

Whitestone Resident Council Meeting
January 22, 2026
Fellowship Hall

1. The meeting was opened by Vice Chair, Ted Dresie.
2. Misty McAden, Chaplain, opened with a prayer.
3. Employee Awards were presented by Tracy Armwood, HR Director.
* A special recognition & monetary award was made to Barbara Wills, of Transportation, for her retirement after serving 45 years of service to Whitestone.
4. Mark Lewis, Executive Director, gave financial and occupancy reports. See attached report.
He also gave a detailed report on the extensive plans being made for the upcoming snow/sleet/icy weekend. He will be sending out details to the residents which will include a hot line number to call if in trouble.
5. Martha Merryman gave the treasurers report in Anita Greenstein's absence.
\$31.00 was collected at the meeting and the treasury balance is \$229.77.
6. **Due to a medical emergency by one of the residents at the meeting, only two reports were presented. The room was evacuated to accommodate the EMS team.**
The remainder of the reports are the hard copies attached with this report.

THE NEXT MEETING WILL BE FEBRUARY 26, 2026 AT 9:30.

Submitted by Betty Atwell, secretary.

Resident Council Meeting

January 22, 2026

9:30 am

Order of Business

Greetings – Ted Dresie

Blessing – Misty McAden

Employee Awards – Tracy Armwood

Executive Director Comments – Mark Lewis

Treasurer Report – Martha Merryman

Marketing Committee Report – Bob DellOrfano

Residential Services Committee Report – Stuart Brownlee

Food & Beverage Committee Report – Phyllis Jones

Activity Committee Report – Annette Cuzo

Recycling Committee Report – Ed Walker

Auxiliary Committee Report – Don McCrickard

Spiritual Life Committee Report – Ray Hall

Campus Care Alliance Committee Report – Cathy Long & Connie Burbank

Environmental Committee Report – Jimmie Dowless

Closing Remarks and Adjournment – Ted Dresie

Next Meeting will be Thursday, February 26, 2026 at 9:30 am

Feb 2-

WEGI 2026 WhiteStone Employee Gratitude Initiative Report to Resident Council

Committee Members

Allen Greenstein, President, Wayne Arnolds, Vice President
Tommye Morrison, Secretary, Walter Doughton, Treasurer, Gary Wegner, Assistant Treasurer
Jimmie Dowless, Member at Large, Sandra Wegner, Member at Large

2025 Total donations were \$85,535.20 which is a 32% increase over the 2024 donations. The committee is looking forward to another great campaign in 2026.

Bob P.

Re: Dr Grieve's, Ted Fritz was tied up with family, so I contacted him by phone and offered my help.

New Business

A. **Marketing Minute** – is available at the desk at the entrance. Pick up a copy before you leave.:

B. **Debi Bryant reviewed the "marketing Minute" that included the Marketing Team's accomplishments for 2025. Thanked the Committee members for their enthusiasm and support which helped the Marketing Team exceed their goals.**

C. **Total IL units at WhiteStone: 210**
Occupied: 203 (97%)
Sold: 206 (98%)

Openings
* **Cottages 0**
* **Villas 0**
* **Apartments 1**
* **Residential 3 – (1 in Linville and 2 in Bennett)**

D. **There are 4 move-ins scheduled for January and February and mentors have been assigned**

a. Sam Jones	ILS 520	1/26	Tula Crumpton
b. Carolyn Burgman	4 YRC	Jan	Corinth Milikin
c. Sandy & Bill Martin	1001 FMD	2/26	Connie Burbank
d. Andrea & Brian Petraca	702 RL	2/26	Bob & Ellen Levin

E. **January 2026 Occupancy Goals are 97.1% (207 units). We have a goal of 18 closed sales for 2026. We've had 2 closings so far this year and several more scheduled – we are well on our way!**

F. **Upcoming Events: February: New Resident Orientation- 2/18**
Marketing Event: The 8 Dimensions of Wellness - 2/25

G. **Other items:**
Election of Chairperson.
Bob expressed how thankful he was to be a part of the committee and thanked the members and the Marketing team for their support.
Given the amount of added Masonic duties he regrets that he must yield the leadership to another member.
Alan Atwell volunteered to take the role and the committee voted and approved the change. He will assume the position in April.

Bob Dellorfano, Chairman and Secretary

**Marketing Committee Resident Council Meeting
January 22, 2026**

Bob Dellorfano – Chair & Secretary

*Alan Atwell	*Donna Ferguson	*Ellen Levin	*John Proudfit
*Betty Atwell	Ted Fritz	*Bob Levin	*Betsy Schiller
*Stuart Brownlee	*Anita Greenstein	*Mark Lewis	*Helen Ulrich
*Debi Bryant	*Allen Greenstein	*Don McCrickard	Robert Vinroot
*Connie Burbank	Nancy Howard	Corinth Milikin	*Tula Crumpton
Beverly Cato	*Monica Hurd	*Tom Morrison	*Mike Leone
*Meredith Cooper	*Phyllis Jones	*Tommye	*Nancy Reaves
*Carolyn Cotton	*Charlie Jones	Morrison	
Sylvia Davis	Jill Jones	*Donna Newton	
Ted Dresie	Bob Kelly	Archana Patel	
Don Etherington	*Barbara Krueger	*Ed Phelps	

*** Denotes Attendance at Meeting**

We normally have between 22 and 35 team members in attendance- on 1/7 we had 28

Opening

Thank You for all that you did in 2025

The meeting was opened with a brief prayer and requested waiving of October minutes.

**By my count the team mentored 33 newly arrived residents in 2025
Supported several Marketing events as the Sales Team deemed necessary.**

**Old Business: The team covered the mentoring of 8 move-ins in November & December
Reports on the November and December & January Move-ins:**

Marilyn & Bill Mantek	ILW 229	11/14/2025	Helen Ulrich
Patricia Smith	Ben 342	11/18/2025	Tom & Tommye
Caroline Henry	LIN 310	11/19/2025	Linville 3 rd floor
Emory Crawford	ILW 532	11/25/2025	Charlie Jones
Harvey Lineberry	ILS 313	12/17/2025	Allen & Anita
Kim & Susan Carlyle	6E	12/22/2025	Bob Dellorfano
Gayle Abrams	ILS 419	1/2/2025	Donna Ferguson
Dr. Phillip Grieve	Benn 345	1/2/2025	Ted Fritz

Helen commented on Marilyn & Bill Mantek that they had settled in and were comfortable; had dinner with them.

