

**Whitestone Resident Council Agenda**

**January 23, 2025 9:30 A.M.**

**Fellowship Hall**

**LIVE STREAMED ON 1390**

**WELCOME**

**Donna Newton**

**PRAYER - Chaplain Misty McAden**

**EMPLOYEE RECOGNITION AND AWARDS – Tracy Armwood**

**CARE Awards - JoAnn Cox**

**EXECUTIVE DIRECTOR'S REPORT – Mark Lewis**

**Last Meeting's Minutes are in the Library**

**TREASURER'S REPORT – Anita Greenstein**

**Employee Gratitude - Ted Deresie**

**Neighbor to Neighbor and Auxillary -Don McCrickard**

**COMMITTEE REPORTS:**

**Please have copies available for Secretary**

**Barbara Krueger**

**Spiritual Support-Ray Hall**

**Environmental-Robert Vinroot**

**Activity- Bob Kelly**

**Marketing - Anita Greenstein**

**Food and Beverage-Gorge Troxler**

**Residential Services - Robert Vinroot**

**Campus Care & Alliance-**

**Jo Ann Cox**

**Officer Nominations-Donna**

**NEXT RESIDENT COUNCIL MEETING: February 27, 2025**

**(FELLOWSHIP HALL)**

**ADJOURNMENT**



## Whitestone Resident Council Meeting Minutes

January 15, 2025

Fellowship Hall

9:30 am

Live Streamed 1390

1. Called to order by Donna Newton, President of Resident Council
2. Misty McAdam, Chaplain conducted an opening prayer.
3. Employee Recognition Awards were -resented by Tracy Armwood, HR Director.
4. Nikki Stafford covered Executive Direct's financial report since the October meeting. The occupancies shared are covered in the Marketing Committee Meeting Minutes behind this intro.
5. Mark Lewis, Executive Director, reported updates for occupancy including 98% for the IL, AL and Care and Wellness total.
6. Last meeting minutes are in the library.
7. Anita Greenstein, Treasurer invited financial donations to be able to donate to community needs.
8. Ted Dresie reminded us they are starting their 2025 collection for the staff's Employee Gratitude Fund which they will collect for, until the end of 2025.
9. Don McCrickard updated us on their goals for photo frames for A/L patients.
10. Ray Hall updated us regarding replacement of carpeting for the Chapel, and repair damage from wheelchairs on chapel seat backs.
11. Donna Newton invited nominations for any committee replacements for the next election year. Meeting was Adjourned.

Notes for other reports can be viewed in the individual committee minutes following this sheet.



## Super Star Awards

Employee Name	Department	Star	Award
Jocelyn Miller	Food and Beverage	1	Key Chain
Shadequa Pierce	Nursing	1	Key Chain
Macy Stanford	Nursing	1	Key Chain
Arkena Shields	Nursing	1	Key Chain
Tayanna Turner Gray	Food and Beverage	1	Key Chain
Hollis Presson	Community Life	10	Sour Patch Kids
Otoniel "Tony" Santiago Moreno	Plant Operations	10	Starburst Sour Air Gummies
Shannon Thompson	Nursing	10	<del>Runts</del> Hershey Nugget
Katelyn Zeban	Food and Beverage	10	Reese
Stephanie Bowser	Food and Beverage	25	Tumbler
Andrew Howard	Community Life	25	Tumbler
Ricky Moore	Plant Operations	50	Goodie Box
Mary McMillan	Finance	75	Blanket
Larkin Pena	Community Life	75	Blanket
Ashley Thorpe	Environmental Services	75	Blanket
Hayley House	Food and Beverage	100	Day off w/ Pay

## Service Anniversaries

Employee Name	Department	Year
Lashena Brooks	Nursing	3
Uriah Farrar	Food & Beverage	3
Ashley Thorpe	EVS	15



# **WhiteStone Masonic and Eastern Star Home**

## **Resident Council**

January 23<sup>rd</sup>, 2025

- I. Financial Performance
  - Net Operating Income
    - December NOI variance to budget 95,957
    - YTD NOI variance to budget 1,864,361
  - Operating Revenue
    - December revenue over budget by 40,743
    - YTD revenue has exceeded budget by 1,736,973
      - IL 1,415,529
      - AL / MC (644,875)
      - Health Center 892,005
  - Operating Expenses
    - December expenses under budget 54,853
    - YTD expenses under budget by 127,388
- II. Occupancy Update (Current)
  - 201 occupied at 95% & 206 sold at 98% of 211 total IL units available:
    - IL Buildings x 0 / Villas: x 0 / Cottages: x 0 / Residential: x 5
  - AL / Memory Care 31 out of 36 occupied (86%)
  - Health Center 80 out of 86 occupied (93%).
- III. Other
  - Quarterly Board of Directors Meeting 2/15
  - Wilkerson College 2/28 & 3/1
  - SARA Pendant Lanyards
  - ICare Program Introduction
- IV. Question and Answer



**Building & Grounds Committee Meeting**  
**January 13, 2025 2:00 PM**

**Agenda**

**Brightview:**

Aerating and over-seeding has been completed. Pine needles have been distributed and installed.

