which is a negative trend. However, it's important to note that starting from a base of 1 makes this percentage seem very large.

Positive Trend in Consistency: The Participation Percentage increased (+2.9%), meaning a higher proportion of scheduled activities successfully attracted at least one participant

Current & Ongoing Projects – Gina Prevost

Resident Engagement & Communication

- Welcoming and integrating new Independent Living (IL) residents.
- Monthly publications:
 - Chit Chat
 - Healthcare Highlights
- Maintaining updated email lists:
 - CWC families
 - AL families

Resident Information Management

- Uploading resident photos to:
 - Uniguest
 - Point Click Care
- Managing the Host List in CWC.

Program Exploration

- Researching the Motivation Alliance Program for potential resident engagement opportunities.
 - (Same system observed during the visit to Croasdaile Village.)

Summit/Webinars/Conferences Attended

- Attended Leading Age Staff Empowerment Summit at Arbor Acres on 9.17.25
- Webinar on Flourishing Communities by LifeLoop on Resident Engagement on 9.23.25
- Will be attending the Life Care Services 2025 Community Life Services, Life Enrichment, and Memory Care Directors Conference in Des Moines, IA October 26-30th Lora Mize will be attending this conference with me.

Resident Engagement Best Practices Competition

- The Community Life Services Department has entered the Life Care Services Resident Engagement Best Practice Competition. You can only submit in 4 different categories and one submission for each category.
- So far, we have submitted under the Cognitive Vitality, Brain Fitness & Dementia-Inclusive Engagement category regarding our WhiteStone Retreat: A Resident Caregiver Program.

- All entries must be submitted by October 10th, and the winner will be announced at the Community Life Services Conference on October 29th.

Second Harvest Food Bank

- Second Harvest Food Bank Virtual and in person donation drive – starting October 6th and running thru December 4th

Active Aging Week

- International Council on Active Aging (ICAA) leads the global celebration of Active Aging Week. I registered WhiteStone as a host site for Active Aging Week through ICAA. We are already doing a lot of this, but we planned some extra things for this week. Refer to attached IL Activity Calendar for details of the week – which is from October 6th-10th
- Active Aging Week Photo Contest - For Active Aging week we are entering a Photograph contest-The Active Aging Week Spirit Award is your chance to highlight your organization's active aging event on a global stage. By participating, you can gain industry recognition and be featured in The Journal on Active Aging. Bob Kelly is taking photos for the event.
 - Benefits
 - Industry recognition: Stand out in the active aging community.
 - Featured publication: Get your story published in the Journal on Active Aging.
 - Marketing materials: Receive a press release and preformatted social media announcements to boost your outreach efforts.
 - Everyone will get a spirit award certificate for participating. The top five chosen will receive a certificate indicating that esteemed designation (top five). The participation award is automatically generated upon enrollment. Top five recipients will be announced by December 15, 2025.
 - Judging and submission
 - Submission Period: September 22 to November 15, 2024.
 - Eligibility: Your organization must be a registered official host site.
 - Selection: Judges will choose the images that best capture the spirit of Active Aging Week. The quality of the image and the attempt at telling a story are taken into high consideration. Winners will be announced after the submission period ends.

Assisted Living

- Jillian is working on a Meet our Residents binder – it contains their picture and a little bit about them. Kind of like a Get to Know Me Page. When completed the binder will be located on the 1st floor and it will be color coded and tabbed to separate each floor.
- Sara is working on a celebration – a big Hispanic tradition – watch the Coco movie – End of the month – party – painting Cantaritos De Barro Mexicanos (like Vases)(painted like Day of the Dead and put orange flowers in them)

October Highlights

- 10.6.25 Wake Forest Institute of Regenerative Medicine-“Growing Body Parts in our own Backyard” Speaker-Genevra Kelly, Chief Philanthropy Officer is coming to speak to our residents.
- 10.9.25 Sock Hop Dance with DJ (6:30pm)
- 10.11.25 MHCO Homecoming – Mandy driving
- 10.13.25 Chaplain Misty McAden and her fiancée Sam Main here to present on their Mission Trip to Honduras. 6:30pm
- 10.16.25 Tour of Wake Forest Institute of Regenerative Medicine, lunch and stop at Winkler Bakery at Old Salem

- 10.19.25 New Greensboro Gargoyles Hockey Game
- 10.20.25 Alzheimer's Association, Community Educator, Dennis Moser, here to speak about "The Empowered Caregiver Series: Building Foundations of Caregiving"
- 10.21.25 NC State Fair
- 10.25.25 Walk to End Alzheimer's-First Bank Field
- 10.27.25 Earlier.org Gathering of Friends – Martha Kaley's organization – Keynote Speaker: Wyndham Clark-PGA Tour Player 2023 US Open Champion at Grandover Resort
- 10/30 Van Gogh: The Immersive Experience in Winston-Salem.
- 10/31 Halloween Themed Wine Down

November Highlights

- 11.3.25 – Tracy Armwood will be presenting on her Trip to Africa-6:30pm
- 11.5.25-11.7.25 – Gina and Mandy gone to Asheville to Biltmore House on overnight IL Resident trip – total going 25.
- First week of November – begin decoration WhiteStone for Christmas!
- 11.11.25– Veterans Day Program at WhiteStone
- 11.13.25-Holiday Makers Market 10-4 – Fellowship Hall
- 11.17.25-Josh Hillegass and Kali Hollingsworth (Pharmacist) will present on WhiteStone Pharmacy and when you come to the CWC
- 11.19.25-Dr. Cheryl Greenberg, Age Coach will be here to speak about "Breaking the Age Code"
- 11.20.25-Assisted Living/Memory Care Thanksgiving
- 11.21.25-Wild Tails is back! Exotic Animals

December Highlights

- First week of December (TBD) Memory Tree Dedication Program
- Working on compiling a list of residents wants/needs for the CWC Angel Tree project.
- 12.5.25-Silent Auction 10-5
- 12.8.25-Greensboro Tarheel Chorus Holiday Concert
- 12.10.25-WhiteStone Chorus Holiday Concert
- 12.13.25-CWC Resident/Family Christmas Party
- 12.17.25-An Afternoon of Music with Jackson Middle School's Band Ensemble

CHAPLAIN & SPIRITUAL SERVICES REPORT

- **Worship Services** – led 3 services (and planned 1 for guest speaker)
- **Funerals** – 0
- **Pastoral Encounters**
 - CWC -70+ (number is large due to frequent visits of several IL residents in CWC)
 - AL-13+(as well as walk-throughs occasionally to greet residents)
 - IL-26+ (as well as walk-throughs at meals occasionally to greet residents)
 - Employee – 0
- **Weekly Bible studies/worship**
 - CWC – 4
 - AL – 4
 - IL – 2
- **Support Groups:**

- RISE – 1x
- HOPEFUL – 1x
- **Meetings:** *CWC daily report, Collaborative Care Team meeting, Spiritual Support Committee, Resident Council*
- **Miscellaneous:** *attended IL coffees and other activities as able, continued card ministry – resident birthdays, wedding anniversaries, and bereavement*
- **Working on the following in October:** *Presentation of mission trip Oct 13th, worship service prep, support group planning, Bible Studies planning, St Francis pet blessing 10/2, assisting with resident memorial service planning x3*
- **Long-term: Chapel improvements** – *(still working on lighting, carpet, pew touchup), planning interfaith activities - enrichment of spiritual support for all faiths, end of year holiday planning*
- **PTO** – *Sept 10, 11, 14, 15*
- **Upcoming** – *October 5, 6, 19,20*