Tom & Tommye regarding Patricia Smith; seems like the 3rd floor residents had taken her under their wings.

Caroline Crawford & Emory Crawford are related and need very little help.

Anita reported that Harvey Lineberry loves it here!

Donna Ferguson reported on Gayle Abrams.

Bob Dellorfano had several meetings with the Carlyle's and reviewed the mentor checklist and connected the TV to cable & WiFi.

WhiteStone

A MASONIC & EASTERN STAR
COMMUNITY  EST. 1912

Founded on fellowship. Inspired by you.

JANUARY 2026

MARKETING
MINUTE



Mentored
**33 NEW
RESIDENTS**

*Thank you for
& going above
beyond.*

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

Monica Hurd, Residency Counselor mhurd@LiveatWhiteStone.org

Meredith Cooper, Marketing Coordinator mcooper@LiveatWhiteStone.org

**NEXT MARKETING COMMITTEE MEETING WEDNESDAY,
FEBRUARY 4TH AT 11:15AM**

Debi's Blurp-

HAPPY NEW YEAR!

I just wanted to share a quick review of how the Sales & Marketing Team spent the last year...

For starters – the Team met and exceeded 2025 sales and occupancy goals! I am so proud of what they accomplished, proving that dedication and teamwork turn goals into reality. Every phone call, every email, every Community Experience, and every follow-up represented an opportunity to build trust and create meaningful connections with future residents and their families.

Here's a breakdown of those efforts:
4,987 prospect connections by phone
2,537 email connections

223 Initial Community Experiences for prospects, family and friends
189 Follow-up visits

As we celebrate an incredible year, I want to extend a heartfelt thank-you to YOU - the amazing members of our Marketing Committee. Your support and enthusiasm have been instrumental in achieving these milestones and positioned WhiteStone as a premier Life Plan Community. Here's to building on this success and making 2026 our most remarkable year yet!

Independent Living wrapped up 2025 at 96% occupied and 99% sold!! We had 33 closed sales to a budget of 24 and ended with 33 net sales to a budget of 24! There are 100 move-ins already scheduled for 2026!

We step into 2026 at 97% occupied and although we will have new goals, I am confident we are ready to meet that challenge!

Thank you for all that you do to support WhiteStone!

Cue the confetti - we crushed it in 2025!

Occupancy Report:

97% occupied / Sold to 99%
Cottages Available - 0
Villa Homes Available - 0
Apartments Available - 0
Residential - 3

December Move Ins:

12/17 Harvey Lineberry ILS 313
2/22 Kim & Susan Carlyle 6E

Upcoming Move Ins:

1/2 Gayle Abrams ILS 419
1/2 Phil Grieve Ben 345
Jan Sam Jones ILS 520
Jan Carolyne Burgman 4 YRC
Feb Sandy & Bill Martin 1001 FMD
Feb Andrea & Brian Petrarca 702 RL

Upcoming Events:

Feb 18th New Resident Orientation
11:30a FH
Feb 25th Marketing Event
11:00am FH

Minutes for Residential Services Meeting January 12, 2026

Location: Fellowship Hall

Time 11:15 AM

In Attendance: Bob DellOrfano, John Serdensky, Ted Dresie, Bob Kelly, Joyce Hibshman, Chuck and Judy Covarrubias, Carol Rich, Tom Morrison, Barbara and Sheldon Krueger, Mark Lewis, Karla Stapleton, Linda Christensen, Archana Patel, and William Ridgeway.

Thought for the day: "If you concentrate on finding whatever is good in every situation, you will discover that your life will suddenly be filled with gratitude". Rabbi Harold Kushner

Prayer – Bob DellOrfano

Review of previous meeting minutes.

Fiber & Wi-Fi rollout and cutover plan

- Fiber Cable boring scheduled into next week; initial cutover testing will target 1–2 residents before wider rollout.
- Fiber terminates in an external enclosure ($\approx 8 \times 8$) with a secondary smaller box; Ethernet is provided to existing internal switch in utility/garage.
- Connection provides 1 Gbps up / 1 Gbps down shared per building; shared access points (1–2 per building/cottage) eliminate point-to-point wireless and increase bandwidth and stability.
- Equipment and maintenance remain part of monthly service; residents do not need to buy routers but may add internal access points; external maintenance can be performed without entering homes.
- Current service in IL reported as generally good; printers working; few complaints about slowness or disconnects; some cottage Wi-Fi readings reported low (e.g., 8 and 6).

Cameras installation & footage use

- Camera installation completed last week; all cameras are functional.
- Installed 17 new cameras; system described as 40 separate cameras covering hallways.
- Cameras are cloud-based and accessible via a portal.
- Primary placements: CWC and by elevators in the new aisle section; one exterior unit noted as visually prominent ('spaceship').
- Footage is recorded and reviewable but not monitored continuously; concern raised about a potential coverage gap at one end.

Curana telehealth, triage & pharmacy

- Health and wellness fair on 15th from 2–4 PM in meeting, activity, and arts rooms; 17 tables, 12 departments/vendors, 4–5 raffle giveaways.
- Curana reachable via 877 number; care navigator available 24/7 for appointments and triage; magnets with the number distributed at the fair.
- Triage determines urgency and schedules same-day or next-day visits or ER referral; clinic days are Tuesdays and Thursdays; on-site Curana staff are present five days per week and will perform house calls on clinic days.
- 100 residents enrolled with Curana; approximately 30 enrolled for acute care and the remainder for primary care; additional acute-care sign-ups encouraged (no primary-care commitment required).
- Medical-record access requires resident permission; standard start-up assessment and Medicare-related billing require routine screening questions; providers may view Epic records if authorized.