**Old business:**

1. Although the sign package has been installed there are still some mis-leading directions on some of the signage. (Mark is working on this issue)
2. Work order status. (101 open work orders)
3. Some repairs have been made on the fence behind 4-B Fraternity Dr. but there are still some repairs that need to be made. (Dean has completed)
4. I believe that almost all tripping hazards have been addressed and repaired. ( yes all completed)
5. Has any more pressure washing of the curb and gutter been completed? (Not at this time due to temperatures)
6. Has the damaged curb going into the parking lot at the end of Fraternity Dr. been repaired (Joel is working on this issue to get resolved)
7. I have obtained a quote for the planting of trees along the fence bordering Spring Garden Rd. Will this work be completed? (proposed for 2026 budget year)
8. Anything new on the wood working shop? I have not yet met with Rick Berkimer on this but would like to as soon as possible. ( got sprinkler quote for building, working with architects on drawings)
9. I understand that the Gazebo idea is on the 2025 wish list. Did the BOD address this?
10. Has the new CWC generator been installed? (timetable is between April and July of 2025)
11. Has Brightview addressed the overgrowth of vegetation along the fence line in the Hiram Land dog park? (I am having Gregory with BrightView look into this issue)
12. Has anyone put in a work order for window cleaning and/or carpet cleaning? How did that go?

**New Business:**

1. I would like to talk about whole house generators for the villas. We along Freemasons Dr experienced an approximately 2-hour outage after an accident on Spring Garden. At first, we had no idea what had caused the outage and the only word we got was that it should be back on before 1 AM. The weather was not good, and it was cold. It was restored by 11 PM thankfully.
2. Any other business to be addressed? (cold air entering dining area from outside dinning doors)

**Completed Building upgrades:**

1. Rotunda door has automatic door opener installed, hopefully this will help with cold air coming into the dining room from people using the exit doors.

**Planned Building upgrades:**



1. We are also having automatic door opener for wellness center entrance.
2. Additional parking for Golf carts outside of the wellness area. This project will give 5 to 6 golf cart parking spots for residents and free up congestion under portico.
3. Resident and visitor parking out front of CWC 600 hall entrance. We are Painting resident on 6 spots and visitor on 4 spots to give more parking area for residents in IL and Visitors.



## **Building & Grounds Committee Meeting January 13, 2025**

### **Minutes**

The meeting was opened with prayer at 2:00 PM

There was some mis-leading information on the new sign package and Mark is supposed to be working on that.

At last count there were 101 open work orders.

Although some repairs have been made on the fence behind 4-B Fraternity Dr. the barbed wire on top of the fence needs to be repaired or replaced.

All sidewalk tripping hazards have been repaired.

Pressure washing of the curbs and gutters has been started but not completed.

The damaged curb going into the parking lot at the end of Fraternity Dr. has not yet been repaired but Joel is working on this issue to get it resolved.

The trees along the Spring Garden Rd. fence is proposed for the 2026 budget year.

Nothing new on the wood working shop except that Rick Berkimer is with a Architect on this project.

The Gazebo idea is supposed to be on the 2025 wish list. Has the BOD been informed of this?

The new CWC generator is scheduled to be installed between April and July of 2025.

Has Brightview addressed the overgrowth of vegetation along the fence line in the Hiram Lane dog park? I think that this has been addressed.

Has anyone put in a work order for carpet cleaning or window cleaning? This is available.

We also discussed the possibility of whole house generators in the villas after experiencing a two hour power outage along Freemason's Dr. after an accident on Spring Garden Rd. The weather at the time was cold and we didn't know how long it would be out.

The Rotunda now has an automatic door opener installed. There will also be one installed on the Wellness Center doors.

There will be 5 or 6 golf cart parking spots in front of the Wellness Center.

There will also be parking spots designated for residents and visitors in front of the CWC 600 entrance.



**Auxiliary Committee Meeting Minutes**  
**1/20/2025**

Attendance: Don McCrickard, Terry Nottage, Doris Rogers, Artie Pulcher, Bob DellOrfano, Roy Smith, Shirley Berthold, Connie Burbank, Mia Sansbury, Caroline Meurer, Judy Young, Tabbie Nance, Paula Dille, Carol Carpenter, Alicia Sharp, Peggy Butler

Staff Attendance: Allison LeTourneau, Josh Hillegass, Andrew Howard, Archana Patel

Don opened up the meeting with a prayer and greeted the committee and thanked the committee for their hard work with visiting CWC and AL residents.