Recycling, store ops & parking issues

- Glass recycling present only in the Rotunda; recycling committee removes glass off-campus; residents propose additional bins on 3rd & 5th or 2nd & 4th floors (or one per east/west building) to avoid bins in every trash room.
- Styrofoam collection exists on 2nd and 4th floors (south and west); collection points change periodically.
- Store computer/POS contains ~40 icons but staff use 3; unused icons cause incorrect pricing (example: mouthwash rings \$1.60 vs actual \$5–\$7) → request removal of all but the three needed icons (non-food items, stamps, greeting cards).
- Caregivers repeatedly park long-term in the loading zone and block access; employees park in resident spaces, forcing residents to use visitor parking behind the building; security to monitor and address violators.
- Bob DellOrfano will take over the role in April.

Food and Beverage Committee Report to Resident Council

The Food and Beverage Committee did not meet in November or December. We resumed our monthly meetings on January 8 2026l

Frederic Pauthonnier, our new Director of Food Services, was at our January meeting. He and David Kasper, Dining Room Manager, gave us an update on plans for an improvement to our buffet room.

Niki Stafford let us know of the increase of pricing of the a la carte menu and the Bistro. Our resident buffet prices will stay at \$10 but guest prices have increased to \$15. We are looking forward to seeing improvements on the things that need improving.

Phyllis Jones, Chair of Food and Beverage Committee

Betty

WhiteStone Activity Committee Meeting Minutes to Resident Council on Thursday, January 22nd, 2026

Topics of Discussion:

- Residents and Staff Discussed Potential Activities in the coming months:
 - Trip to JOLO Winery in Pilot Mountain – when would everyone like to go – to be scheduled in April or May (est. time 9:00 – 3:00 PM)
 - Residents would like to go to McKay's in Mebane – to be scheduled in February (est. time between 12:00 PM and 2:00 PM)
 - Smith Mountain Lake Boat Cruise – to be scheduled in Spring/Summer Months
 - Gina is establishing a connection with the Children's Home to explore intergenerational activities. The residents have expressed interest in a tour of the Children's Home. Following a tour, we would like to revive the tradition of the Easter Egg hunt on a smaller scale.
- Gina and the Community Life Services (CLS) team will host a specialist from Life Care Services from January 13th to 15th. The specialist will review our activities and programming in all areas (CWC, AL, IL) and offer fresh ideas and suggestions.
- A question was raised regarding the process for requesting films for "Saturday Night at the Movies," with a suggestion to feature newer releases. Larkin clarified that movie selections are driven by resident input; those who attend are encouraged to share their requests directly with Roy. Larkin will follow up with Roy to discuss this feedback.
- The Winter Olympics will be broadcast in the Group Fitness Room for residents to watch at their leisure throughout the event.

Activity Highlights for January

- **1-8 Travel Talk Thursday with Amanda Barron-Mills – Cruise, Land & Rail Expert, Come see what we have in store for 2026 for WhiteStone Resident Travel at 3:00 PM in Fellowship Hall**
- 1-10 Woven God's Eyes with Larkin at 1:00 PM in Linville Arts and Crafts Room – Requires sign-up ahead of time
- **1-11 Les Mis at Tanger Center - Leaving WhiteStone at 12:00 PM, Mandy Driving (Tickets range between \$45 and \$150)**

Next Activity Community Meeting is Thursday, February 12, 2026, at 10:30 AM in the Linville Arts & Crafts Room – Page 1

- 1-11 Marbled Silk Scarves with Larkin at 2:00 PM in Linville Arts and Crafts Room – Requires sign-up ahead of time.
- 1-12 WhiteStone Retreat: A Caregiver Respite Program with Lora Mize at 1:00 - 3:00 PM in Group Fitness Room
- 1-13 Spintopia with Scott at 6:30 PM in Linville Activity Room
- 1-14 Ladies Tea with CC & Larkin at 3:30 PM in Linville Activity Room
- **1-14 International Ballet Stars: Swan Lake at Carolina Theatre, Leave WhiteStone at 6:00 PM, Not sure who is driving yet. Senior Prices are: Pit \$87, Tier 1 \$87, Tier 2 \$77.40, Tier 3 \$58.18, Tier 4 \$48.57, Tier 5 \$38.97**
- 1-15 Diabetes Support Group with IL Resident, Gary Wegner at 10:00 AM in Linville Arts and Crafts Room
- 1-15 Resident Annual Health Fair at 2:00 PM to 4:00 PM in Fellowship Hall
- 1-18 Take Care of Yourself Day – Hand and Neck Massages with CC at 2:00 PM – 4:00 PM in Linville Activity Room - Requires sign-up ahead of time
- **1-19 Bingo Buggy with Scott – Redeem Bingo Points for Lunch at 12:00 PM in Linville Activity Room – Contact Scott to redeem points for lunch and place orders. Contact Scott regarding any questions about Bingo Buggy.**
- **1-19 Writing your Memoir with Larkin at 1:00 PM in Linville Arts and Crafts Room – Requires sign-up ahead of time**
- 1-19 Lynn Haeseler Staff Pianist for Greensboro Performing Arts & UNCG School of Dance and Performing Arts here to perform at 6:30 PM in Fellowship Hall
- 1-20 Poker Night with Scott at 6:45 PM in Linville Activity Room
- **1-21 Personalized Pillow Covers with Larkin at 1:00 PM in Linville Arts and Crafts Room – Requires sign-up ahead of time**
- 1-21 Bingo at Night with IL Resident, Craig Wasoff at 6:30 PM in Fellowship Hall
- 1-22 Resident Council Meeting at 9:30 AM in Fellowship Hall
- **1-22 Discovery Series with Marli Overstreet at 2:00 PM, Topic: “New Year, New You” - Group Fitness Room**
- **1-23 Faux Stained Glass Keychains with Larkin at 1:00 PM in Linville Arts and Crafts Room**
- 1-24 Men’s Bible Study with Brad Miller at 10:00 AM, Discussion of John: Chapter 9 in Fitzgerald Library
- 1-26 Robert Buxton, Edutainment Experience & Piano Performance at 6:30 PM

Next Activity Community Meeting is Thursday, February 12, 2026, at 10:30 AM in the Linville Arts & Crafts Room – Page 2

- 1-27 Trivia Night with Scott at 6:30 PM in Fellowship Hall
- **1-28 Bowling at AMF Lanes with Andrew at 3:00 PM (Sign up ASAP so we can reserve a lane!!)**
- 1-29 Danville, VA to Caesar's Casino, Scott Driving, Leaving at 11:15 AM
- **1-30 The World Famous Glenn Miller Orchestra, Leaving WhiteStone at 5:45 PM, Show starts at 7:00 PM – Andrew/Mandy Driving (Tickets for Seniors \$42.70)**

Next Activity Community Meeting is Thursday, February 12, 2026, at 10:30 AM in the Linville Arts & Crafts Room – Page 3

Future Activity Highlights for February-June

February:

- 2-3 Spintopia with Scott at 6:30 PM in Linville Activity Room
- 2-4 Bingo at Night with IL Resident, Craig Wasoff at 6:30 PM in Fellowship Hall
- **2-7 Elon College Men's Basketball Game Trip – leave at 12:00pm (time may change) more details to come**
- 2-8 Super Bowl Party (time to be determined – but will be in the evening)
- **2-9 Valentine's Dance Social featuring Music from April Talbott and Pianist Dave Fox at 6:30 PM in Fellowship Hall**
- 2-11 David Horth & The Blokes back to perform at 6:30 PM in Fellowship Hall
- 2-12 Activity Committee Meeting at 10:30 AM in Linville Arts and Crafts Room (Note Time Change for Chili Cookoff)
- **2-12 Annual Chili Cookoff at 11:30 AM – 1:30 PM in the Fellowship Hall – More information to come soon!!**
- 2-14 Quarterly WhiteStone Board Meeting at 9:00 AM
- 2-16 Lynn Haeseler Staff Pianist for Greensboro Performing Arts & UNCG School of Dance and Performing Arts here to perform 6:30 PM
- 2-17 Fat Tuesday Pancake Breakfast (place to be determined) at 8:30 AM
- **2-17 Mardi Gras Party at 3:00 PM in Linville Clubhouse**
- 2-17 Poker Night with Scott at 6:45 PM in Linville Activity Room
- 2-18 Bingo at Night with IL Resident, Craig Wasoff at 6:30 PM in Fellowship Hall
- 2-23 Robert Buxton, Edutainment Experience & Piano Performance at 6:30 PM in Fellowship Hall
- 2-26 Resident Council Meeting at 9:30 AM in Fellowship Hall

March:

- **3-17 Walsh Kelley School of Irish Dance at 6:30 PM in Fellowship Hall**
- **3-21 Stars & Stripes Forever Concert Featuring the NC Brass Band celebrating America's 250th Birthday – Big Band Style Music at Tanger Center – Leave WhiteStone at 6:30 PM, show starts at 7:30 PM (Tickets \$43-all-in- depends on seating. Let us know where you would like to sit and we can tell you ticket prices).**

Next Activity Community Meeting is Thursday, February 12, 2026, at 10:30 AM in the Linville Arts & Crafts Room – Page 1

- **3-28 Easter at WhiteStone with the Eastern Star Grand Chapter – All are invited to attend at 2:00 PM**

May:

- **Kentucky Derby Social – 5:00 PM in Rotunda (time subject to change)**
- **5-31 Sunday Car Show with Performance Pontiacs – 2:00 - 4:00 PM – Outside CWC**

June:

- **Karaoke Night with Larkin back for the Summer – Prizes given for singers voted by the audience members, sing along, wine and beer served**

To be Scheduled

- **Mike Crenshaw and Weaver Academy's Digital Ambassadors here to provide technical support for residents February 2026**
- **Wild Tails with Shivon Eck and REAL Animal Ambassadors – February/March 2026**
- **Rescheduling Eastern Guilford High School Jazz Ensemble led by Mason, Kyle Dortch Performance – February/March 2026**

Next Activity Community Meeting is Thursday, February 12, 2026, at 10:30 AM in the Linville Arts & Crafts Room – Page 2

Ed

WhiteStone Recycling Committee Minutes

12-1-2025

Present:

Residents: Beverly Cato, Corinth Milikin, Tom Morrison, Tommye Morrison, Betsy Schiller, Ed Walker.

Ed said he will invite David Kasper to future meetings. He will also contact Tracy Armwood (HR) to make sure WhiteStone applicants express positive feedback about recycling program.

Old Business:

Ed said he would like to put a slot into the quartz at the mail station in IL West to put mail/trash in baskets underneath the counter. He will meet with Mark to talk about appropriate signage and the possibilities of installing these slots for mail and trash.

Ed would also like to set up a separate bin to collect Styrofoam. There are collection trailers located around the city, including at Food Lion and Starmount. The Styrofoam is collected and taken to a High Point company that turns it into insulation. He would like to have this collection box located in IL West. He said he will talk to Archana about creating a Styrofoam bin with appropriate signage.

Bottle Recycling: Ed reported this is going well. Staff is removing caps during Wine Down.

Plastic Bag Recycling: There is still no recycling of plastic in the Bistro.

Collection Bins: There need to be more collection bins located in CWC and in both kitchens. This needs follow-up with Trex to see if they can provide these bins. The bins seem to be tidy in the Rotunda.

Rewards, Recognition and Education to Entice More People to Recycle Correctly: Corinth has refined the idea for this. Instead of a written test, we could use a participatory exercise where we would set up four bins and a variety of trash. Participants would sort these things into the bins they think would be appropriate. A fifth bin could be used that would be for Styrofoam. Included in the "trash" would be small batteries, small pieces of cardboard and paper, pill bottles, hangers and other items that would prompt questions/education. We could have a poster ready when the Trex representative visits again so the project could launch then. When finished, a poster could be placed in the Rotunda with the names of people who are outstanding recyclers. The project needs a name.