Josh greeted the committee members. He informed them that respiratory cases had declined on campus and the committee members may resume staffing the CWC Front Desk on weekends. He asked them to follow the mask mandate when visiting residents in the CWC and AL.

Josh informed the committee of the interview process for the AL manager role. He asked to bring any issues about the AL to him or Crystal at this time. Josh informed them that 30 of 36 apartments in AL building are currently occupied. Bob DellOrfano asked where the residents are coming from and Josh informed him that the majority of the AL residents are from WhiteStone's long term residents.

Allison passed out new visitation lists for the committee and informed them of a Valentine's Day party for the CWC. Don encouraged the members to assist with the CWC Valentine's Day party on February 14 at 2:30 in the Blue Activity Room. Don reviewed the visitation list.

Don spoke on the status of the Neighbor-to-Neighbor program. He mentioned the similarities between the Neighbor-to-Neighbor program and other programs we have such as Care Chain and mentors from the Marketing Committee. It was agreed that we will not move forward with the program now, but it may be revisited at a later date.

Don spoke about the photo frame project. There are now two frames and the second resident will be identified at a later date. Tabbie spoke on how nice it was to visit the resident using the frame. Tabbie and Shirley were involved in assisting the resident with her photo frame. CLS and the administrator team will work together to identify a second candidate for photo frame.

Don thanked the committee for their work assisting residents in the CWC and AL.

*Respectfully submitted by,  
Allison LeTourneau, LRT,CTRS  
Recreational Therapist  
Community Life Services*



Ray Hall &lt;secy76@gmail.com&gt;

## Spiritual Support Committee Report

message

Ray Hall &lt;secy76@gmail.com&gt;

Wed, Jan 22, 2025 at 1:33 PM

To: Ray Hall &lt;secy76@gmail.com&gt;

The Spiritual Support Committee met January 8, 2025

It was reported that Bible Study would resume Thursday January 23.

.Ray Hall was selected to chair the committee for the new year.

A discussion was held on the need to refurbish parts of the chapel. It was decided to replace the carpet and to attempt to find someone to refinish the ends of the pews on the middle aisle where they have been scratched over time. This was approved by the congregation at the January 12th meeting. We will get some estimates and then decide which ones to approve.

Our next meeting will be held February 5th at 2:00 PM in the Arts and Crafts Room

Respectfully submitted,

Ray Hall



## Marketing Committee Agenda January 15, 2025

Bob Dellorfano, Chair

### Committee Members:

Beverly Cato	Sylvia Davis	Alan Atwell	Betty Atwell
Carolyn Cotton	Don Etherington	Ted Fritz	Donna Ferguson
Sandra Wegner	John Proudfit	Stuart Brownlee	Helen Ullrich
Don McCrickard	Donna Newton	Ed Phelps	Ted Dresie
Anita Greenstein	Allen Greenstein	Barbara Krueger	Charlie Jones
Bob Kelly	Bob Levin	Ellen Levin	Phyllis Jones
Jill Jones	Nancy Howard		

Marketing and Sales team: Debi Bryant, Monica Hurd, Meredith Cooper

### Opening: Prayer by Bob

Review October Minutes

### Old Business:

Reports on November & December move-ins:

a. Benn 249 – Sarah Gamble	Jill Jones
b. ILW 103 Chuck and Judy Covarrubias	Helen Ulrich

### New Business:

A. Marketing Minute – Overview  
1. Marketing Minute

B. Total IL units at WhiteStone: 211  
Occupied: **202 (96%)**  
Sold: **206 (98%)**

C. January Marketing Events  
1. New Resident Orientation 1/22/25  
2. Marketing Event: The Power of a Plan 1/30/25

D. Future move-ins and Mentors (assign as needed)

a. Margaret Pierce	ILW 334	1/13/25	Stuart Brownlee
b. Fran Mooney	Benn 244	end of January	



1/31  
Feb. Bob Dellorfano  
TBD Betty & Alan Atwell  
TBD Nancy Howard

### Open Floor:

## Discussion on Sales pitch regarding woodworking shop.

**Closing:**

Next meeting will be **February 12, 2025** at 11:15am in the Fellowship Hall.