New Business:

Sign-Up Sheets: Ed passed around sign-up sheets for volunteers to write articles for Chit Chat.

Sign-Up Sheet for Bag Recycling: Ed asked for volunteers to take the plastic bags (for Trex) to Food Lion. He said that Amelia on Ruth's Lane has been taking care of the transports to Food Lion. The process involves loading the bags, driving to Food Lion, informing the manager that we have a large number of bags and then taking them out to the area in the back of the store. Betsy said she will talk to Amelia about carrying the recycling to Food Lion. Ed said we are very short of our goal of 1,000 pounds – we have collected about 250 pounds – and we won't meet the goal unless First Presbyterian Church can help us out.

The next meeting will be held at 10 a.m. on Monday, Jan. 5.

Respectfully submitted,

Tommye Morrison

WhiteStone Recycling Committee Minutes

11-3-2025

Present:

Staff: Leonard Miller

Residents: Linda Christensen, Frances Cooper, Jim Cooper, Corinth Milikin, Tom Morrison, Tommye Morrison, Ed Walker.

Ed said that he had notified Leonard Miller and Archana Patel that we would be meeting in December and January. Betsey said that she would send someone from Food and Beverage.

Old Business:

Bottle Recycling: We are collecting all the bottles from Wine Down and the trash can is being emptied by staff. Ed says he believes David is collecting bottles and plastic overwraps from the kitchen and then adding to our collection.

Plastic Bag/Recycling: Linda is still checking recycling containers to make sure people are putting the correct materials in the correct bins. She noted that we need a "no Styrofoam" sign and a "no metallic gift wrap" for the containers. Ed noted he would like to expand recycling efforts here to include Styrofoam. Food Lion on Market is collecting Styrofoam behind the store.

It was suggested that there be a call-out box included in the next article in Chit Chat noting that residents should not put metallic/foil wrapping paper or Styrofoam in the recycling containers.

IL Bins Update: Ed pointed out that receipts from the dining room are not recyclable because they have a plastic coating on them – they belong in the trash. It was noted that we are pretty much getting collectable stuff from the bins on the floors.

Rewards, Recognition and Education to Entice More People to Recycle Correctly: Corinth reported that she had noted that Larkin was doing buttons at the Health Fair and suggested that buttons might be a "reward" for people who pass the "Trash Test" (still to be developed). Committee members discussed the issue of creating trash by creating buttons and whether the value of the buttons would offset the trash factor. It was suggested that a poster with people's names might be effective.

New Business:

Contamination Notices: Leonard reported on the four contamination notices that were received for 700 Holden Road and how that will be handled in the future. He said the trash trucks are connected to AI, which automatically generates a post card when incorrect trash is detected falling into the truck. The contamination issue was traced to a single house where the residents were throwing away non-recyclable plastic bags filled with recyclables. After a conversation with the city, the existing notices were deleted and efforts are underway to correct the problem. Leonard said the city is taking WhiteStone off the AI route. Leonard says when the Environmental Services staff sees contamination in the recyclables, they take it out.

He said that he has been pricing out trash containers that have individual bins for different types of garbage that can be used in the Rotunda. There have been complaints that the existing bins look trashy. Leonard said the ideal bins cost about \$4,000 from Rubbermaid but purchasing those are not likely.

Corinth asked if the kitchen has a bin for overwraps. She suggested asking Trex for another bin for the kitchen. She said that David is now taking overwraps out of the kitchen and putting them in the Rotunda. The kitchen recycling is probably very pure.

Sign-Up Sheets: Ed passed around sign-up sheets for volunteers to write articles for Chit Chat.

He also asked for volunteers to take the plastic bags (for Trex) to Food Lion. He said that Amelia on Ruth's Lane has been taking care of the transports to Food Lion. The process involves loading the bags, driving to Food Lion, informing the manager that we have a large number of bags and then taking them out to the area in the back of the store.

The next meeting will be held at 10 a.m. on Monday, Dec. 1.

Respectfully submitted,

Tommye Morrison

WhiteStone Recycling Committee Minutes

10-6-2025

Present:

Staff:

Residents: Shirley Berthold, Amelia Caison, Leslie Caison, Carol Carpenter, Beverly Cato, Linda Christensen, Frances Cooper, Jim Cooper, Ted Dresie, Corinth Milikin, Tom Morrison, Tommye Morrison, Ed Walker.

Guest: Courney Dietsch.

Linda opened the meeting and welcomed back Ed, chairman of the Recycling Committee.

Old Business:

Plastic Bag/Recycling: Amelia reported that she has delivered 158 pounds of plastic bag/recycling and has another 34 pounds (six large bags) ready to deliver. Ed said he will deliver the bags to Food Lion. This means that 192 pounds have been collected thus far. Carol noted that she got 25 pounds from her church for the WhiteStone effort since the church has already reached its goal. June 5 is the deadline for WhiteStone to collect 1,000 pounds and qualify for a bench.

Amelia said that wraps from tablecloths and overwraps that are coming in from Culinary Services are aiding in collection efforts. There are, however, concerns that recycling is not being done in the Bistro. She clarified that you can leave labels on the Amazon plastic bags when they are being recycled.

Bottle Recycling: The recycling effort is working well with the kitchen staff and Leonard Miller in that they are assuming responsibility for taking glass to the recycler. There is now a bin in the Rotunda to collect bottles, both from WhiteStone and residents. There are also two blue bins in the outside trash area for glass bottles and jars. Jim Cooper noted that when committee members were taking the glass recyclables it averaged about 100 pounds per month.

Collection Bins in Rotunda: There are bins for plastics and bottles in the Rotunda. There are no blue bins there because Archana Patel prefers that the area not be cluttered. There is also a plastics collection bin in front of the hair salon.

Update on Dining Room and Bistro Recycling Efforts: No report because Betsy Johnson did not attend the meeting.

Labeling/Placement of Rotunda Bins: Linda noted that the bin for glass needs to be relabeled "Bottles and Jars Only."

Labeling and Placement of IL South Mail Room Blue Bins: Residents putting trash into these bins continues to be a problem.