**Marketing Committee Meeting Minutes**  
**January 15, 2025**

**Present:**

**Bob Dellorfano, Chair**

<b>Bob Kelly</b>	<b>Donna Newton (abs)</b>	<b>Alan Atwell</b>	<b>Betty Atwell</b>
<b>Ted Fritz</b>	<b>Robert Vinroot</b>	<b>Stuart Brownlee</b>	<b>Pat Vinroot</b>
<b>Sandra Wegner</b>	<b>John Proudfit</b>	<b>Barbara Krueger</b>	<b>Phylis Jones</b>
<b>Don McCrickard</b>	<b>Charlie Jones</b>	<b>Ellen Levin</b>	<b>Helen Ulrich</b>
<b>Anita Greenstein</b>	<b>Allen Greenstein</b>	<b>Bob Levin</b>	<b>Mark Lewis</b>
<b>Ed Phelps</b>	<b>Don Etherington (abs)</b>	<b>Beverly Cato</b>	<b>Carolyn Cotton</b>
<b>Sandra Wegner</b>	<b>Jill Jones (abs)</b>	<b>Connie Burbank</b>	<b>Sylvia Davis (abs)</b>
<b>Nancy Howard (abs)</b>	<b>Donna Ferguson (abs)</b>	<b>Ted Dresie</b>	<b>Archana Patel</b>

Marketing and Sales team: **Debi Bryant, Meredith Cooper**, Monica Hurd (abs)

**Opening:**

Bob opened the meeting with a short prayer. Moved to waive the reading of October 2024 minutes.

**Old Business:**

Reports on November & December move-ins:

1. 1/5	Sarah Gamble	Benn 249	Jill Jones
2. 1/10	Chuck & Judy Covarrubias	ILW 103	Helen Ulrich

Helen reported that she met with Judy. Jill was not available for comment.

**New Business:**

Marketing Minute – Debi reported on the occupancy figures:

A. Total IL units at WhiteStone:	211
Occupied:	202 (96%)
Sold:	206 (98%)

The whole committee congratulated them on a job well done.

**B. Marketing Minute**

1. New Resident Orientation 1/22/25
2. Marketing Event: The Power of a Plan 1/30/25

“the Power of the Plan” talks about the importance of having a plan, how to move forward with getting on the wait list and, of course, sharing why WhiteStone is a powerful fit for so many people.



### C. Future move-ins and Mentors (assigned)

a. Margaret Pierce	6J	1/11/25	Stuart Brownlee
b. Fran Mooney	Benn 244	1/15/25	Donna Ferguson
c. Beth Carroll	ILW 528	1/31/25	Bob to assign mentor
d. Carol Rich	ILS 415	TBD	
e. Gienna & Allen O'Haver	6J	Feb	Bob Dellorfano
f. Glenn & Mary Lou Strohl	701 RL	TBD	Betty & Allen Atwell
g. Dick & Bjorg Matthews	701 FMD	TBD	Nancy Howard

Debi reported that Apt 228 will be occupied in March. The remaining openings currently reside in the Bennet Building

The Power of the Plan event have 28 signed up. Debi may need some members of our committee to join in this event.

In February, from the 5<sup>th</sup> through the 7<sup>th</sup> Debi will be gone to attend an LCS function.

Some of the highlights that marketing had achieved in 2024:

66 closed units

56 deposits

3309 potential resident contacts

6417 emails

522 tours

The team applauded their efforts

#### Open Floor:

I brought up the concern about marketing, including in their sales pitch, the availability of a woodworking shop. Debi and I reviewed all the literature and could not find any reference regarding the shop. She assured us that all prospective buyers have not, in the recent past been advised of such a shop.

Mark commented that the budget priorities for 2025 did not include the \$70,000 needed to bring the shop up to code. He sought to determine the number of current residents who would utilize the shop and to verify this figure through a survey.

In addition, Bob Kelly will hold a short training session on AARP grants. It currently is set for Friday 1/17 at 1:00 PM in the Arts & Crafts Room.

#### Closing:

Our next meeting is scheduled for Wednesday February 12 at 11:15 AM in the Fellowship Hall. Thank you again for all that you do.

Bob



## OCCUPANCY REPORT

95% Occupied / Sold to 98%

Cottages Available - 0  
Villa Homes Available - 0  
Apartments Available - 0  
Residential - 5

## JANUARY EVENTS

**1/15 Marketing Committee Meeting**  
FH 11:00am  
**1/22 New Resident Orientation**  
FH 11:30am  
**1/30 Marketing Event**  
FH 11:00am

## FEBRUARY EVENTS

**2/12 Marketing Committee Meeting**  
FH 11:15am  
**2/20 Marketing Event - 11am**  
**2/26 Wait List Event - 12pm**

## OCT, NOV & DEC MOVE-INS

10/28	Trish Howard	Ben 241
11/5	Margaret Pierce	ILW 334
12/6	Sarah Gamble	Ben 249
12/19	Chuck & Judy Covarrubias	ILW 103

## 2025 MOVE-INS

Jan	Fran Mooney	Ben 244
Jan	Beth Carroll	ILW 528
Jan	Carol Rich	ILS 415
Feb	Glenna & Allan O'Haver	6J

As we step into 2025 – I wanted to share a quick review of 2024!

Our Independent Living Community wrapped up the year at 96% Occupied (202 units) and Sold to 98% (207 out of 211 units)!! The Team closed 66 units (to a budget of 36) and collected 56 sales deposits in 2024. In order to achieve this, we connected with 3,903 prospective residents by phone, sent 6,417 emails & provided 522 tours for prospects & their families/friends.

In 2025 we plan to keep the momentum going. We have 6 Move-ins scheduled so far. The Sales Team will kick off Q1 by attending the LCS Sales Conference February 5-7. We couldn't do this without your support - you all are the Rock Stars who continue to make WhiteStone an amazing place to live!

We will continue to Thrive in 2025!



*Happy  
New Year*




**WhiteStone**  
A MASONIC & EASTERN STAR  
COMMUNITY  EST. 1912  
Founded on fellowship. Inspired by you.



## January Marketing Event:

**Lunch & Learn:  
The Power of a Plan**

**Ring in The Year of You!**  
Thursday, January 30 | 11 a.m.



**WhiteStone**  
A MASONIC & EASTERN STAR  
COMMUNITY  EST. 1912  
Founded on fellowship. Inspired by you.

RSVP by Calling  
336-572-2638 or going to  
[liveatwhitestone.org/events](http://liveatwhitestone.org/events)

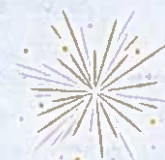


### MARKETING COMMITTEE:

**Chair: Bob DellOrfano**  
**Secretary: Nancy Howard**



## Resident Referral Program:



We would love your help with spreading the word about WhiteStone. Each prospective resident that you refer to us (that results in a move-in), you (current resident) will get a \$1500 credit on your monthly service fee once they move in.

### MARKETING TEAM

If you have any questions or comments,  
please feel free to reach out to the Marketing Team:

**Debi Bryant, Director of Sales & Marketing** [dbryant@LiveatWhiteStone.org](mailto:dbryant@LiveatWhiteStone.org)  
**Monica Hurd, Residency Counselor** [mhurd@LiveatWhiteStone.org](mailto:mhurd@LiveatWhiteStone.org)  
**Meredith Cooper, Marketing Coordinator** [mcooper@LiveatWhiteStone.org](mailto:mcooper@LiveatWhiteStone.org)

**NEXT MARKETING COMMITTEE MEETING:**  
**FEBRUARY 12 AT 11:15AM**



**Marketing Committee Resident Council**  
**January 23, 2025**

Marketing and Sales team: Debi Bryant, Meredith Cooper, Monica Hurd

**Opening:**

As has been my custom I opened the meeting with a short prayer. We had no Committee meetings For November or December and we had four new residents during that time frame which are being mentored by 4 of our 15 active mentors.

Mentoring is a great way of introducing the new residents to the many opportunities that this continuous care facility has to offer and helps with relieving the stress that we all must undergo in any significant life changes. I am proud of the committee and how they work with the marketing Staff in all their efforts to maintain the WhiteStone occupancy rate at such a high level and of course the job they do with mentoring the new residents.

**New Business:**

Marketing Minute – Debi reported on the occupancy figures: (Copies available at entrance)

A. Total IL units at WhiteStone:	211
Occupied:	201 (95%)
Sold:	206 (98%)

To achieve this effort:

The team closed on 66 units (budget of 36)

Collected 56 sales deposits in 2024

They connected with 3,903 prospective clients by phone

Sent 6,417 emails and 522 tours for prospects and their families.

The whole committee congratulated them on a job well done.

B. Marketing Minute – Debi reported on the upcoming events in January & February

1. New Resident Orientation 1/22/25
2. Marketing Event: The Power of a Plan - 1/30/25

“The Power of the Plan” talks about the importance of having a plan, how to move forward with getting on the wait list and, of course, sharing why WhiteStone is a powerful fit for so many people.

C. Future move-ins and Mentors (assigned)

a. Margaret Pierce	334	1/11/25	Stuart Brownlee
b. Fran Mooney	Benn 244	1/15/25	Bob Dellorfano
c. Beth Carroll	ILW 528	1/31/25	Bob & Ted
d. Carol Rich	ILS 415	TBD	Sandra Wegner
e. Gienna & Allen O'Haver	6J	Feb	Bob Dellorfano
f. Glenn & Mary Lou Strohl	701 RL	Feb	Betty & Allen Atwell
g. Dick & Bjorg Matthews	701 FMD	TBD	Betty & Allen Atwell



Debi reported that Apt 228 will be occupied in March. The remaining openings currently reside in the Bennet Building

The Power of the Plan event have 47 signed up. Debi may need some members of our committee to join in this event.

In February, from the 5<sup>th</sup> through the 7<sup>th</sup> Sales and Marketing will attend an LCS Sales Conference.

**Open Floor:**

Bob Kelly held a short training session on AARP grants on Friday 1/17 for those who wished to pursue one.