Create Glass Posters/Flyers: Linda noted that the new flyers were created by Larkin and are very attractive.

New Business:

Ed talked about the recycling efforts he had witnessed in Canada this summer. He said he would like to push Greensboro to launch a composting program for more than leaves this fall. He said that composting can be done without it smelling bad. Canada has embraced recycling, he said, particularly with labeling things that can be recycled. He would like to increase recycling efforts outside of WhiteStone.

Tom pointed out that people will be interested/involved in recycling when there is an incentive. Corinth suggested perhaps using a quiz with questions about things that can or cannot be recycled. When they took the test, they would receive a prize button.

Jim asked if laundry detergent bottles are recyclable if they are empty, clean and dry. Linda said we need to follow up with Macy to determine if larger bottles can be accepted. There was also a question about recycling pill bottles. Most pill bottles are too small and become caught in the grinders at the recycle center. Ed mentioned that the committee members might like to go to the recycling center to see how things are processed. If people want to go, they must be able to climb two sets of steps and they cannot have a pacemaker.

Volunteers for next year's chairman and secretary: Ed said he would remain as chairman and Tommye agreed to serve as secretary for three months. Tula will continue to do the Chit Chat article from the beach; and Ed will also write some articles for Chit Chat.

It was noted that it is important to keep the theme of recycling in front of residents. Ted said we need to continue our education program for residents because there is still a lot of garbage being discarded into the recycling bins. Information sheets have been provided to the Marketing Department to include in materials distributed to new residents.

The next meeting will be held at 10 a.m. on Monday, Nov. 3.

Respectfully submitted,

Tommye Morrison

Don

Auxiliary Committee Meeting Minutes

January 19, 2026

Attendance

Don McCrickard, Doris Rogers, Fran Mooney, Caroline Meurer, Charlie Jones, Peggy Butler, Alicia Sharp, Tom Morrison, Bob Kelly, Ted Dresie, Judy Covarrubias, Judy Young, Mia Sansbury, Eleanor Drake, John Jarman

Staff Attendance

Allison LeTourneau, Gina Prevost, Josh Hillegass, Archana Patel

Don welcomed the committee to the first meeting of the new year. Don informed the committee of members who were unable to attend due to sickness.

Don opened the meeting with a prayer.

Don informed the committee of an updated member list and provided a new list to everyone.

Don welcomed Charlie Jones and John Jarman to the committee. John shared information about his background since he has been at WhiteStone for only five months.

Josh Hillegass updated the committee about CWC matters. Rachel and Ginger were unable to attend. Josh reminded the committee to delay visits to the CWC if the member is not feeling well to reduce transmission of illness. Josh voiced his appreciation for the committee.

Don passed around the sign-up sheet for members to sign up for Front Desk coverage in February.

Allison LeTourneau distributed the resident visitation lists and reminded the residents of calendars being distributed into in-house mailboxes and uploaded to Uniguest. Don thanked the members for helping throughout the holiday seasons.

Bob Kelly reported on a resident with a photo frame who will relinquish her photo frame. The resident's daughter suggested that another resident would have more benefit from the photo frame. Bob Kelly said that there are two photo frames that can be provided to residents. Bob suggested that two committee members be assigned to assist each recipient of a frame. Josh volunteered to work with CLS to identify two residents who could benefit the photo frame and use it more independently.

Don opened the floor for nominations for Committee Chair. Alicia and Doris suggested Don McCrickard, Tom suggested John Jarman, especially with his background in the church. The committee voted to keep Don as the chair of the committee. Don will work with John as assistant chair as John learns about the committee.

Eleanor Drake asked if this committee meets monthly. Don informed her that it meets monthly except for November and December, even though the committee still works with the CWC during the holiday season.

Don thanked the committee for all of their hard work and dedication.

Don opened the floor for any other issues, questions, or concerns.

Bob Kelly mentioned his availability for photography for events when he is given advanced advance notice.

There being no other business the meeting was adjourned.

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



Ray Hall <secy76@gmail.com>

Spiritual Support Committee Report

1 message

Ray Hall <secy76@gmail.com>

Fri, Jan 23, 2026 at 11:05 AM

To: Ray Hall <secy76@gmail.com>

The Spiritual Support Committee met in November and December to make preparations for the holidays. We decorated the chapel and assisted with the services during the season. We helped with the memorial service for those who died during the year.

Part of our usual work is providing Scripture readers for our regular services and assisting with communion as well as ushering for special services. In one instance we conducted the Sunday morning service when Misty was ill.

We had an artist apply a sealant on the mural beholding the pulpit. It will now be preserved from further damage.

The next meeting will be held February 4 at 2:00 PM in the Linville Activity Room. Everyone is welcome

Respectfully submitted,

Ray Hall

Chairman



RESIDENTS COUNCIL MEETING

Cathy

January 22, 2026

CAMPUS CARE ALLIANCE

Introduction: For newcomers: CCA is a committee of residents, working with staff members (particularly those from CWC, AL and the Memory Care) to address the health care and overall wellness of WhiteStone's people. Our efforts are directed toward learning more about what care is available to everyone, sharing that information with all residents, and, most importantly, sharing with staff and administration what improvements in care we would like to see. Our focus can be described as "the culture of health care and wellness at WhiteStone".

Overview: We started off 2026 with a bang! Our 2nd Annual Health and Wellness Fair last week was very well attended and enjoyed by all who attended. It was heartening to learn from a post visit questionnaire that almost 100 % of those found it a meaningful, had any questions they had answered, and 100 % would like it to be an annual event. Afterward, many said they were surprised to learn of some of the services available here. We will have a completed write-up about the fair in February's "Chit-Chat".

2025 was a productive year for our committee. With Mark and Josh's cooperation and approval, staff name tags were enhanced; the Host program was improved; optional wristbands have been provided to patients coming into the CWC, and we had a medication education program for all IL residents. We also initiated small meet and greet sessions between CWC staff and committee members. By getting to know each other on a more personal level, we are creating a stronger alliance here at WS that will benefit us all.