**Closing:**

Our next meeting is scheduled for Wednesday February 12 at 11:15 AM in the Fellowship Hall.  
Thank you again for all that you do.  
Bob



Residential Services Committee  
January 13, 2025

Present: Bob Levin, Ted Dresie, Joyce Hibshman, Amelia Caison, Leslie Caison, Karla Stapelton, Archana Patel, Bob DellOrfano, Sandra Wegner, Ellen Levin, Stuart Brownlee, Linda Christianson, John Serdensky

Stuart Brownlee, Chairwoman

Review Of minutes of 10/14/2024 - moved and seconded to approve-Minutes Approved

Single Digits has improved with some facets of their customer service, particularly quickly recognizing that you are calling from WhiteStone, but also in less than 10 minutes responding to simple tasks like retrieving a lost password. Management is still working on other means to supply WiFi to the residents.

Update on Randolph Clinic- Karla Stapelton reported that Dr. Amin has not been able to find a Nurse Practitioner. A meeting was held with Dr. Amin, Karla Stapleton and Mark Lewis in December to discuss concerns and Mark suggested that perhaps they should use a recruiter to find a Nurse Practitioner so the clinic hours could be expanded and aid the Doctors. In response to Bob D.'s question Karla said if residents have health concerns other than on Tuesday or Thursday they should go to the clinic on the 2nd. floor of IL West. On Tuesday and Thursday go to 5th. floor of IL South. We discussed walk-in clinics in the area for residents to use on the weekend, and suggested we generate a list of clinics for the residents to have. Karla also reported that the Drs will be more available and will be able to be contacted if they are off campus.

Update on Lanyard- Archana Patel presented several different types of lanyards for us to inspect; 2 had break away magnetic clasps and 2 of different material. at this point 5 people were speaking at once and I lost the thread. Archana will bring the samples to the Resident Council.

Discussion on Fire Alarms- Bob DellOrfano voiced concern that too many residents did not know what to do when a fire alarm sounds, our ability to hear the alarm, and the status of the alarm on One Call. Archana said all the information is being updated. Stuart suggested that something be put in Chit Chat to remind residents what to do in emergency situations. Archana will look into it.

#### New Items

We noted that as we age, it becomes difficult to hear in the Fellowship Hall due to diminishing hearing. Bob D. Suggested using lapel mics instead of handheld ones. Bob also suggested a laser projector generating between 4000 to 5000 lumens for the Hall so we



could see the slides in the hall more clearly and on channel 1390 while streaming.

Seating and acoustics is not good in the Rotunda either.

We will discuss these issues with Gina.

A too long discussion continued re: snow removal, recycling etc., and it was decided to move it to Building and Grounds.



~~For~~ Council  
Secretary

## **Resident Council Report January 30, 2025**

### **Activity Committee Meeting on January 9, 2025**

#### **Brief Review of 2024 Highlights**

- In coordination with The Spiritual Support Committee brought the poignant program, “She Would Not Take Off Her Boots”
- The various trips to the North Carolina Zoo
- Planned trip to Biltmore and Chihuly – although cancelled
- Scheduled physical activities e.g., chair yoga, burner boxing, and water aerobics
- The continued support of resident-led activities e.g., HKF and Samba
- Activities: Fishing, golfing, Bunco, Bingo, Trivia
- Super-human effort in getting WhiteStone decked out for the holiday season...and taken down
- Continually improving Uniguest; its features and usefulness

#### **Speaker Series**

- Renamed First Monday Speaker Series to “Speaker Series”
  - Gives more freedom to schedule at different times
- The Alzheimer’s Association may come to speak – they offer multiple program topics. Look for this in upcoming Activities.
- A member asked about Hospice coming to speak – they have a range of topics that residents could find useful
- Developed a guideline for speakers to ensure their needs are met and that a speaker keeps to the presenter topic



- Committee members contributed to this cheat sheet. i.e. what equipment needed, invited to dinner, etc.
- Based on a resident's suggestion CLS, when feasible, not always staying for every night event to relieve staff of extended days/evenings
  - Setups are done and all is ready
  - A resident is present for the program and taking pictures as needed

### **Ongoing**

- Blood Pressure Clinic – every Tuesday
- Update on Homestead Market – not coming on Thursdays until March 13<sup>th</sup> due to winter weather. Will deliver to WhiteStone – and will provide a number for residents to call for an order

### **Recent and Scheduled**

- 1/14 Spintopia with Scott – 6:30
  - Called “Senior Living’s Newest Live Game Show”
  - First official Spintopia game at WhiteStone. It is a browser that we purchased the rights to use. Whoever shows up we split residents into groups.
    - Think Wheel of Fortune and more casual than Trivia. Called “Senior Livings Newest Live Game Show”
- 1/15 Easy Listening Piano – Charles Angel 6:30 p.m.
- 1/18 Tanger Center – Greensboro Symphony Orchestra – Aretha Tribute – Begins at 7:30 p.m.
- ~~1/20 Lynne Haeseler – Piano – 6:30 p.m. Fellowship Hall – To reschedule~~