In the coming year we will continue to address issues related to resident care at the CWC as they occur and seek resolutions whenever possible. We will also continue with our post discharge surveys to learn from residents who have spent time in CWC their experiences (both good and bad) in their care and report them to Josh and Mark. **And, we will do what we can to encourage Independent living residents to become acquainted with the Care and Wellness Center, before they may need being cared for there.**

Monthly meeting: Two days ago, we held our first meeting of the year with 18 resident members and 6 staff and administration members present. From Josh's monthly report, we learned how three medication problems, previously discussed at our November meeting, had been addressed (successfully resolved). We were also pleased to learn from his report that both call bell response times and falls by residents had been reduced significantly. Having achieved a full complement of supervisory staff, the full time presence of Curana Health providers, and holding all staff accountable for these issues has been helpful for a greatly improved overall picture of care in CWC. This was borne out, in part, by the exit interviews done recently by CCA member Joyce Hibshman. All four persons surveyed gave high marks for their care by regular staff members and said they would recommend WhiteStone CWC to others. Josh announced the new position of Resident Health Care Coordinator in AL which has led to fewer falls and other problems there.

SARA ALERTS: Karla Stapleton reported a total of 74 calls over the last 60 days. Thirty three of those calls were "false" alarms (button pushed by mistake, or security call, etc.). Thirty nine of the 41 calls about medical/health issues were responded to by nursing staff. Calls are responded to by RHS nurses during their hours at work and by CWC or AI nurses at other times. An emergency in CWC prevented that nurse from responding two times, and EMS was called.

Ask everyone wearing their Sara alert to raise his or her hand.

We are encouraged by the number of residents who have recognized how important the Sara alert system is.

Upcoming: Nowhere is communication more important than between a caregiver and a person needing care. Our surveys of persons discharged from CWC continue to point out issues in this area. We were pleased that name tags with names on both sides are being worn by staff, but that has not prevented some problems. The use of information white boards in patient rooms has been discussed. and at Tuesday's meeting a committee (Task Force) was appointed to study the feasibility of using whiteboards in residents' rooms in CWC.

Connie Burbank, Co-chair

Cathy Long, Co-chair

Jimmie N.

Environmental (Building and Groups) Committee Report to Resident Council

A meeting was held on January 12, 2026, with 13 residents and 3 staff in attendance.

Work orders at start of December 2025 was 41. There were 631 new work orders, 596 completed work orders and 52 carry over to January 2026.

Main dining room buffet project is in process and April-May 2026 completion time frame.

Door closures on apartment doors are residents storage doors was discussed and Mark Lewis informed the committee that closers are a code requirement and, if closers have been removed or disabled, they must be returned to original installed status.

Officers elected for 2026: Jimmie Dowless, Chairman, Vice Chairman, Donna Newton, Recording Secretary, Joyce Hibshman

Jimmie D.

Building and Grounds Committee Meeting

January 12, 2026

Attendees: Jimmie Dowless, Gene Lewellyn, Dorsey King, Tom Dille, Mark Lewis, Gail Sigler, Ted Dresie, Tom Morrison, John Jarman, Donna Newton, Beverly Cato, Barbara Krueger, Joyce Hibshman

Since Robert Vinroot resigned his position as chairman of the committee, Jimmie Dowless was asked to take over the job. Jimmie was the vice-chairman.

Jimmie began our meeting with a prayer.

It is requested that when you speak at the meeting, please identify yourself to be added to the minutes.

Brightview was not at the meeting. They are still asked to provide Joel with a proposal to improve the plants at the CWC entrance near the golf cart parking area.

David Dyson was here at the meeting since Joel was out for the day.

Leonard Miller was not here either.

Old Business:

The lists of required duties for house and apartment regular and deep cleaning have been requested from Leonard. The lists should be given to Jimmie.

Dryer vents are to be cleaned once a year. That is still being worked on.

Since residents have asked to add an automatic door at the IL South door that leads to the courtyard near the Rotunda, we would like that item put on the upcoming wish list.

Gail Sigler expressed concern with the cleaner being used to clean her bathroom floors. Leonard Miller said that the product is being replaced but that they would finish using the old product. Tom Morrison also expressed concern about the cleaning product used. Donna Newton had an issue with the cleaner used to clean her glass surfaces and provided Windex and paper towels to her cleaner. She also mentioned an issue with the ladies' room in the dining room, and it has been cleaned.

Because traffic problems still exist on campus ie. speeding, going the wrong way on streets, and failing to stop at stop signs, the staff hope that improved painting on pavement should solve problems. Joel is getting an estimate. Residents are encouraged to let Mark Lewis know about residents and workers who are driving badly. Car make and model and/or license plate number are very helpful. There are steps we can take. Gene mentioned that a few golf carts are being driven by staff in the early

morning and they are not using headlights. Gail was concerned that people are parking in the criss cross section between handicapped parking spaces.

Mark Lewis suggested that they talk to the painters about disconnecting fire alarms. This is an ongoing issue that can be annoying to residents.

New Business:

David Dyson reported that the month of December started with 41 work orders. There were 613 new work orders for December, 596 were completed, and the month closed with 52. Work orders are triaged so that the most important ones get done first. We have an incredible maintenance staff!

A discussion was held concerning the device on doors that makes them very hard to open, especially for residents using walkers or wheelchairs. The first-floor storage room is very hard to open, especially when carrying items to be stored. Barbara Krueger suggested that we need to notify residents about our procedures for these devices. Mark Lewis said that the door closing device is required under code and if removed would have to be repaired and put back to original installation.

Jimmie reported that the buffet project in the dining room is moving on to an April-May finish time.

There was an election of officers. Donna Newton nominated Jimmie Dowless as chairman. That nomination passed. Donna Newton agreed to take the cochair position with the stipulation that she would not move up to chairman. That nomination passed. Jimmie nominated Joyce Hibshman as secretary. That nomination passed.

The meeting was adjourned.

Next meeting will be 2/9/26

Campus
Jan

Minutes from Campus Care Committee – January 20, 2026

Minutes of the Campus Care Alliance Committee

On January 20, 2026, the Campus Care Alliance convened at 10:30AM in the AL Education Center. Connie Burbank co-chair presided. Others in attendance: Cathy Long, co-chair. Staff Members: Karla Stapleton, Health and Wellness Navigator, Josh Hillegass, Healthcare Administrator, Mark Lewis, Executive Director, Marline Senessie, Amanda Montgomery, Archana Patel John Proudfit, Anita Greenstein, Allen Greenstein, Bob DellOfano, Jo Ann Cox, Sarah Hester, Don McCrickard, Joyce Hibshman, Tom Morrison, Joel Dobson, Alicia Sharp, Bob Kelly, Evelyn Russell, Martha Merryman, Stuart Brownlee, Ted Dresie, Beverly Cato and Nancy Reaves.

Committee Leadership and Administration

Chair and vice-chair agreed to serve another year.

November meeting minutes were approved.

Review of 2025 topics included improvements in the star rating system, staff name tags, and the introduction of wristbands for attendees (optional).

Programs and Events

Health fair was a major success with 85 attendees, 98.5% found it meaningful, 95.6% had questions answered, and 100% want it repeated.

Article about the fair will be published in "Chit Chat" in February.

Staff and Resident Initiatives

Staff now have name tags on both sides for visibility.

Meet and greet events were conducted with support from various staff.

Marlene is leading improvements in the host program, focusing on consistent resident engagement and onboarding for new residents, including welcome baskets and bedside cards.

Care Center and Assisted Living Reports

Fall incidents decreased in both care center and assisted living from November to December.

Call-light response times improved from 7.7 minutes in October to 4.8 minutes by mid-January.

New resident care coordinator in assisted living led to fewer hospital transfers and grievances.

Memory care engagement increased, and use of PRN medications for behavior management decreased.

Grievances and pressure injuries in the care center declined significantly.

Recognition and Awards

Tammy Gordon received a One Care Award for outstanding service in memory care.

Staff and clinical leaders were recognized for their efforts and improvements.

Action Items

Minutes of the Campus Care Alliance Committee

On March 17, 2026, the Campus Care Alliance convened at 10:30AM in the AL Education Center. Connie Burbank co-chair presided. Others in attendance: Cathy Long, co-chair. Staff Members: Karla Stapleton, Health and Wellness Navigator, Josh Hillegass, Healthcare Administrator, Mark Lewis, Executive Director, Rachel Seibert, Director of Nursing, Marlene Senessie and Archana Patel. John Proudfit, Sarah Hester, Don McCrickard, Beverly Cato, Joyce Hibshman, Tom Morrison, Joel Dobson, Alicia Sharp, Bob Kelly, Evelyn Russell, Martha Merryman, Stuart Brownlee, Bob DellOrfano and Nancy Reaves.

Care Center operational metrics & incidents

- February care-center call-in metrics were **average response time 6.5** and **6,036** total calls.
- Care-related falls: care center had **11** total (8 unwitnessed, 3 witnessed); assisted living had **6** total (5 unwitnessed, 1 witnessed).
- Four February care awards were given to plant operations staff: Andrea, Joel (director), Mario, Matthew.
- Assisted living is prioritizing socialization through monthly men's and women's socials; a men's circle event occurred recently.
- Assisted living is developing a fitness calendar (pool activities, Pilates) and reengaging with the Alzheimer's Association; Alzheimer's walk set for **October 17**, with on-campus fundraising encouraged.

Call-light response & staff communication

- Priority on call-light response times to reduce falls and improve resident satisfaction.
- Average response time **6.5 minutes**; **~6,000 calls** in February; long durations often reflect malfunctions or forgotten/unalerted presses; repeated presses do not speed response.
- Long-call events occur across shifts and concentrate during busy periods (e.g., lunch); team audits and resident/staff interviews follow up long calls.
- IT is evaluating pager alternatives; staff must sign pagers in/out to maintain inventory and availability.
- Communication and training initiatives: audits show inconsistent door-knocking/introductions; uniforms effective **April 1** (CNAs **gray/pewter**, nurses **navy**); skills fairs, mentorship sessions, and staff education planned; COVID clinic **April 21**.

HOST program & resident relations

- Presented plan to evolve the **HOST program** beyond move-in.

- **HOST program** increases engagement during the **first week**.
- Program improves familiarity with staff and services and increases resident comfort in requesting help.
- Observed issues: engagement often tapers after the **first weeks**; HOST interactions vary by individual; no consistent resident feedback capture.
- Planned actions: form a smaller core team from **admissions staff**, implement a simple **tracking system**, add a brief **post-first-week feedback** touchpoint, and align HOST with admissions to begin relationships pre-move-in to ensure residents feel seen and supported.

Staff recognition & resident feedback

- Emphasize Care Award at Resident Council and differentiate it from the Superstar Award; original intent was to present at Resident Council.
- Residents lack understanding of the Care Award; schedule a brief refresher on award purpose and nomination process at the next Resident Council and in the monthly chit-chat.
- Two positive exit interviews: patient in CWC for **6 weeks** and **2 weeks**, both recommended the Care Center; **one** rated CWC care superior to Cone Hospital.
- Reported concerns: room temperatures were very hot (patients opening windows/doors) and **weekend** care was perceived as lower than weekday care. • Formalize staff recognition: collect resident nomination forms, invite recipients to Resident Council for acknowledgement; care pins are **red** currently and could be color-coded for milestones; staff identification remains a concern.

Volunteers / photo-frame & meet & greet

- Meet-and-greet occurred with **1 CNA and 2 nurses**; meeting was positive for both sides.
- Plan to add second-shift sessions, target **Mondays at 4:00**; subcommittee will meet once more and report to full committee **next month**.
- Two volunteers available (including John); additional auxiliary committee volunteers needed to oversee photo-frame program; training will be provided.
- Photo-frame program progressing; volunteers assist residents with device operation and produced noticeable benefit for a CWC resident.
- Identification wristband offering uptake is about **50/50** among residents; some decline due to discomfort; third-shift participation possible with advance coordination.