- Talent Show(s) – Visual Arts 1/21 and Performance Arts 1/22
- 1/30 Monthly Birthday Party – 2:00 p.m. – Rotunda
- 2/03 Speaker Series - Bryant Webster - "Estate planning and Advance Directives" – 6:30 p.m. Fellowship Hall
- 2/26 Annual Chili Cook-Off
- Ryan Hester – Safety in the age of Artificial Intelligence (AI) – TBD

### **Potential**

- Discussed ElderLaw Firm coming to speak to WhiteStone.
  - Completing an interest form from ElderLaw
- Blue Moon Insurance-Medicare Advisors to speak next September or early October to prepare residents for Medicare options/changes for the coming year.
- Community Life Services Staff Member to come to each meeting – Gina will arrange

### **Discussion**

- Any talented residents you would like to see speak during the year?
  - Katy Sigmon would like to tell stories about her life
  - So many residents – when we read their obituaries and find out about their lives and want to talk to them about what we read but we can't!
- Calendar Suggestion – Indicate Butterbean Auction #1 and Butterbean Auction #2
  - Residents can sign up for one only
  - Still list CC or Larkin's name beside #1 or #2



- Discussion about weekend activities – attendance is varied depending on activity
- Following the meeting received another suggestion from the Activity Committee member
  - Encouraged CLS to provide non-alcoholic drink options e.g., non-alcoholic beer and wine

**NOTE:** We will have a handout for coming CLS/Activity Committee events as schedules are more developed.

**NOTE:** The new AARP Community Challenge Grant program has been announced. Had an intro meeting on 1-17-25

Applications are due by March 5, 2025

**Respectfully Submitted: Bob Kelly and Annette Cuozzo**

**Next meeting is February 13<sup>th</sup> at 11:00  
in the Linville Arts & Crafts Room**



### *Resident Council WEGI report for Thursday, January 23, 2025*

Our recent WEGI campaign has yielded promising results, reflecting the generosity of the residents. The following is a summary:

1. There were 149 contributions totaling \$64,562.00
2. There were 138 resident contributions totaling \$61,242.00
3. There were contributions from friends and family totaling \$3,320.00
4. The average resident contribution was \$443.78
5. There were 260 awards given to Staff Members
6. The average gross award for staff members was \$226.48
7. The highest award for a staff member was \$486.73

The staff members were overwhelmed by the generosity of the residents and were excited and grateful. One staff member reported that her brother was visiting her and her mother for Christmas and they had not seen him in 8 years. They wanted to do something special to celebrate the occasion so they went to a very nice restaurant and ordered whatever they wanted from the menu without being concerned about the cost because they knew that the residents had provided them this special opportunity. It was one of the best Christmases they could recall. Many staff members shared their appreciation by writing Thank You notes to the residents.

Feedback from residents has also been overwhelmingly positive. Many residents have shared their excitement about the campaign and have provided valuable suggestions. Based on this feedback, we plan to expand our efforts to include more avenues for giving. One of those avenues is making it easier for residents to contribute on a monthly basis by having an amount added to their monthly assessment and directed to be deposited into the Gratitude Fund account. If you are interested in participating in this method of contributing, please complete an Authorization Form and give it to Lindsey Billings in the Accounting Office. You can stop by the accounting office and they will be happy to provide a form for you. We will also conduct another similar fund raising campaign during the month of November this year.

Overall, the campaign has been a resounding success, thanks to the enthusiastic participation and support of our residents. We look forward to building on this momentum and continuing to thank our staff members for their service.

On behalf of the Board of Directors we would like to offer our resounding thanks to Alan Atwell, Wayne Arnoldus, Kathy Brady, JoAnn Cox, Bobby Johnson, Bob Kelly, Ann Sherman, and Ted Wright for contributing outstanding pieces of art that were raffled to very lucky prize winners at the Celebration Party on January 3<sup>rd</sup>.



## CAMPUS CARE ALLIANCE

Minutes - January 21, 2025

On January 21, the Campus Care Alliance convened at 10:30AM in the AL Education Center. Jo Ann Cox, chairman, presided. Others in attendance were:

**PROFESSIONAL HEALTH CARE TEAM** - Josh Hillegass, Health Care Administrator, Crystal Condy, Director of Clinical Services, Karla Stapleton, Navigator, Lora Maze CLS Coordinator for Memory Care (Rice Retreat), Linda Schubert, Staff Development and Infection Preventionist, and Sara Ramirez, CLS Intern. **MEMBERS** - Sarah Hester, Connie Burbank, Stewart Brownlee, Anita and Allen Greenstein, Evelyn Russell, Cathy Long, Terry Nottage, Alicia Sharp, Bob DellOrfano, and John Proudfit.

Jo Ann opened the meeting with an inspirational meditation. The agenda for the meeting was distributed.

### **Guest Speaker - Lora Mize**

Jo Ann introduced Lora Mize, CLS Recreational Therapist and Coordinator for the Memory Care Community. Lora summarized the criteria for admittance to Memory Care. A diagnosis of dementia from a primary care physician is required. She then reviewed the following documents and their use: Assisted Living Social History Survey, Self Administered Gerocognitive Examination form, Rice Retreat Events Calendar. She then described the LCS program entitled Heartfelt Connections and the process of submitting a self score for recognition and earning a grade from Life Care Services. WhiteStone has received a gold award for 2024 and that certification is good for two years. She provided an interesting overview of scheduled activities as well as methods used to determine individual interests. Of the 12 beds in the community, 9 are currently filled. Visitors are important to the residents, and Lora emphasized the importance of personal contact. A CNA and medication aide are assigned to the community at all times. Residents may be signed out with a responsible party and leave for off campus activities. Sara Ramirez, the CLS intern was introduced.

### **Staff Development Activities - Linda Schubert**

Staff competence and caring are the focus of a **Standardized Patient Actor Program** designed by Linda and introduced in a Florida nursing home. It provides for staff training with feedback from acting volunteers. The volunteers act as patients with specific diagnoses, and they provide valuable feedback during the experience. It provides the opportunity for residents to take part in the training of staff who may some day be providing their care.



### **Staff Reports**

**Josh Hillegass** - Census and Occupancy for the Care Center for November resulted in 79 of the 86 beds being occupied. (89%) For December, the average occupancy was 75. (85%). Josh reported good progress in falls prevention with 8 unwitnessed and 1 witnessed falls in November. In December, there were 13 unwitnessed falls and 1 witnessed. Covid is believed to be a contributing factor for the increase. Two resulted in hospitalizations.

In the month of November, there were a little over 8,000 call lights answered with an average response time of 6min.31sec. In December, response time decreased to 6min.9sec. The new call light system is still being installed with a target date of February.

In November, average census between Assisted Living and Memory Care was 27. In December, average census was 28. Today the combined number of residents is 30. Number of falls in AL and Memory Care for the months of Nov. and Dec. was 4 witnessed and 1 unwitnessed.

The **HOST** program was recently reviewed and introduced to new members of the team. A couple of changes have been made, and when available, the staff serving as hosts will be joining care plan meetings as a resident advocate.

**Crystal Condy** - There have been 2 nominees for the CARE award. These will be announced at Resident Council on January 23. Josh will determine whether the nomination forms are included in the admission packets.

**Karla Stapleton** - In November, December, and into January, there were 66 SARA alerts. Of those, only 3 were not attended by a nurse. During 2 of the 3, the nurses were engaged in acute issues in the CWC.

### **Newly Revised Resident Survey Form**

The form was distributed, and Jo Ann asked the committee to review it and to provide any feedback to her before the February meeting so it can be finalized.

### **The Term "Culture"**

Jo Ann recommended that the culture of our care giving health services become the #1 priority for 2025 - defining it and finding ways to measure it. Resident centered care is the goal. Josh will be developing a method of charting culture indicators abstracted from the discharge surveys as a measurement of that goal.

It has also been suggested that members of the Auxiliary might also provide valuable observations.



Defining "culture" will be the focus of the March meeting. Tracey Armwood has been invited to lead the discussion. The committee will break into small groups to explore ways of defining culture and why it is important for care givers.

Josh is doing some rescheduling of his staff meetings to coincide with CCA meetings as a means of exchanging information gleaned from the written surveys.

#### **CCA Leadership for 2025-26**

Connie Burbank and Cathy Long have volunteered to co-chair the CCA for the new term which begins in April. Other nominations are welcome, and the desire of the committee will be respected. The committee expressed their appreciation and acceptance of the two volunteers through a round of applause.

#### **Other Business**

Allen reported that in communication with residents, he is identifying a lack of familiarity with the care plan process. He suggests that the use and goal of the care plan be incorporated into the discharge survey form.

Evelyn Russell will be serving as the contact and coordinator for handling the discharge survey process.

Josh explained that there should be no delay in answering medication requests during shift change. The person currently holding the keys at shift change is responsible for administering the required medication.

John reported an ongoing problem with delivery and pick up of medications delivered by Neil Pharmacy. Meds are being delivered to the CWC, but there is no established process for notifying residents that they have been delivered. Josh stated that nurse supervisors are now responsible for checking to see if medications need to be picked up and for making the necessary contacts. It was proposed that the pharmacy be asked to deliver the meds directly to the resident's home. Josh will coordinate with the pharmacy to find a solution.

Having completed the business at hand, the meeting was adjourned.

Respectfully,

Sarah Hester, Secretary